

## CAYMAN ISLANDS



Supplement No. 1 published with Gazette No. 1  
dated 3<sup>rd</sup> January, 2012.

## THE 2012 FOI PUBLICATION SCHEMES



In accordance with section 5 of the Freedom of Information Law 2007 and the Schedule to the same, the following public authorities have complied with the duty to publish:

- Cabinet Office
- Government Information Services
- Computer Services Department
- Portfolio of the Civil Service
- Public Service Pensions Board
- Portfolio of Internal & External Affairs
- Elections Office
- Department of Public Safety Communications
- Hazard Management Cayman Islands
- Department of Immigration
- Royal Cayman Islands Police Service
- Department of Community Rehabilitation
- Civil Aviation Authority
- Portfolio of Legal Affairs
- Office of the Director of Public Prosecutions
- Ministry of Finance, Tourism & Development (Public Finance)
- Ministry of Finance, Tourism & Development (Tourism & Development)
- Department of Tourism
- Department of Planning
- Cayman Islands Government Office in the United Kingdom
- General Registry
- Economics and Statistics Office
- Treasury Department
- Maritime Authority of the Cayman Islands

- Tourism Attractions Board
- Cayman Islands Airports Authority
- Cayman Airways Ltd
- Cayman Turtle Farm
- Port Authority of the Cayman Islands
- Cayman Islands Development Bank
- Cayman Islands Monetary Authority
- Tax Information Authority
- Cayman Islands Stock Exchange Authority
- Ministry of District Administration, Works, Lands & Agriculture
- Department of Agriculture
- Lands and Survey Department
- Department of Vehicles & Drivers Licensing
- Department of Vehicle & Equipment Services
- Department of Environmental Health
- Office of Telecommunications
- Radio Cayman
- Water Authority – Cayman
- National Roads Authority
- Electricity Regulatory Authority
- Information and Communications Technology Authority
- Sister Islands Affordable Housing Development Corporation
- Ministry of Education, Training & Employment
- Department of Education Services
- Department of Employment Relations
- National Pensions Office
- Education Standards & Assessment Unit
- Sunrise Adult Training Centre
- Public Library Service
- Cayman Islands National Archive
- University College of the Cayman Islands
- Ministry of Community Affairs, Gender & Housing
- Department of Children & Family Services
- Counselling Services Department
- National Housing Development Trust
- Children and Youth Services (CAYS) Foundation
- Ministry of Health, Environment, Youth, Sports & Culture
- Department of Health Regulatory Services
- Department of Environment
- Health Services Authority
- National Drug Council
- Cayman Islands National Insurance Company
- Cayman Islands National Museum
- Cayman National Cultural Foundation
- Cayman Islands National Gallery
- Judicial Administration

- The Governor's Office
- Office of the Auditor General
- Office of the Complaints Commissioner
- Information Commissioner's Office
- Commissions Secretariat

Each of these public authorities has updated its Publication Scheme and hereby publishes in the *Gazette* that Publication Scheme, a statement bringing up to date information contained in the previous statements or statements.

The following public authorities have no statements to be published bringing up to date information contained in the previous Publication Scheme. The 2011 Publication Scheme for each of these public authorities is available in Supplement No. 1 published with Gazette No. 1 dated 4<sup>th</sup> January 2011 and remains up to date.

- Department of Commerce and Investment
- Legislative Assembly Department
- Civil Service Appeals Commission
- Public Works Department
- Cayman Islands Fire Service
- Youth Services Unit
- Cayman Islands Cadet Corps
- District Administration Department (Cayman Brac)
- Mosquito Research and Control Unit

All Publication Schemes are produced in accordance with the Deputy Governor's Code of Practice pursuant to section 5 of the Freedom of Information Law 2007 and are available for public use.





## Cabinet Office

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law, 2007 ("FOI Law") has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage public authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for:

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

This publication scheme commits the Cabinet Office to making information available to the public as part of its normal business activities.

The Cabinet Office will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Cabinet Office will generally not publish:

- information in draft form;
- information that is not held by the Cabinet Office, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example:
  - personal information,
  - commercially sensitive information,
  - information which would prejudice international relations if disclosed, including dealings with governments of foreign nations,
  - information communicated in confidence by or on behalf of a foreign government or international organisation,
  - information which would adversely impact the Caymanian economy or Government's ability to manage the economy,
  - Cabinet minutes, or
  - opinions, advice or recommendations prepared for Cabinet.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it. For example: where disclosure would breach the law of confidentiality, infringe personal privacy, inhibit the free and frank exchange of views for the purposes of deliberation, or otherwise prejudice the effective conduct of public affairs.

A significant portion of the work that the Cabinet Office does is for meetings of Cabinet or Cabinet working committees, and therefore likely to be exempt under the FOI Law. While the exemption that is specific to Cabinet documents will exclude purely factual material, other

exemptions aim to protect the principle of collective responsibility of ministers and allow free and frank discussion of complex issues. Even if some information is exempt, disclosure may be required if there is substantial public interest.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out. Records containing exempt matter will be published in a redacted<sup>1</sup> form where ever it is practical to do so, indicating which exemptions apply. If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the various methods described below. *Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky) and can be downloaded in PDF format.

Additionally, the Freedom of Information Unit (FOI Unit) and the Constitutional Review Secretariat (CRS), which closed in November 2009, each have their own websites even though they fall directly within the purview of the Cabinet Office. Information specific to the functions and activities of the FOI Unit and CRS is available on [www.foi.gov.ky](http://www.foi.gov.ky) and [www.constitution.gov.ky](http://www.constitution.gov.ky), respectively. These websites can also be accessed through [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky), “What We Do.”

Where information is available online, a PDF icon hyperlink within *section 7: Categories of information* will direct you to the relevant document or webpage. If there is no link, or the link is broken, you can use our website’s “Search” facility.

If the “❖” symbol appears next to a listed document, that record is not available online at this time and should be requested from the Information Manager as detailed below.

If you are still having trouble locating information listed under our scheme, please contact the Information Manager at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) or (345) 244-2208.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. Email us at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive’s *Redaction Standard*.

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-2208 to request information.

#### Post

All information listed in the publication scheme, including that which is published online, will usually be available in hard copy. Requests may be addressed to:

Kim Bullings  
Information Manager  
Cabinet Office, Box 105  
133 Elgin Avenue  
Government Administration Building  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

Though the Cabinet Office holds no records that can only be inspected on the premises, and there is therefore no need for a personal visit to access information, you may still choose to personally inspect documents listed in our publication scheme. Please contact the Information Manager at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) or (345) 244-2208 to make an appointment.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) or (345) 244-2208.

The Cabinet Office will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Cabinet Office is legally required to translate any information, it will do so.

## **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Cabinet Office strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent by email will be provided free of charge. Fees may be charged for providing information in paper copy or on a computer disc or other carrier medium. Charges will reflect actual costs of reproduction and postage, as described below. All fees are quoted in Cayman Islands Dollars.

The Cabinet Office also charges for certain services in accordance with the Government Fees Law (2007 Revision) and other laws, including where documents are released to applicants. Those different types of fees are clearly outlined at the end of *section 7: Categories of information* under “Our Services” and these publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size). Digital records (text or image) released on computer discs will be charged at a rate of \$2.00 per disc.

#### Postage costs

The Cabinet Office will pass on to the requester the actual costs of postage or courier delivery. Information will be sent via parcel post with the Cayman Islands Postal Service unless the applicant requests another form of delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when we have received your payment. Requests for fee waivers may be submitted to the Information Manager.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the Cabinet Office that is not published under this scheme can be requested in writing (letter, email or facsimile). Your request will be considered in accordance with the provisions of the Freedom of Information Law.

We want to help you find the information that you are interested in, so to ensure quick and efficient processing of your request please include:

- A name (it does not have to be your real name),
- An address (email or postal),
- A description of the information being sought, and
- How you would like to receive the information.

You do not have to give a reason for your request, but please be as specific as possible about the information you would like, as this will help us to respond efficiently. Where possible, include a telephone number so we can call to discuss your request if necessary.

There is no fee to make an FOI request, and we will respond to your application promptly. The FOI Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests within 10 calendar days and let you know if we need to extend the deadline.

An FOI Application Form is also available on our website or from our public authority. Before making a request, you should view the FOI Disclosure Log on our website to see if someone has already requested the information and what our decision was. More information about

making a request is available on our website, and for detailed advice on what kind of information is exempt or excluded from the FOI Law, please see the FOI Unit website.

## **6. Complaints**

---

The Cabinet Office aims to make our publication scheme easy to use, and to ensure that our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager, and we will try to resolve your complaint as quickly as possible. Further information about our complaints procedures can be obtained from the Internal Complaints Process section of our website or by contacting the Information Manager.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office  
2nd Floor, Elizabethan Square, Building C  
George Town, Grand Cayman  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: (345) 747 5402  
Email: *appeals@ico.gov.ky*

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of Public Authority**

Cabinet Office, Box 105  
133 Elgin Avenue, George Town  
4<sup>th</sup> Floor, Government Administration Building  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Tel: (345) 244-2208  
Fax: (345) 946-1652

## **Key Staff**

Orrett Connor, MBE, JP  
Cabinet Secretary  
Tel: (345) 244-2253  
Email: orrett.connor@gov.ky

Kim Bullings  
Clerk of the Cabinet  
Tel: (345) 244-2209  
Email: kim.bullings@gov.ky

Tim Hubbell  
Director of Special Projects  
Tel: (345) 244-3601  
Email: tim.hubbell@gov.ky

Robert Lewis  
Director, Policy Coordination Unit  
Tel: (345) 244-3602  
Email: robert.lewis@gov.ky

Natasha Bodden  
Freedom of Information/  
Immigration Appeals Tribunal Coordinator  
Tel: (345) 244-3607  
Email: natasha.bodden@gov.ky

Meloney Syms  
Protocol Coordinator  
Tel: (345) 244-3612  
Email: virginia.madison@gov.ky

Catherine Tyson  
Temporary Housing Manager  
Tel: (345) 947-2861  
Email: catherine.tyson@gov.ky

## **FOI Management Staff**

Kim Bullings  
Information Manager  
Tel: (345) 244-2209  
Email: foi.cab@gov.ky

Meredith Hew  
Information Manager Designate  
Tel: (345) 244-2210  
Email: foi.cab@gov.ky

The Information Manager is responsible for implementing the Freedom of Information Law and responding to FOI requests. To learn more about FOI visit [www.foi.gov.ky](http://www.foi.gov.ky).

## **Organisation and Functions**

The Cabinet Office coordinates the weekly meetings of Government ministers, as well as special local, regional and international projects arising from these meetings. It includes the Secretariat, which primarily provides administrative and technical support to the Premier, National Security Council and to Cabinet meetings and projects; the Policy Coordination Unit; the Public Affairs Unit and the Immigration Appeals Tribunal.

The Cabinet Office also includes the following four units: the Protocol Office; Freedom of Information Unit; Temporary Housing Initiative; and Constitutional Review Secretariat, which closed in November 2009 following the passage of the 2009 Constitution.

Finally, the wider portfolio comprises two public authorities which maintain separate Publication Schemes: the Computer Services Department and Government Information Services.

Functions of the Cabinet Office include:

- Secretarial and administrative support for the Premier, the National Security Council and the Cabinet, including—
  - Coordination of the collection and dissemination of information regarding the proceedings and decisions of National Security Council and Cabinet, and
  - Preparation of National Security Council and Cabinet submissions, ministerial briefings, responses to Parliamentary Questions, speeches and presentations;
- Administrative and secretarial support for the processing of—
  - Appeals under the Immigration Law (2007 Revision),
  - Appeals under the Trade and Business Licensing Law (2007 Revision),
  - Appeals under the Firearms Law (2008 Revision) and Firearms Regulations (1999 Revision),
  - Appeals under the Marine Conservation Law (2007 Revision),
  - Tax undertaking (exemption) certificates to exempted companies, trusts and limited partnerships under the Tax Concessions Law (2011 Revision), Trusts Law (2011 Revision), Exempted Limited Partnership Law (2011 Revision) and Exempted Limited Partnership Regulations (2002 Revision);
- Liaising with the portfolio's units and other government agencies concerning policy development, coordination and implementation (the main remit of the Policy Coordination Unit);
- Public affairs advice and services and promotion of public engagement with policy;
- Providing advice and support to government agencies with responsibility for protocol services;
- Facilitating the further administration of Freedom of Information and coordinating the development of Data Protection;
- Providing for the administration of the Temporary Housing Initiative, including the provision of social programmes and transition to permanent housing;
- Providing critical infrastructure support and management of government's information technology assets;
- Providing for a well-informed populace through the communication of information relating to the activities of government agencies, including support for proactive and responsive communication between government agencies and the public;
- Human resources management;
- Financial management; and
- Strategic management, including policy development, coordination and implementation across Government Ministries and Portfolios.

More information about the nature and scope of the activities of the Cabinet Office, as well as ownership performance targets and budgetary outputs, is available in the annual budget statements. An organisational chart is also available that explains how the Cabinet Office fits within the purview of the Governor, Premier and other Cabinet ministers and members.

### Cabinet Office Units

Location and hours	Matters handled
<u>Cabinet Secretariat</u> Box 105, 133 Elgin Avenue, George Town 4 <sup>th</sup> Floor Government Administration Bldg Grand Cayman KY1-9000 Tel: (345) 244-2208 Fax: (345) 946-1652 Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a>	<ul style="list-style-type: none"> <li>• Arranging and providing secretarial support to Cabinet and subcommittees</li> <li>• Advising on Cabinet meeting procedures</li> <li>• Support services to the Premier</li> <li>• Office of the Cabinet Secretary</li> <li>• Tax exemption certificates</li> </ul>



Hours: Monday – Friday, 8:30am – 5:00pm	<ul style="list-style-type: none"> <li>• Trade and Business Licensing appeals</li> <li>• Firearms appeals</li> <li>• Marine Conservation appeals</li> <li>• Administration and Human Resources</li> </ul>
<u>Policy Coordination Unit</u> Box 105, 133 Elgin Avenue, George Town 4 <sup>th</sup> Floor Government Administration Bldg Grand Cayman KY1-9000 Tel: (345) 244-3602 Fax: (345) 946-1652 Email: robert.lewis@gov.ky Website: www.cabinetoffice.gov.ky Hours: Monday – Friday, 8:30am – 5:00pm	<ul style="list-style-type: none"> <li>• Monitoring and reporting on international policy</li> <li>• Provision of technical advice to Cabinet</li> <li>• Policy development, coordination and implementation across Government Ministries and Portfolios</li> </ul>
<u>Public Affairs Unit</u> Closed office in June 2011 Website: www.cabinetoffice.gov.ky	<ul style="list-style-type: none"> <li>• Public affairs advice and assistance</li> <li>• Coordination of public relations and community services</li> <li>• Development of strategies to promote and monitor public engagement with policy</li> </ul>
Immigration Appeals Tribunal Box 105, 133 Elgin Avenue, George Town 4 <sup>th</sup> Floor Government Administration Bldg Grand Cayman KY1-9000 Tel: (345) 244-3607 Or (345) 244-3609 Or: (345) 244-2256 Fax: (345) 946-1652 Email: natasha.bodden@gov.ky Or: zara.yates@gov.ky Or: jonina.whittaker-swanson@gov.ky Hours: Monday – Friday, 8:30am – 5:00pm	Administrative and secretarial support for the processing of Immigration Appeals: <ul style="list-style-type: none"> <li>- Work permits</li> <li>- Permanent residence</li> <li>- Caymanian status</li> <li>- Business staffing plans</li> <li>- Political asylum</li> </ul>
Constitutional Review Secretariat Closed office in November 2009 Website: www.constitution.gov.ky Email: foi.cab@gov.ky	Oversight of the 2007 constitutional reform initiative, which culminated with the passage of the Cayman Islands Constitution Order 2009
Freedom of Information Unit, Box 105 133 Elgin Avenue, George Town 4 <sup>th</sup> Floor Government Administration Bldg. Grand Cayman KY1-9000 Tel: (345) 244-3609 Or (345) 244-3614 Or (345) 244-3607	<ul style="list-style-type: none"> <li>• Facilitating and coordinating the implementation of Freedom of Information</li> <li>• Development of Data Protection</li> </ul>

<p>Fax: (345) 947-5712  Email: <a href="mailto:foi@gov.ky">foi@gov.ky</a>  Website: <a href="http://www.foi.gov.ky">www.foi.gov.ky</a>  Hours: Monday – Friday, 8:30am – 5:00pm</p>	
<p>Protocol Office  80D Shedden Road, George Town  2nd Floor, Building A, Elizabethan Square  Mail: c/o Government Administration Bldg.  Grand Cayman KY1-9000  Tel: (345) 244-3612  Fax: (345) 947-5712  Email: <a href="mailto:protocol@gov.ky">protocol@gov.ky</a>  Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a>  Hours: Monday – Friday, 8:30am – 5:00pm</p>	<ul style="list-style-type: none"> <li>• Advising government agencies on protocol</li> <li>• Ceremonial Event Management</li> <li>• Protocol intervention and airport liaison</li> </ul>
<p>Temporary Housing Initiative  80B Shedden Road, George Town  2nd Floor Building B, Elizabethan Square  Mail: c/o Government Administration Bldg.  Grand Cayman KY1-9000  Tel: (345) 947-2861  Fax: (345) 947-2438  Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a>  Hours: Monday – Friday, 8:30am – 5:00pm</p>	<p>Supervision of the housing programme for Hurricane Ivan homeless</p>

### Classes of Information

A “class of information” is a way of collecting similar information. The Cabinet Office has grouped its classes of information into broad categories (or “functions”) which reflect our outputs.

**Cabinet Office:** includes information held by the Cabinet Secretariat, Policy Coordination Unit, Public Affairs Unit and Immigration Appeals Tribunal.

FUNCTION	ACTIVITY
Administrative Support to Cabinet and National Security Council	Proceedings of Cabinet and National Security Council
	Authorisations
	Communications – Internal & External
	Policy
	Publications
	Licensing
	Appeals (Trade & Business, Firearms and Marine Conservation)
	Confirming
	Registering

Committee Support	Proceedings of the Immigration Appeals Tribunal
Departmental Management	Advising
	Establishment
	Communications
	Advising
	Policy
Information & Technology Management	Recovery Operations
	Budget Coordination
	Recording
	Reviewing
	Establishing
Ministerial Servicing for the Premier	Policies and Procedures
Human Resources Management	Communications
	Registering
	Advising
	Development and Training
	Reviewing
Financial Management	Recruitment
	Staff Administration
	Departmental Staff Matters
	Human Resources Procedures
	Annual Budget and Estimates
Strategic Management	Financial Accounting Records
Public Relations Advice and Services	Policy
	Research and Development
	Reviewing
	Drafting
	Advising
	Reviewing

#### Policy Coordination Unit

FUNCTION	ACTIVITY
Strategic Management	Policy
	Advising
	Policies and procedures
	Planning
	Research and Development
	Training and Awareness
	Guidance
	Publications
	Reviewing

#### Freedom of Information Unit

FUNCTION	ACTIVITY
----------	----------

Freedom of Information Coordination	Freedom of Information Steering Committee Support
	Communications
	Coordination of Implementation
	Guidance
	Implementation Planning
	Information Technology and Marketing
	Policy, Development and Advice
	Promotion of Freedom of Information
	Public Education
	Regulatory Framework
	Reporting
	Research and Development
	Training and Awareness
Administrative & Financial Management	Budgeting
	Records
	Records Management Training

#### Protocol Office

FUNCTION	ACTIVITY
Protocol Services	Airport Liaison
	Advising
	Events Management
	Guidance
	Planning
	Policy
	Research and Development
	Registration
	Training

#### Temporary Housing Initiative

FUNCTION	ACTIVITY
Operational	Proceedings
	Planning
	Authorising
	Communications
	Leases
	Tenant Files
	Special Needs
Equipment and Services	Ordering
Information & Technology Management	Recording
Communications	Policies and Procedures
	Registering
Human Resources Management	Staff Administration
Financial Management	Accounting

## Boards and Committees

Name	Meetings	Minutes
<p>Immigration Appeals Tribunal  Sophia Harris (Chair)  Morris Garcia (Deputy Chair)  Buck Grizzel (Deputy Chair)  Josephine Habib  Susan Arch-Parsons  William (Billy) Pennington  Shehanha (Shan) Harriman  Paula Jackson  Pamela Myrie  Evanell Hunter  Nanalie Cover  Laura Young  Isabelle Giger  Grace Donalds  Jonina Whittaker-Swanson (Secretary, non-voting)  Zara Yates (Secretary, non-voting)</p>	<p>The Tribunal meets once per week. While it is not open to the general public, appellants may apply to present their cases in person.</p>	<p>Minutes and outcomes of meetings may be requested under FOI as detailed in <i>section 5: Requests for information outside the Publication Scheme</i>. Each request will be decided on a case-by-case basis, but it is likely that most material will be exempt under section 23(1) of the FOI Law, as it would amount to the unreasonable disclosure of personal information.</p>
<p>Freedom of Information Steering Committee_(FOISC)  Natasha Bodden (Chair)  Richard Barton, Jr.  Tim Hubbell  Jacqueline Jefferson-Ziemniak  Daniell Rattan  Janet Chisholm  Samuel Rose  Tamara Ebanks  Sandra Tomlinson  Tammi Selzer  Cornelia Olivier  Gilbert McLaughlin  Jo Richards  Wanda Tatum  Christopher Eakin  Paul Tibbetts  Haroon Pandohie  Ian Fenton</p>	<p>The FOISC began meeting July 2007 and had its most recent meeting June 2008.</p> <p>The FOISC and its Sub-Committees also met with various stakeholders in June 2009 for a post-implementation retreat titled “Looking Backwards, Going Forward.”</p>	<p>Minutes of FOISC meetings and Sub-Committee meetings are available on the FOI Unit website or from the Cabinet Office Information Manager upon request. <i>Section 3: Methods of access</i> details the various ways information may be requested.</p>
<p>FOISC Training and Records Management Sub-Committee</p>	<p>See “FOISC Meetings”</p>	<p>See “FOISC Meetings”</p>

FOISC Implementation Planning Sub-Committee	See "FOISC Meetings"	See "FOISC Meetings"
FOISC Legal Sub-Committee	See "FOISC Meetings"	See "FOISC Meetings"
FOISC Communication, Public Participation and Public Relations Sub-Committee	See "FOISC Meetings"	See "FOISC Meetings"
FOISC Information Technology Sub-Committee	See "FOISC Meetings"	See "FOISC Meetings"
<u>Data Protection Working Group (DPWG)</u> David Archbold (Chair) Olivaire Watler Simon Palmer Jennifer Dilbert Gail Johnson Goring Bob Thompson, Jr. Peter Broadhurst Bilika Simamba Robin Jarvis Aubrey Bodden (Secretary)	The DPWG initially met weekly from 14 September 2009 through 7 December 2009.  Meetings are now as needed and are not open to the public.	Requests for minutes and other materials should be submitted under FOI as detailed in <i>section 5: Requests for information outside the Publication Scheme</i> .



Freedom of Information Steering Committee Terms of Reference

❖ Data Protection Working Group Terms of Reference

## History

The Cayman Islands (Constitution) (Amendment) Order 2003 was presented for enactment by the House of Commons 24 June 2003, renaming the former Executive Council the Cabinet and creating the new government post of Cabinet Secretary and associated responsibilities. The Order also formally established the offices of the Leader of Government Business (now the Premier) and Leader of the Opposition and the Electoral Boundary Commission

## Annual Reports

For information about the past performance of the Cabinet Office, previous annual reports through 2004/2005 are available on the Government website.

## Employment Opportunities

The Cabinet Office careers brochure contains more details about the kind of work carried out by the wider portfolio and the various professions that it employs. Job advertisements for positions in the Cabinet Office are posted on our website and at [www.recruitment.gov.ky](http://www.recruitment.gov.ky).

## **Frequently Asked Questions**

### **Q. What is the Cabinet?**

A. The Cabinet is composed of two official members and five elected Ministers, one of whom is designated Premier. The official members are the Deputy Governor and Attorney General. They are appointed by the Governor in accordance with Her Majesty's instructions, and although they have seats in the Legislative Assembly, under the 2009 Constitution they do not vote. The five Ministers are voted into office by the 15 elected members of the Legislative Assembly. One of the ministers, the leader of the majority political party, is appointed Premier by the Governor. After consulting the Premier, the Governor allocates a portfolio of responsibilities to each Cabinet member. Under the principle of collective responsibility, all ministers are obliged to support any measures approved by Cabinet.

### **Q. How do Cabinet members and their roles fit within the Government?**

A. The Government organisational chart details the responsibilities of all Cabinet members.

### **Q. Are there any rules and procedures governing the operations of the Cabinet?**

A. The Cabinet Operating Guidelines contain all the procedures relevant to the operation of Cabinet. It is expected this document will soon be declassified and made available.

### **Q. How do I find out the key policy directions that shape the actions of the government and the development of the public service?**

A. Each year, the present governor outlines in full the direction that government policy will take in the Throne Speech at the state opening of the Legislative Assembly (read the 2009 Throne Speech). At the same meeting, the Premier expands on Cabinet's commitment to these developments in the Response to the Throne Speech (read the 2009 response). Halfway through the budget year the Premier delivers the Strategic Policy Statement (SPS), which outlines how far Government has advanced towards the same goals and objectives (read the address on the 2011/12 SPS and the 2011/12 SPS).

### **Q. What is a tax exemption certificate and how do I apply for one for my company?**

A. A special section of the Cabinet Secretariat deals exclusively with the tax exemption certificates that Cabinet approves to protect exempted companies in the event that the Cayman Islands government introduces taxation.

### **Q. How do I complain about a Immigration board decision?**

A. The Immigration Appeals Tribunal (IAT) holds weekly meetings to hear appeals against Immigration decisions, including in regards to the grant, renewal or amendment of work permits. Appellants may request to be heard personally or by a representative at a hearing date which would be set by the Tribunal and communicated to the appellant. Any person who is dissatisfied with any decision of a Board must submit an appeal to the IAT within twenty-eight (28) days of the communication of the decision. Decisions of the IAT can only be appealed to the Grand Court on a point of law.

### **Q. What is protocol?**

A. Protocol has been defined as 'Rules of diplomatic procedure, notably those designed to accord to the representatives of sovereign states and others, as well as different classes of

officers within them, the treatment in all official dealings to which their recognized status entitles them.' *A Dictionary of Diplomacy, second edition, G.R. Berridge and Alan James.*

**Q. What is the Order of Precedence?**

A. It is the ceremonial order of rank or preference used by individuals and organisations. The Order of Precedence for a country lists the rank of senior government officials. View the Cayman Islands Order of Precedence.

**Q. What is the proper way to display the Cayman flag?**

A. The Cayman flag should be placed in the position of honour which is on the right (on the left from a spectator's point of view). All other country flags should be placed to the left of the Cayman flag with the exception of the UK flag, which, if used, would take the place of honour with the Cayman flag immediately on its left.

**Q. Where can I purchase a Cayman flag?**

A. Flags of various sizes can be purchased from the Cayman Islands National Museum.

**Q. During official events, what is the procedure for platform announcements of officials in attendance?**

A. The Chairman or Master of Ceremonies should recognise individuals at the beginning of the ceremony. All subsequent speakers should not repeat the names and can shorten their salutations such as: "Your Excellency, Distinguished Guests, Ladies and Gentlemen."

**Q. What are post-nominal letters?**

A. Post-nominal letters, or post-nominal initials, or post-nominal titles, are letters placed after the name of an individual to indicate that the person holds a position, office or honour.

**Q. What is the correct order to place letters after the name?**

A. Debrett's Correct Form outlines the order in which post-nominal letters should be placed.

**Q. Is it correct to say the letters after the name in a platform introduction?**

A. No, one should not state the letters in a verbal address (i.e. MBE, JP, CPA)

**Q. Who should be invited to official events? Can invitations be sent electronically?**

A. When inviting officials to take part in an event it's important to remember to invite those who have been associated with the event in some way. Email invitations are perfectly acceptable.

**Q. What is the correct time frame to provide an RSVP?**

A. Within three (3) days of receipt of the invitation.

**Q. Where can I obtain official gifts?**

A. Official gifts should represent Caymanian culture and people. Other considerations include cost, occasion and appropriateness of the item. Every attempt should be made to purchase official gifts from the Museum, National Trust, Post Office, and other Government entities.

**Q. How did the Temporary Housing programme begin?**

A. In early 2005 Government received eighty-four (84) FEMA trailers to serve as temporary homes for persons who lost their accommodation in Hurricane Ivan. Special district committees recommended persons to take part in the programme. Trailers were located on various public and private sites, and residents signed an agreement to pay \$500-700 in rent based on the size and location of their trailer, to cover the cost of upkeep, utilities, etc.



**Q. Who works in the unit?**

A. Temporary Homes Manager Catherine Tyson is a qualified social worker with masters of social work degree and her background involves extensive work with vulnerable and indigent populations. Her team includes an accounts officer, the collection and complaints officer, maintenance officers and administrative staff.

**Q. Why are people still living in the trailers?**

A. Since the programme was created to provide shelter for persons who would otherwise be homeless, as long as this need exists the service will continue. At this point, its objective is to place all residents in permanent homes.

**Q. What other services does the unit provide to residents?**

A. Staff help residents cope with various needs. In particular, they focus on developing clients' professionally, financially and socially, to the point where they can secure and maintain a permanent home. Adult residents are able to request support in resume writing and job hunting and children receive after school support. The unit also writes letters of support to banks and government departments in support of loan applications, planning applications and other stages of the house-building and home-owning process. A counseling service is also available and the unit coordinates field trips for children to various cultural and historical sites including recent trips to New York and Orlando.

**Q. What happens to the homes in the event of a hurricane?**

A. The trailers were originally strapped down by the Public Works Department. This system continues to be in place. During storm threats a priority is made of getting the residents to safety, whether this is in shelters or with family; transportation is provided where need be.

**Q. How was the European Grant administered?**

A. The Manager also heads the National Hurricane Recovery Committee, which supervised the recommendations for assistance. Applications were put forward by district committees, working on a points based system that considered age, family, disability, accommodation status, income and other criteria. The committee submitted recommendations to the National Recovery Fund Board of Directors, which is undertaking the process of providing permanent homes and improving hurricane-readiness of other residences.

**Q. Can civil servants make a Freedom of Information request?**

A. Yes, the law applies to *all* persons, regardless of occupation, age, location or other status.

**Q. Is there a limit on the amount of information a person can ask for?**

A. No, there is no limit on the amount of information a person can ask for. However, if a request is so voluminous that it would divert the resources of a public authority and prevent it from carrying out its mandate, the request may be refused.

**Q. Will it be more difficult to get documents from the Government after FOI?**

A. No, public authorities will continue to provide information as before. An FOI request is only required if the record is not available in the public domain or through other procedures.

**Q. Is there a charge for making an FOI request?**

A. There is no fee for making a request. Fees may be charged to access disclosed records, but these fees cannot exceed the actual cost of reproduction, formatting and transmission.

## **STRATEGIC MANAGEMENT**

*Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

## **Constitutional Mandate**

The Cabinet Secretary heads the Cabinet Office portfolio. His role and that of his office are laid out in the Cayman Islands Constitution Order 2009, section 48.

48. — (1) There shall be—

- (a) a Cabinet Office, which shall be an office in the Government; and
- (b) a Cabinet Secretary, whose office shall be a public office, who shall be a person who is a Caymanian and who shall be appointed by the Governor, acting after consultation with the Premier.

(2) The Cabinet Secretary shall have charge of the Cabinet Office

(3) The responsibilities of the Cabinet Secretary shall include—

- (a) providing frank and politically neutral advice to the Governor, the Cabinet and the Premier on matters of policy;
- (b) co-ordinating the development and implementation of policy between departments and ministerial portfolios and across the wider Government sector to ensure that Government policy is developed coherently;
- (c) providing for administrative and secretarial support for the Cabinet and the Premier in order to allow high-quality and effective government;
- (d) arranging the business for, and keeping the minutes of, the meetings of the Cabinet or any Cabinet committee and conveying the conclusions reached at the meetings to the appropriate person or authority; and the Cabinet Secretary shall have such other functions as the Governor, after consultation with the Premier, may from time to time direct.

(4) The Cabinet Secretary shall also—

- (a) transmit copies of all papers submitted for consideration by the Cabinet or any Cabinet committee to the Governor and all members of the Cabinet;
- (b) inform the Governor and all members of the Cabinet of the summoning of any meeting of the Cabinet or any Cabinet committee and of the matters to be discussed at any meeting of the Cabinet or any Cabinet committee; and
- (c) furnish the Governor and all members of the Cabinet, as soon as practicable after each meeting of the Cabinet or any Cabinet committee, with a copy of the confirmed minutes of the previous meeting showing the matters discussed and the conclusions reached at the meeting.

## **Governance**

The following laws and regulations govern activities of, or are applied by, the Cabinet Office.

-  Public Service Management Law (2010 Revision)
-  Personnel Regulations (2011 Revision)
-  Personnel (Amendment) Regulations, 2009
-  Public Management and Finance Law (2010 Revision)
-  Public Management and Finance (Amendment) Law, 2009
-  Financial Regulations (2008 Revision)
-  Financial (Amendment) Regulations, 2009
-  Labour Law (2007 Revision)
-  Public Holidays Law (2007 Revision)
-  Health Insurance Law (2005 Revision)
-  Health Insurance Regulations (2005 Revision)
- ❖ Public Service Pensions Law (2004 Revision)
- ❖ Public Service Pensions Regulations (2004 Revision)
- ❖ Public Service Pensions (Ex-gratia Pensions) Regulations, 2004
-  Freedom of Information Law, 2007
-  Freedom of Information (General) Regulations, 2008
-  National Archive and Public Records Law, 2007
-  Computer Misuse Law, 2000
- ❖ Electronic Transactions Law (2003 Revision)
-  The Coat of Arms, Flag and National Song Law (2005 Revision)

Hard copies of all legislation are available from the Legislative Department upon request and payment of a fee. Requests may be made in person or sent by post, fax or email to:

Clerk of the Legislative Assembly  
 33 Fort Street, George Town  
 PO Box 890  
 Grand Cayman KY1-1103  
 CAYMAN ISLANDS  
 Tel: (345) 949-4236  
 Fax: (345) 949-9514  
 Email: [indianna.watson@gov.ky](mailto:indianna.watson@gov.ky)

## **Tax Undertaking**

The following laws prescribe the process of granting tax exemption certificates to certain companies, trusts and limited partnerships, including fees.

- ❖ Exempted Limited Partnership Law (2011 Revision)
- ❖ Exempted Limited Partnership Regulations (2002 Revision)
- ❖ Trusts Law (2011 Revision)
- ❖ Tax Concessions Law (1999 Revision)



## Government Fees Law (2007 Revision)

Fees for tax undertakings are outlined in the Government Fees Law as \$1,500 for a new application, renewal or duplicate and \$150 for an endorsement or certified copy.

## Appeals to Cabinet

Individuals may make appeals to Cabinet under specific circumstances in accordance with the following laws.



### Trade and Business Licensing Law (2007 Revision)



### Firearms Law (2008 Revision)

- ❖ Firearms Regulations (1999 Revision)
- ❖ Marine Conservation Law (2007 Revision)
- ❖ Immigration Law (2011 Revision)
- ❖ Immigration (Amendment) (Immigration Appeals Tribunal) Law, 2002

In accordance with the above legislation, Trade and Business Appeals are \$100; Immigration Appeals are \$250; Firearms Appeals are \$10, which is refundable if the appeal is successful.

## Codes of Practice

The Deputy Governor has issued the following Codes in accordance with the FOI Law, which are to be adhered to by all public authorities.



### The Chief Secretary's Code of Practice on Records Management, 30th January 2008

- ❖ The Chief Secretary's Code of Practice on Publishing, 30th June 2009










## Corporate Management

The key strategic ownership goals for the Cabinet Office in 2009-2012 are:

- The establishment of mechanisms to improve the coordination of government policy, encourage innovation and creativity in policymaking, and identify and oversee policy which encompasses a number of ministries and portfolios.
- The development of a set of modelling tools and information sources in order to assess the impact of government policies.
- Upgrade government information technology infrastructure network resilience, Internet and electronic transaction security, making government less susceptible to loss of revenue and productivity, as a result of damage to computing equipment.
- Increase and improve the quality and depth of consulting and project management services offered to government agencies.
- To extend the functionality of the government hosted Internet Protocol and e-government services in partnership with government agencies. To produce an E-government strategy.
- Facilitate the completion of any further constitutional review exercises in accordance with the timetable set by the government.

- Create greater administrative efficiency to ensure that all services to government agencies are provided in a timely, quality-oriented, customer focused, efficient and effective manner.
- Administer Freedom of Information across government departments.

The following high-level documents plan and evaluate work of the Cabinet Office and its units.


-  Annual reports
  - ❖ Audit reports on overall operations or major projects
  - ❖ Continuity of Operations Plan (hazard management and disaster recovery)
  - ❖ Crime Reduction Strategy Annual Report
-  Cayman Islands Government Implementation Plan for the Freedom of Information Law, July 2007 – November 2010
-  Presentation on Freedom of Information Government Wide Implementation Plan
-  Report on Findings of the Freedom of Information Baseline Assessments, January 2008
-  Freedom of Information Focus Group Report, May 2008
-  Training & Records Management Strategy for the Freedom of Information Steering Committee
-  Communication Plan for the Freedom of Information Steering Committee
-  Information Technology Plan for the Freedom of Information Steering Committee
-  Reports on implementation of FOI across all public authorities (monthly Jan – Dec 09)

## **FINANCE & ADMINISTRATION**

*Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*



### **Financial Management**



The following records relate to the administration of the Cabinet Office's monetary resources, including projected and actual income and expenditure, tendering, procurement and contracts.

-  Annual budget statements
  - ❖ Consultancy Contracts
  - ❖ Contract to provide 24-hour security at the Premier's residence
  - ❖ Tribunal member allowances and expenses (\$100 per member, per meeting)

### **Administration**

The following documents relate to administrative functions, including buildings, equipment, vehicles, human resources and information & technology management.

-  Press releases
-  Job vacancies

-  Staff grading structure (Government-wide)
-  Staff salary scale and hourly wages (Government-wide)
- ❖ Human Resources Guidelines
- ❖ Ownership and maintenance of Protocol Office vehicles



## **Records Management**

- ❖ Cabinet Office File Survey and File Plan
- ❖ Constitutional Review Secretariat File Plan
- ❖ Freedom of Information Unit File Plan
- ❖ Protocol Office File Plan
- ❖ Temporary Housing Initiative File Plan

## **POLICIES & PROCEDURES \***




---

*Current written protocols used by the authority for carrying out functions, activities and delivering services.*

-  Internal Complaints Procedure
-  Freedom of Information Request Procedures
- ❖ Human Resources Policy and Procedures
- ❖ VIP Lounge Booking Process
- ❖ Airport Chaperone Policy
- ❖ Protocol Officer Procedures
- ❖ National Symbols
- ❖ Coat of Arms
- ❖ Flag Protocol
- ❖ Official Gifts

## **DECISIONS & RECOMMENDATIONS**

*Information about proposals, resolutions, assessments and results, including decision-making processes.*









- ❖ Minutes and outcomes of meetings\*
- ❖ Cabinet papers and reports\*
-  Consultation Paper on the Freedom of Information Regulations 2008
- ❖ Review of Statutory Provisions in Cayman Islands Laws which are, or may be considered to be, inconsistent with the Freedom of Information Law
- ❖ Development of a Model for Data Protection Legislation in the Cayman Islands, May 2009
-  Cayman Islands National Assessment of Living Conditions 2006/2007
-  Private Members Motion on Freedom of Information and Official Information Act

\* Section 19 of the FOI Law exempts specific Cabinet records from public access, including opinions advice or recommendations prepared for Cabinet and records of consultations or deliberations arising in the course of proceedings of Cabinet. Though this exemption does not apply to information of a purely factual nature, many documents held by the Cabinet Office which relate to decisions and recommendations will not be available to the general public. Exempt Cabinet papers may be released if there is an overriding public interest in such




disclosure, but FOI requests must be made for these records in all cases, and the Information Manager will make a decision on each application. Please see *section 5: Requests for information outside the publication scheme* for more information.

## **The Constitutional Review Process**

The Constitutional Review Secretariat formed to restart the modernisation process in 2007 and closed office in November 2009. The CRS published documents relating to the process which date back to 2002. The CRS also published position papers from various groups related to constitutional reform.

-  Documents from the 2002 Constitutional Review
-  The Perspective of Non-Governmental Organisations
-  Constitutional Modernisation Public Meeting Transcripts
-  Public Feedback on Constitutional Review Proposals
-  Negotiation Documents from Constitutional Talks 29 September 2008 – 5 February 2009
-  The Electoral Boundary Commission
-  Cabinet Press Briefing Statements
-  Constitutional Comparison Chart of other British Overseas Territory (draft)




## **The Caymanian Bar Association Regarding the 2009 Draft Constitution**

-  Branches of Government: Existing and Proposed
-  New Offices and Commissions
-  Responsibility-Sharing and Greater Accountability, or the Road to Independence?

## **LISTS & REGISTERS**

---

*Information held in registers required by law and other lists or registers relating to the functions of the authority.*

-  List of Public Authorities and Information Managers
-  FOI Disclosure Log
  - ❖ Asset Register
  - ❖ Tax Exempt Companies, Trusts and Limited Partnerships
-  Order of Precedence
  - ❖ Official Gifts Registry
  - ❖ List of Consults and Honorary Consuls

## **OUR SERVICES**

---

*This category provides detailed information about the services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities. It describes the services and activities available locally, nationally and internationally. We publish:*

- *documents used by the authority in providing those services;*
- *documents used by clients to obtain those services;*
- *links to web pages where services are available online.*

## **Cabinet Secretariat**

The Cabinet Secretariat provides support to National Security Council, Cabinet and the Premier, issues tax undertaking certificates and hears appeals. The Secretariat does not offer a wide range of services to the general public – almost all of its outputs are intended to service the weekly meetings of Cabinet or to coordinate the response of public authorities to these decisions. Cabinet proceedings are also coordinated and disseminated to various entities and for microfilming through the Cayman Islands National Archive, and exemption certificates are reviewed.

### Administrative Support

- ❖ Cabinet Agendas, Minutes and Extracts\*
- ❖ Code of Conduct for Ministers†
- ❖ Business Guide for Cabinet†
- ❖ Appointment of Boards and Committees
- ❖ Declarations, Regulations and Orders Approved by Cabinet

† These documents are presently not available to the general public, although the Cabinet Office has begun the process of declassifying them.

### Preparation and Review of Documents

- ❖ Cabinet Submissions\*
- ❖ Ministerial Briefings
- ❖ Responses to Parliamentary Questions
- ❖ Speeches and Presentations by the Cabinet Secretary and Premier
- ❖ Guidance on How to Write a Cabinet Paper

\* Section 19 of the FOI Law exempts specific Cabinet records from public access, including opinions advice or recommendations prepared for, and records of consultations or deliberations arising in the course of, proceedings of Cabinet. However, this exemption does not apply to information of a purely factual nature, and Cabinet papers may be released if there is an overriding public interest in such disclosure. FOI requests must be made for these records in all cases and the Information Manager will make a decision on each application. Please see *section 5: Requests for information outside the publication scheme* for more information.

### Tax Undertaking

Tax exemption certificates protect exempted companies, limited partnerships and trusts for periods of twenty (20), thirty (30) or fifty (50) years, in the event that taxation is introduced in the Cayman Islands. Applicants should submit letters of request to the Clerk of the Cabinet by noon on the Wednesday prior to the Tuesday Cabinet meeting. Limited partnerships and trusts take about two weeks to fully process, companies take about three weeks. Additional information is available through the website [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky) or by contacting Meredith Hew, the Assistant Secretary to the Clerk of the Cabinet, at [meredith.hew@gov.ky](mailto:meredith.hew@gov.ky) or (345) 244-2210.





## Submission Guidelines and Fees

- ❖ Tax Exemption Certificates

### Appeals Processing

- ❖ Firearms Appeal
- ❖ Marine Conservation Board Appeal
- ❖ Trade and Business Licensing Appeal

## **Policy Coordination Unit**

The Policy Coordination Unit monitors international policy developments, provides technical support and advice on these to Cabinet and liaises with relevant parties concerning policy development and coordination. The Unit also organises and manages special projects in the national, regional or international interest and monitors the implementation of policy initiatives by public authorities.

- ❖ Policy Proposals, Actions and Strategies

## **Public Affairs Unit**

The Public Affairs Unit closed office in June 2011 and is no longer operational, but the Cabinet Office maintains control of their records. The Public Affairs Unit provided public affairs advice and assistance to public authorities, coordinates public relations and community services and develops strategies to promote and monitor public engagement with policy.



## Encouraging Public Participation in Policy Work



## Improving Internal Communications



## Guidelines for Incorporating Community Research into Policy

### Brochures

- ❖ The Work of the Cabinet Office
- ❖ Careers in the Cabinet Office
- ❖ Freedom of Information
- ❖ Protocol
- ❖ Immigration Appeals
- ❖ Tax Exemptions

### Posters

- ❖ The Branches of Government
- ❖ How Laws are Made
- ❖ How Policies are Made

## The Cayman Islands Youth Assembly (CIYA) Position Newsletter



The Work of the CIYA and its Objectives



Past and Present Meet at National Hero's Home

## Job of the Week Newsletter



Customs Liaison Officer II – Department of Employment Relations



Research Officer – Constitutional Review Secretariat



Research Officer II – Department of Environment



Senior Detective Constable – Criminal Investigation Department



Firefighter – Cayman Islands Fire Service



Court Reporters – Judicial Administration



Expanded Programme on Immunisation Manager – Public Health Department



Financial Administrator – Recreational Parks and Cemeteries Unit

## Community Insights Newsletter



Economics and Statistics Office Survey Team



Keeping Cayman Clean – Hard Work for Government and Community



Always the Right Time to Eat Smart



George Town Afterschool Programme Watches Kids While Mums Work



Spirit of Enterprise Meet Sustainability at Salon and Beauty School

## **Immigration Appeals Tribunal**

The Secretaries to the Immigration Appeals Tribunal (IAT) are employees of the Cabinet Office and provides administrative and secretarial support for the processing of appeals and complaints against decisions of the Immigration Department involving:

- Work Permits,
- Caymanian Status,
- Permanent Residence,
- Business Staffing Plans, and
- Political Asylum.

The IAT holds weekly meetings to hear appeals and appellants may request to be heard personally or by a representative at a hearing date which would be set by the Tribunal and communicated to the appellant. Any person aggrieved by or dissatisfied with any decision of a Board may appeal to the IAT within twenty-eight (28) days of the communication of the decision, though the Chairman of the IAT may allow a longer period for good reason. Decisions of the IAT may be appealed to the Grand Court on a point of law only.



Guidelines for Applying for an Immigration Appeal Hearing

The majority of the documents held by the IAT are exempt under section 23(1) of the FOI Law, as releasing applications, minutes and outcomes of meetings and other reports would amount to an unreasonable disclosure of personal information. Individuals have a statutory right under the FOI Law to view their own personal information held by public authorities, and such information may be released to a third party if there is overriding public interest in the disclosure, but FOI requests must be made for these records in all cases and the Information Manager will make a decision on each application. Please see *section 5: Requests for information outside the publication scheme* for more information.

## **Constitutional Review Secretariat**

The Constitutional Review Secretariat (CRS) was launched 1 March 2007 to restart the constitutional modernisation process in the Cayman Islands with a view to achieving national consensus on areas of constitutional reform upon which the Cayman Islands Government could negotiate a new constitution for the Cayman Islands with the United Kingdom. Having completed their mandate, the CRS closed office in November 2009 and is no longer operational, but the Cabinet Office maintains control of their records and their website is still active.

The CRS carried out many activities to supervise the latest initiative, which culminated with the passage of the Cayman Islands Constitution Order 2009. The Secretariat also published documents relating to the constitutional review process dating back to 2002. Please see [“DECISIONS & RECOMMENDATIONS”](#) above for more information related to the CRS.

The Constitutional Modernisation Initiative 2007 comprised of a four part programme:

- Phase 1: Research
  - Identify viable areas of constitutional reform
  - Publication and distribution of a Public Discussion Paper
- Phase 2: Consultation
  - Public education on constitutional issues raised in Public Discussion Paper
  - Public consultation period
- Phase 3: Negotiation
  - Negotiations between the Cayman Islands and the United Kingdom
- Phase 4: Referendum
  - National referendum on constitutional reform
    - Enactment of Referendum Law
    - Training of Referendum Officers
    - Public education on referendum process
    - Preparation of the referendum ballot



Did You Know?



Cayman Islands Constitution Order 1972 (Informal Consolidation)



The 1972 Constitution and Companion Guide



The Cayman Islands Constitution: A Reflection of Who We Are









The Cayman Islands Constitution: A Reflection of Who We Are (Explanatory Notes)









Revised Proposals for Constitutional Modernisation





Final Draft Constitution 10 February 2009

-  2009 Draft Constitution Explanatory Guide
-  The Cayman Islands Constitution Order 2009
-  Explanatory Memorandum to the Cayman Islands Constitution Order 2009
-  Referendum (Constitutional Modernisation) Law, 2009
-  Why is a Bill of Rights Important?
-  Bill of Rights: Round Table Discussion Questions and Answers Session







### Our Constitutional History

-  The Cayman Islands, a Colony of a Colony
-  Bucking the Trend and Who to Join?
-  The Cayman Islands and the West Indies Federation 1959 - 1962
-  The First Cayman Islands Constitution 1959 - 1962
-  Our Resolution to Remain British!
-  The 1972 Constitution – A Quest for Internal Self Control?





### Supplements

-  Children Rights in the Bill of Rights
-  The Power of the Constitution During National Disasters



### A Constitution in Modern Times Supplements



-  Preamble to the Constitution
-  Striking the Balance in a Bill of Rights Charter
-  The Balance of Power
-  Checks and Balances
-  Independence of the Judiciary and Civil Service
-  Accountability through Freedom of Information

### Human Rights Committee Supplements












-  Children Rights in the Bill of Rights
-  Why Rights are Fundamental
-  Why Rights are Universal
-  Absolute and Qualified Rights

### Newsletters and Media






-  “Constitutional News” Newsletter
-  “Constitutional News” Newsletter Teen Spot

-  Constitutional Conversation call-in radio and television show
-  Constitutional Milestones audio files; GIS Spotlight, Issues 27 and other video files

### Informative Advertisements

-  Human Rights (Part I)
-  Human Rights (Part II)
-  Human Rights (Part III)
-  Knowing the Issues
-  Accountability in Government
-  Understanding Your Constitutional Rights
-  The Governor
-  Section 16 of the Bill of Rights
-  The Executive (a)
-  The Executive (b)
-  Voting in the Upcoming Referendum




### Cabinet Press Briefings

-  Public Consultation
-  Launch of Revised Proposals
-  The Way Forward (Part I)
-  The Way Forward (Part II)
-  Constitutional Negotiations

## **Freedom of Information Unit**














The Freedom of Information Unit (FOI Unit) facilitates and coordinates the implementation of Freedom of Information by providing advice, assistance and training to public authorities and promoting awareness across the whole of the public sector. The Unit also reviews statutory, regulatory and policy requirements and monitors and reports on implementation.

### Training Courses



-  Sensitisation of Civil Servants
-  Sensitisation of Boards and Committees
  - ❖ Introduction to the FOI Law for Civil Servants
  - ❖ Information Manager Basic Training
-  Introduction to JADE, the FOI Tracking and Monitoring System
  - ❖ FOI and Internal Review for Managers

The material for many of the sensitisation sessions and courses taught by the FOI Unit is tailored to specific needs and will often evolve and improve, so some documents may not be available or immediately updated on the website at [www.foi.gov.ky](http://www.foi.gov.ky). Please contact the Senior Administrative Assistant at the FOI Unit at [foi@gov.ky](mailto:foi@gov.ky) or (345) 244-3609 to learn more about these courses or to request materials used for training of various groups.

### Guidance Documents





-  Guidance Manual on the Freedom of Information Law 2007
-  Preparation of an FOI Provisional E-Publication Scheme
-  Release of Commercial Information (draft)
-  Release of Human Resources Information (draft)
-  Provision of Assistance to Persons with Disabilities (draft)
-  The FOI Tracking and Monitoring System (JADE)
-  Delegation of Information Manager Responsibilities
-  Processing Freedom of Information Requests
-  Authentication of Documents
-  Clarifying Freedom of Information Requests
-  Transferring Freedom of Information Requests
-  Confidentiality of an FOI Applicant's Name and Personal Details
- ❖ Freedom of Information Request Outcomes
-  Frequently Asked Questions and General Advice for Boards and Committees

### Meetings, Conferences and Retreats

-  Information Manager Network Meetings
-  Chief Officer Briefings
- ❖ Freedom of Information Steering Committee Retreats
- ❖ Freedom of Information Steering Committee Legal Retreats





The FOI Unit holds regular Information Manager Network Meetings where practitioners come together to discuss issues, share experiences, identify problems, answer queries and ensure that their public authority is in compliance with the FOI Law. Agendas, presentations made and handouts distributed to attendees should be available [www.foi.gov.ky](http://www.foi.gov.ky). If you would like to enquire about these meetings or request materials that may not be available online, please contact the FOI Unit Senior Administrative Assistant [foi@gov.ky](mailto:foi@gov.ky) or (345) 244-3609.

### Yes, You Can! Newsletter

-  Volume 1, Issue 1, September 2007
-  Volume 1, Issue 2, December 2007
-  Volume 2, Issue 1, July 2008
-  Volume 3, Issue 1, July 2009

## Public Awareness











Before the appointment of the Information Commissioner and establishment of her Office in January 2009, the FOI Unit carried out some of the general functions of this oversight agency by promoting public awareness of FOI and the rights conferred to individuals.

-  FOI Public Users Guide
-  General FOI Brochure
-  Sunshine Week 2007
-  Sunshine Week 2008

The Information Commissioner is appointed by the Governor to monitor and enforce the FOI Law, independent from Government and responsible to the Legislative Assembly. Her duties include public awareness of FOI requirements and rights of individuals and more information on these initiatives can be obtained from the Information Commissioner's Office (ICO).

2nd Floor, Elizabethan Square, Building C  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Tel: (345) 747-5402  
Fax: (345) 949-2026  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)  
Website: [www.infocomm.ky](http://www.infocomm.ky)

## Forms, Templates and Checklists

-  Freedom of Information Application Form
-  Application for Amendment or Annotation of Personal Information
-  Public Authority Baseline Assessment Form
-  Checklist of Minimum Requirements to Prepare for Freedom of Information
-  Model Action Plan Template
- ❖ Model Publication Scheme Template
-  Generic Information Manager Job Description
- ❖ Generic Records Officer Job Description
-  Task List for Fulfilling a Request for Information
-  E-Publication Scheme Template
-  Freedom of Information Internal Policy and Procedures Template
-  Template for Reporting to Chief Officer or Principal Officer
- ❖ Internal Review Checklist

The Freedom of Information Unit reports to Cabinet, including through the FOISC. Though these documents may be exempt or partially exempt under section 19(1)(a) of the FOI Law, requests


for Cabinet submissions may be made under the FOI Law and the Cabinet Office Information Manager will make a decision on each application for access. Please see *section 5: Requests for information outside the publication scheme* for more information

In 2009 the FOI Unit began initial research for the introduction of Data Protection in the Cayman Islands, and is currently providing secretarial and administrative support for a Data Protection Working Group.

## **Protocol Office**

The Protocol Office advises government on the handling of local and foreign dignitaries, trains civil servants and other civil society groups in protocol and etiquette, and is working to bring together and modernise existing government procedures in areas of protocol. The Office also organises official events, focusing on the structure of ceremonial occasions and the roles officials play, oversees airport liaison and protocol intervention for travelling dignitaries and owns two sports utility vehicles which it uses to transport local and visiting dignitaries.

### Guidance

- ❖ Diplomatic Privileges
- ❖ Protocol Guidelines
- ❖ Forms of Address
-  Precedence of Letters after the Name


### Event and Site Management

- ❖ Official Funerals
- ❖ Queen's Birthday
- ❖ Remembrance Day
- ❖ National Heroes Day
- ❖ Constitutional Commencement
- ❖ Arrival and Departure of Governors
- ❖ Heroes' Square Bookings

## **Temporary Housing Initiative**

The Temporary Housing Initiative oversees the provision of temporary housing for and assistance to low-income persons who lost their homes in the aftermath of Hurricane Ivan. It also supports the personal and professional development of its adult clients and offers extracurricular programmes for their children.

The mission of the THI is to provide temporary homes to clients while helping them access the services that they need to secure and maintain permanent accommodations. In addition, while working with individuals in this way, the unit commits to recognising other areas where those persons' lives can be improved and assisting them with that.

-  Guidelines for Working with Disadvantaged Persons
- ❖ Temporary Housing Assistance Application
- ❖ EU Project: Request for Assistance Form



- ❖ Housing Assessment Form
- ❖ Interview Form for Temporary Housing
- ❖ Trailer Rental Leases
- ❖ Payment Statements



## Government Information Services

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About us
  - Strategic management
  - Finance & administration
  - Policies & procedures
  - Our services

---

#### 1. About the publication scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into five (5) different categories of information, to help you find the documents you are looking for.

This publication scheme commits Government Information Services (GIS) to making information available to the public as part of its normal business activities.

GIS will:

- specify the information held by the authority, which falls within the five (5) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

GIS will generally not publish:

- information in draft form;
- information that is not held by GIS or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm GIS' (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Most of our documents and other products are published electronically on this website: [www.gis.ky](http://www.gis.ky).

If you have any trouble locating information listed under our scheme, please contact Cornelia Olivier, Information Manager, or Lennon Christian, Information Manager Designate.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.gis@gov.ky](mailto:foi.gis@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Cornelia Olivier at 244-1766 or Lennon Christian at 244-1764 to request information.

### Post

All information listed in the publication scheme can be made available on CD or hard copy. Requests may be addressed to:

**Cornelia Olivier  
Government Information Services  
Government Administration Building  
Grand Cayman KY1-9000  
Cayman Islands  
[Cornelia.olivier@gov.ky](mailto:Cornelia.olivier@gov.ky)**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Cornelia Olivier at 244-1766 or Lennon Christian at 244-1764. You can also contact them by sending an email to [foi.gis@gov.ky](mailto:foi.gis@gov.ky).

GIS will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where GIS is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. GIS strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

GIS will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when GIS has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by GIS that is not published under this scheme can be requested in writing. For information on how to make a request in writing go to this page on our website: <http://www.gis.ky/about-us/freedom-of-information>

If you are without access to the internet, the essential elements of an FOI request are that it is made in writing, includes a name and return address, a description of the information sought and the kind of format (e.g. CD, hardcopy) in which you want to receive the information. The request can be submitted using an FOI application form or written in your own words. The request may be sent via post, fax, e-mail or by hand.

Your request will be considered in accordance with the provisions of the FOI Law. For information on the FOI Law to can go the Freedom of Information website at:

[http://www.foi.gov.ky/portal/page?\\_pageid=1206,1&\\_dad=portal&\\_schema=PORTAL](http://www.foi.gov.ky/portal/page?_pageid=1206,1&_dad=portal&_schema=PORTAL)

#### **6. Complaints**

---

GIS aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager Cornelia Olivier at 244-1766 or Information Manager Designate Lennon Christian at 244-1764, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained at our reception desk or by going to [www.gis.gov.ky](http://www.gis.gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: *appeals@ico.gov.ky*

## **7. Categories of information**

---

- About Us
- Finance & Administration
- Our Services

## **ABOUT US**

---

### **Name of public authority:**

Government Information Services

### **Portfolio:**

Cabinet Office

### **Chief Officer:**

Orrett Connor, Cabinet Office

4<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands

### **Principal Officer:**

Chief Information Officer (Acting): Suzette Ebanks

2<sup>nd</sup> Floor, Government Administration Building

133 Elgin Avenue

Grand Cayman

Phone: 345-244-1760

Email: *suzette.ebanks@gov.ky*

### **Information Manager:**

Cornelia Olivier

Phone: 345-244-1766

Email: *mailto:foi.gis@gov.ky*

Website: *www.gis.ky*

### **Information Manager Designate:**

Lennon Christian

For more information on the Freedom of Information Law visit the Freedom of Information website at [www.foi.gov.ky](http://www.foi.gov.ky)

### **Organisation and functions**

GIS provides public relations services to the Cayman Islands Government and publishes the *Cayman Islands Gazette*.

### **Subject Matters**

- Public Information
  - Develops and executes information campaigns to promote government programmes
  - Designs graphic products: logos, posters, banners etc.
  - Produces GIS Spotlight television programme
  - Publishes the Gazette, Annual Report, and community calendars
  - Updates general information on the government portal, [www.gov.ky](http://www.gov.ky)
  - Responds to information requests
  - Prepares and issues press releases and public service announcements
- Press Facilitation
  - Arranging press conferences
  - Arranging photo opportunities for the press
  - Organising and providing staff for press stations at national events
  - Issuing press advisories on government functions/events
  - Briefing the press on arrangements and procedures
  - Responding to press queries
- Communication Support for Government
  - Writing speeches
  - Advising on effective communication methods
  - Recording national events
  - Taking official photographs
  - Providing media training

### **Mailing Address:**

GIS  
Government Administration Building  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

### **Telephone number:**

345-949-8092

### **Fax number:**

345-949-5936

### **Email address:**

[gis@gov.ky](mailto:gis@gov.ky) or [cornelia.olivier@gov.ky](mailto:cornelia.olivier@gov.ky)

### **Website address:**

[www.gis.ky](http://www.gis.ky)

**Staff Directory:**

<b>(Acting) Chief Information Officer</b>			
<b>Name</b>	<b>Cell#</b>	<b>Direct#</b>	<b>E-Mail</b>
Suzette Ebanks	926-2018	244-1760	suzette.ebanks@gov.ky
<b>Senior Officers</b>			
<b>Name</b>	<b>Cell#</b>	<b>Direct#</b>	<b>E-Mail</b>
Charles Gilman	925-6570	244-1753	Charles.gilman@gov.ky
Susan Watler	925-8305	244-1765	Susan.watler@gov.ky
Martin Wilkinson	916-7048	244-1754	martin.wilkinson@gov.ky
<b>Graphic Officers</b>			
<b>Name</b>	<b>Cell#</b>	<b>Direct#</b>	<b>E-Mail</b>
Lisa Parks	926-9699	244-1757	Lisa.parks@gov.ky
Garth Humphreys	925-8022	244-1778	Garth.humphreys@gov.ky

<b>Information Officers</b>			
<b>Name</b>	<b>Cell#</b>	<b>Direct#</b>	<b>E-Mail</b>
Bina Mani	925-8270	244-1758	Bina.mani@gov.ky
Kristi Anderson	924-8703	244-1773	kristi.anderson@gov.ky
Yvette Cacho	925-8283	244-1777	yvette.cacho@gov.ky
Lennon Christian	926-0173	244-1764	Lennon.Christian@gov.ky
Cornelia Olivier	925-8272	244-1766	Cornelia.Olivier@gov.ky

<b>Administrative Staff</b>			
<b>Name</b>	<b>Cell#</b>	<b>Direct#</b>	<b>E-Mail</b>
Charlotte Jackson	925-4614	244-1750	Charlotte.jackson@gov.ky
Donnalee Walton	926-1701	244-1752	Donnalee.walton@gov.ky
Mona Walton-Ebanks	929-0953	244-1756	Mona.walton-ebanks@gov.ky

<b>Video Production Specialists</b>			
<b>Name</b>	<b>Cell#</b>	<b>Direct#</b>	<b>E-Mail</b>
Karl Nyyssonen	925-6140	244-1759	Karl.Nyyssonen@gov.ky
Lenford Wilks	925-6296	244-1776	Lenford.Wilks@gov.ky
Stephon Johnson	925-4641	244-1779	stephon.johnson@gov.ky



**Postal address for all managers and staff:**

GIS  
Government Administration Building  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

**Telephone number:**

345-949-8092

**Fax number:**

345-949-5936

**Boards and committee:**

Government Information Services does not oversee any committees, boards etc.

**Frequently asked questions:**

Government Information Services answers inquiries from the public on government services. As more information is available on government websites, GIS has been getting fewer phone calls, emails, and people stopping by the office. However what follows are the questions the department is currently answering frequently:

**We're going to be visiting. What do we need to know, so we can get married in the Cayman Islands?**

All the information you need about getting married in the Cayman Islands is on government's portal.

**We got married in the Cayman Islands. How can we get copies of our marriage license?**

Call the General Registry at 345-946-7922.

**There's a dog in my neighbourhood that barks all night. Who handles this kind of problem?**

If, after politely talking to your neighbor, the dog is still a nuisance, call your neighbourhood police officer. If the dog is a stray, call the Department of Agriculture, (345) 947-3090.

**When is the Gazette published? How much does it cost to put a notice in the Gazette?**

Most of the answers to these are under 'Quick Links' on the Gazette website, [www.gazette.gov.ky](http://www.gazette.gov.ky). You can also email your query to [caymangazette@gov.ky](mailto:caymangazette@gov.ky) or phone (345) 949-8092.

**Can you email me a Cayman Islands Crest in (various formats, ai, eps, jpg)?**

GIS has the government crest available in several formats and can email it; however, certain circumstances may require permission first. The crest belongs to the Cayman Islands Government and cannot be used in any for profit venture without written consent from the Chief Secretary's Office.

**Can you email me an electronic version of the Cayman Islands Government Organizational Chart?**

Sure, we have an electronic version available to email. There's also a copy on [www.gov.ky](http://www.gov.ky) for downloading. On the home page, go into 'About Government'.

**Can I buy a copy of the poster that shows all the CI National Symbols?**

There are no more copies of the popular poster that GIS designed for the Education Department although we can provide a scan of the original poster.

**Our department was featured on *GIS Spotlight*. Can I get a copy of the show?**

Sure. The video unit makes DVD copies available at \$10 each. *GIS Spotlight* stories are also posted on government's channel on YouTube:  
<http://uk.youtube.com/user/CIGovtInfoServices>.

**I need to apply for a visa to visit the Cayman Islands. Please let me know how I can apply.**

For general information, visit the Cayman Islands' Immigration Department website, [www.immigration.gov.ky](http://www.immigration.gov.ky).

**What is the correct title for ... (various Government officials)? What is the order of precedence for the Cayman Islands?**

Contact Meloney Syms at the Protocol Office, (345) 244-3608 or [meloney.syms@gov.ky](mailto:meloney.syms@gov.ky).

## **STRATEGIC MANAGEMENT**

---

*Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

### **Governance**

- Public Management and Finance Law (2005 Revision)

- Freedom of Information Law 2007

## **FINANCE & ADMINISTRATION**

---

### **Financial management**

- **2010 – 2011 Budget** – available at  
[http://www.gov.ky/portal/page?\\_pageid=1142,5022548&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,5022548&_dad=portal&_schema=PORTAL)

## **POLICIES & PROCEDURES**

---

Procedures to publish notices in the Gazette can be found on [www.gazettes.gov.ky](http://www.gazettes.gov.ky) :

### **Submissions**

Commercial notices must be submitted to the Gazette Office by 12 noon on the Friday before the publication date.

Government notices must be submitted to the Gazette Office by 12 noon on the Wednesday before the publication date.

These deadlines apply to all Gazettes. Any notices received after the stated deadlines, will automatically be published in the next issue, unless otherwise specified.

If you wish to publish a notice outside of the scheduled Gazettes, you can request an Extraordinary Gazette. These can be published any time, except for weekends and public holidays. See Advertising Rates for more details.

#### **Requirements:**

- Notices must be submitted by email in Microsoft Word format to [caymangazette@gov.ky](mailto:caymangazette@gov.ky). Original copies and payment by cheque must follow by hand or mail.
- Covering instructions setting out requirements must accompany all notices. Dates, proper names and signatures must be shown clearly.
- Faxed transmissions of copy are not acceptable, unless arrangements have been made with the Gazette Office, in which case they must be followed by a signed original delivered the same day.

Copies will be returned unpublished if not submitted in accordance with these requirements.

Templates for certain notices are available from the Gazette Office. Please e-mail [caymangazette@gov.ky](mailto:caymangazette@gov.ky).

### **Notices for publication and related correspondence should be addressed to:**

Gazette Office  
Government Information Services  
Cayman Islands Government  
2<sup>nd</sup> Floor, Government Administration Building  
133 Elgin Avenue

Grand Cayman  
Telephone (345) 949-8092  
Facsimile (345) 949-5936  
caymangazette@gov.ky

Publication dates and submission deadlines are available at  
<http://www.gazettes.gov.ky/publishing-dates-and-submission-deadlines>

## OUR SERVICES

---

- Public Information
  - Develops and executes information campaigns to promote government programmes
  - Designs graphic products: logos, posters, banners etc.
  - Produces GIS Spotlight television programme. Stories available on [www.gis.ky](http://www.gis.ky)
  - Publishes the CI Government Gazette and maintain website [www.gazettes.gov.ky](http://www.gazettes.gov.ky)
  - Publishes a community calendar. Available on [www.gov.ky](http://www.gov.ky)
  - Updates general information on the government portal, [www.gov.ky](http://www.gov.ky)
  - Responds to information requests
  - Prepares and issues press releases and public service announcements. Press releases and public service announcement available on [www.gis.ky](http://www.gis.ky) and [www.gov.ky](http://www.gov.ky)
- Press Facilitation
  - Arranging press conferences
  - Arranging photo opportunities for the press
  - Organising and providing staff for press stations at national events
  - Issuing press advisories on government functions/events
  - Briefing the press on arrangements and procedures
  - Responding to press queries
- Communication Support for Government
  - Writing speeches. Available on request.
  - Advising on effective communication methods
  - Recording national events. Recordings available on request.
  - Taking official photographs. Available on request.
  - Providing media training.



*More than just IT, we care about your business*

## **Computer Services Department**

### **Publication Schemes**

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### **CONTENTS:**

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

## 1. ABOUT THE PUBLICATION SCHEME

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits Computer Services Department (CSD) to making information available to the public as part of its normal business activities.

CSD will:

- specify the information held by the authority, which falls within the seven (7) categories below;
  - proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
  - describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
  - list any fees charged for access to information described in this scheme;
  - publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
  - make this publication scheme available to the public;
  - regularly review and update the information made available under this scheme.

## 2. INFORMATION THAT MAY BE WITHHELD

---

CSD will generally not publish:

- information in draft form;
- information held by CSD but owned by other agencies;
- information that is not held by the CSD, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available and extremely difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, compromise the security the Cayman Islands Government, Computer Services Department (or another organization's), harm their commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### 3. METHODS OF ACCESS

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Some of our documents are published electronically on the CSD website at [www.csd.gov.ky](http://www.csd.gov.ky) and can be downloaded in PDF format.

If you are still having trouble locating information listed using the CSD website, please contact the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky)

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Wesley Howell at 345-949-8277 or Direct at 345-244-2329.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Written requests may be addressed to:

Wesley Howell  
Information Manager  
Computer Services Department  
PO Box 112  
Government Admin Building  
Grand Cayman KY1 9000  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.



*Advice and assistance*

If you experience any difficulty identifying the information you want to access, please contact the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky).

CSD will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where CSD is legally required to translate any information, it will do so.

#### 4. FEES AND CHARGES

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. CSD strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

CSD will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information of the FOI regulations*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when CSD has received your payment.

#### 5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

---

Information held by CSD that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky)

#### 6. COMPLAINTS

---

CSD aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained the FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: 1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. CATEGORIES OF INFORMATION**

---

- About Us
- Ministry
- Strategic Management
- Finance & Administration
- Laws, Regulations, Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

### **7.1. ABOUT US**

---

Computer Services Department (CSD) is a shared service department providing a full range of high quality Information Technology (IT) and consulting services to Government departments and agencies.

#### **CSD Principle officers**

Gilbert O. McLaughlin, MBA, Director  
Rex Whittaker, MBA, Deputy Director  
Wesley Howell, MBA, Deputy Director

### **CSD Contact Details**

Grand Cayman Office Address:

Physical address:

2nd Floor, Government Administration Building, 133 Elgin Avenue

Mailing Address:

Computer Services Department

PO Box 112 Government Admin Building

Grand Cayman

Cayman Islands KY1 9000

Tel: 345-949-8277

Fax: 345-949-7544

Email: [foi.CSD@gov.ky](mailto:foi.CSD@gov.ky)

Website: [www.csd.gov.ky](http://www.csd.gov.ky)

Hours of Work: 8.30am-5pm, Monday-Friday

### **CSD Principle officers**

Gilbert O. McLaughlin, MBA, Director

Rex Whittaker, MBA, Deputy Director

Wesley Howell, MBA, Deputy Director

### **CSD Contact Details**

Grand Cayman Office Address:

Physical address:

2nd Floor, Government Administration Building, 133 Elgin Avenue

Mailing Address:

Computer Services Department

PO Box 112 Government Admin Building

Grand Cayman

Cayman Islands KY1 9000

Tel: 345-949-8277

Fax: 345-949-7544

Email: [foi.CSD@gov.ky](mailto:foi.CSD@gov.ky)

Website: [www.csd.gov.ky](http://www.csd.gov.ky)

Hours of Work: 8.30am-5pm, Monday-Friday

### **CSD Information Manager**

FOI Information Manager Wesley Howell at 345-949-8277 or direct line at 345-244-2329 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky).

### **MINISTRY**

CSD falls under the responsibility of the Cabinet Office; this position reflects the strategic importance of Information Technology within the Cayman Islands Government.

## **7.2. STRATEGIC MANAGEMENT**

---

The Cabinet Office sets the strategic directions for Computer Services; approving business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

### **Cabinet Office**

#### **Chief Officer**

Orrett Connor, MBE, JP

#### **Address**

4th Floor, Government Administration Building,  
133 Elgin Avenue,  
George Town, Grand Cayman

#### **Mailing Address**

Cabinet Office  
Government Administration Building,  
Grand Cayman KY1-9000,  
CAYMAN ISLANDS

Telephone: (345) 244-2412 Fax: (345) 945-2922

Email [foi.cab@gov.ky](mailto:foi.cab@gov.ky)

Website: [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky)

Hours of Work: 8:30am to 5:00pm, Monday to Friday.

## **7.3. FINANCE & ADMINISTRATION**

---

Cabinet Office is the administering the authority for CSD. The Authority for many financial, administrative and HR function has been delegated down to the Director of CSD. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws, policies and procedures that regulate the function of government entities.

## **7.4. LAWS & REGULATIONS POLICIES and PROCEDURES**

---

The Department is not directly regulated by any laws, but as an ICT service provider CSD adheres to the three main laws:

- Electronic Transactions Law 2000
- Computer Misuse Law 2000
- Information & Communications Technology Authority Law 2002 (Now superseded amended 2003, 2004, 2005, 2006, 2009)

Additionally as a government agency CSD adheres to the:

- National Archive and Public Records Law 2007

#### Financial Management

- Financial Regulations 2004
- The Public Management and Finance Law (2003 Revision)
- July 2008 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.

#### Administration & Human Resource Management

- Public Service Management Law (2007 Revision): Complete set of laws for the Cayman Islands Civil Service
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions 05-Dec-2007
- Public Servant Code of Conduct Code of Conduct for Civil Servants 05-Dec-2007
- Personnel Regulations, 2006
- Public Service Management Law, 2005: HR Law

#### Records Management

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law 2007
- National Archive and Public Records Law, 2007

### **CSD POLICIES & PROCEDURES**

In addition to the laws and regulations listed above the following policies and procedures are used at CSD.

- Complaints-handling procedure
- Cabinet Office Portfolio Human Resource policies & procedures
- Hurricane Preparedness manual
- IT Security Related Procedures

CSD has internal guidelines and for various aspects of the departments core services.

- Guidelines for Configuring a Linux Servers for Oracle
- Standards for networking addressing
- Standards for server naming
- Guidelines for PC image building
- Standard Operating Procedures for IT desktop / laptop condemnation.

## 7.5. Decisions and Recommendations

Date	FOI Number	Summary	Outcome
8-Oct-2009	FOI-30212	Access to Personal Information from RCIPS Time Recording Data	Withdrawn by Applicant
23-Feb-2010	FOI-32921	Provide the names and number of civil servants that are currently getting paid acting allowance over the 12 months period that is set in the Personnel regulations	Granted in Part
21-Apr-2010	FOI-32921	Employee's working in Government Administration Building (Glass House) as per generally, did any employee ordered to be removed for medical health reasons by a medical professional. Also in general terms, was there employee's removed by Head of Department, on request of employee's (complaint) without a Doctor's note, because of respiratory/chest or any other health reason.	Granted in Part
3-Jun-2010	FOI-35175	I want to send each HR a letter wanting to incorporate 'office chair-massage' in their place of employment. Is there a way of getting these email addresses?	Withdrawn by Applicant
31-May-2010	FOI-34615	I would like to request a copy of the purchase/lease agreement that was in place the last time the government made a bulk purchase of desk top computers.	Granted in Full
09-Nov-2010	FOI-38602	List all salary increments/adjustments given to your respective department employees between 1 March 2010 and 31 October, 2010. Please note the precise date on which those increments took effect	Administrative Closure Request responded to outside of FOI
18-Jan-2011	FOI-40082	The entire list of website domains listed/registered in the Cayman Islands, this should include all domains under the country code top-level domain (.ky). Including any websites registered to subdomains (.com.ky, .org.ky, .net.ky, .edu.ky, .gov.ky). This list should include all sites' URLs (domain name). Also, please indicate whether a site is active or inactive.	Granted in Full
22-Feb-2011	FOI-40749	Does the Cayman Islands Government Monitor Internal and external telephone conversations and E-mails going and coming into Government for any reason? If so, who has access to the telephone conversations? Under which Law/Constitution is the Monitoring of Telephone Conversations/e-mails allowed? To which extent or under what Law does the Government have the right to do it, if it does indeed monitor both E-mails and Telephone conversations?	Administrative Closure Request responded to outside of FOI

## 7.6. List of Registers

---

### List of Forms Used (External & Internal)

- Create User Account
- Delete User Account
- IRIS User Request Form
- Supplies Requisition forms
- Copy/Binding Request forms

### Classes Of Information Held

Classes of Information	Restrictions & Accessibility to information
Cabinet reports & recommendations	FOI request concerning this type of information should be directed to the Information Manager in the Cabinet Office.
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Tender Contracts	Confidential information will be redacted or will not be released.
IT security & Configuration documents	Access to this information is restricted as its release would undermine the security and integrity of the government IT systems as a whole.

## 7.7. Our Services

---

Computer Services is a shared service department providing high quality Information Technology (IT) and consulting services to Government departments and agencies. Computer Services also provides consulting, and IT services to two regional governments at industry standard rates

### **Services Offered**

Computer Services has four functional service areas:

- **Applications Development & Support**



Here Computer Services staff members perform the services of IT Consulting, Strategic planning, Project Management, Business Process review and redesign, software development and E-Government, Electronic Document Management, Core Financial System Management and software support.

- **Technical Services**

Computer Services Technical Services staff provide Network Management, Network Design, System Management and Analysis Services. The team is responsible for the installation of new equipment the networking of new projects and the installation of end user software applications. Additionally the Technical Services Team also provides expert support and maintenance services to government computer users.

- **Operations:**

Computer Operations are responsible for the management and support of windows, Unix and Linux servers. The team services the internal and external (internet) email services, web hosting and management and support of network switches, routers, fibre optic and copper cabling that provide network connectivity for the Cayman Islands Government. This team delivers Internet security, network security, virus protection, data backup and restoration services. The operations team members are also on call for after-hours IT Support.

- **Central Services**

Central Services staff now offers procurement services to IT equipment and limited high volume photocopying, printing and binding services.

- **Administration**

Computer Services administration fills the role of general accounting and administration services.



## Portfolio of the Civil Service

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

The Portfolio of the Civil Service has a legal duty to maintain a publication scheme under the Freedom of Information Law.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Portfolio of the Civil Service to making information available to the public as part of its normal business activities.

The Portfolio of the Civil Service will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Portfolio of the Civil Service will generally not publish:

- information in draft form;
- information that is not held by the Portfolio of the Civil Service or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Portfolio of the Civil Services' (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

#### Online

Some of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.pocs.gov.ky/>. If you are still having trouble locating information listed under our scheme, please contact Mr. Ian Fenton, Information Manager.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.pcs@gov.ky](mailto:foi.pcs@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Ian Fenton or Sherelle Clarke on (345) 244 2344 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Information Manager  
Portfolio of the Civil Service  
C/O Government Administration Building  
Grand Cayman KY1-9000  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Ian Fenton or Sherelle Clarke on (345) 244 2344.

The Portfolio of the Civil Service will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Portfolio of the Civil Service is legally required to translate any information, it will do so.

## **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Portfolio of the Civil Service strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The Portfolio of the Civil Service will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Portfolio of the Civil Service has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the Portfolio of the Civil Service that is not published under this scheme can be requested in writing via email or letter. Your request will be considered in accordance with the provisions of the FOI Law, see: <http://www.pocs.gov.ky> 'Making a Request'.

## **6. Complaints**

---

The Portfolio of the Civil Service aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the authority in writing via email or letter, (see: <http://www.pocs.gov.ky> 'Complaints'), and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: *appeals@ico.gov.ky*

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of Portfolio of the Civil Service**

The Portfolio of the Civil Service is a Ministry level agency of the Cayman Islands Government whose Chief Officer reports to the Deputy Governor.

### **Principle officer**

The Principle officer in the Portfolio of the Civil Service is:  
Acting Chief Officer  
Portfolio of the Civil Service  
C/O Government Administration Building  
Grand Cayman KY1-9000

### **Information manager**

The Information Manager for the Portfolio of the Civil Service can be contacted:

*By mail at:*  
Ian Fenton  
Portfolio of the Civil Service  
C/O Government Administration Building  
Grand Cayman KY1-9000  
Grand Cayman

*By phone on:*  
(345) 244 2344

*Or by email at:*  
*foi.pocs@gov.ky*

## **Organisation and functions**

The Portfolio of the Civil Service (PoCS) is responsible for supporting the further development of Human Resources Management across the Civil Service, including the development and implementation of a Civil Service College, and the promotion of HR best practice. We provide policy advice on HR matters to His Excellency the Governor and the Head of the Civil Service, monitor and evaluate compliance with the Public Service Management Law and Personnel Regulations. The PoCS also provides a range of operational HR services, and is responsible for the implementation and monitoring of Public Sector reform initiatives.

### **Location and Hours**

The Portfolio of the Civil Service is open from 8.30 a.m. until 5.00 pm from Monday to Friday and is located at:

2nd Floor Government Administration Building  
Elgin Avenue,  
George Town, Grand Cayman.

### **Boards and committees**

The Portfolio Administered the Public Service Commission until 31st December 2006, and as such holds historical records relating to that body.

### **Frequently asked questions**

*Where can I see what current vacancies exist?*

Job vacancies in the civil service are posted at <http://www.recruitment.gov.ky/>

## **STRATEGIC MANAGEMENT**

---

Administering the Portfolio's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the Portfolio's overall performance and progress towards established targets; managing programmes to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments; obtaining legal advice from external sources.

**The key strategic goals from an ownership perspective for the Portfolio are available in the Annual Budget Statement for the Portfolio under the section 'Strategic Ownership Goals': see**

<http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/FIND/ORGANISATIONS/AZAGENCIES/PFE/THEBUDGET/20102011/153571%202010-11%20ANNUAL%20BUDGET%20STATEMENT.PDF>

### **Governance**

*Law and Regulations that direct the functions and activities of the Portfolio are:*

- Cayman Islands Constitution Order 2009
- Public Service Management Law (2011 Revision)
- Personnel Regulations, 2011 Revision
- Public Management and Finance Law (2010 Revision)
- Finance Regulations, 2004
- Freedom of Information Law, 2007

## **Corporate management**

*The principal planning document for the Portfolio is the Annual Budget Statement which can be found at:*

<http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/FIND/ORGANISATIONS/AZAGENCIES/PFE/THEBUDGET/20102011/153571%202010-11%20ANNUAL%20BUDGET%20STATEMENT.PDF>

## **FINANCE & ADMINISTRATION**

---

Administering the Portfolio's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies. Principal accounting policies are adopted and are prepared in accordance with International Public Accounting Standards.

### **Financial management \***

Documents relating to the administration of the Portfolio's monetary resources include:

- Annual Budget
- Financial statements: quarterly and annual
- Audit reports

\*Copies can be obtained upon request from the Information Manager

### **Administration \***

Documents relating to other administrative functions carried out within the Portfolio include:

- Continuity of Operations
- Pay scales
- Press releases
- Records management

\*Copies can be obtained upon request from the Information Manager

## **POLICIES & PROCEDURES \***

---

Current written protocols used by the Portfolio for carrying out functions, activities and delivering services include:

- Human Resources procedures
- Complaints handling procedure

\*Copies can be obtained upon request from the Information Manager

## **DECISIONS & RECOMMENDATIONS**

As a mainly advisory and auditing body, the Portfolio's decisions are mainly internal in nature.

The Portfolio holds information on:

- Evaluation criteria and selection methodology for recruitment
- Disciplinary and dismissal matters
- Procurement decisions



## **LISTS & REGISTERS**

---

The Portfolio holds the following lists and registers:

- Fixed Assets Register
- Freedom of Information Disclosure Log (available at <http://www.pocs.gov.ky> )

## **OUR SERVICES**

---

**The Portfolio provides the following services to His Excellency the Governor, the Deputy Governor and the Cabinet:**

- Policy Advice on Civil Service Matters,
  - Information held includes research papers, administrative circulars developed for the Deputy Governor and documentation for projects undertaken for the Deputy Governor
- Strategic Human Resources Functions of Government,
  - Information held includes communications with the Cayman Islands Civil Service Association, ad hoc HR reports, annual HR reports to the Cabinet, documentation for the development of the HR IRIS computer system and strategic HR advice provided to the Civil Service as a whole.
- Support on Chief Officer Employment Matters,
  - Information held includes Chief Officer's recruitment, employment agreements, resignation, discipline, dismissal, performance agreements, performance assessments and training and development.
- Auditing Compliance with Human Resource (HR) Policies,
  - Information held includes audit reports, audit programmes and audit methodologies.
- Management of Public Sector Reform,
  - Information held includes documents relating to Financial Reforms, Human Resources Reforms, Public Authorities Reform, Freedom of Information, implementation of the 2009 Constitution and the Public Sector Review.
- Management Advice and Support,
  - Information held includes requests for support, terms of reference, project plans, reports, advice, training courses and recommendations.
- Administrative Support and Technical Advice to the Civil Service Appeals Commission,
  - Information held includes communication with the Civil Service Appeals Commission.
- Workforce Development within the Civil Service - Civil Service College,
  - Information held includes research papers, design of courses, College timetables, press releases, communications with partner agencies and course statistics.
- Facilitation of Effective Human Resource (HR) Practices,

- Information held includes policies and procedures manuals, personnel circulars issued by the Chief Officer of the Portfolio, templates and communications with HR managers

**The Portfolio provides the following service to other Government Agencies**

- Recruitment Services
  - Information held includes recruitment advice, advertisements, selection criteria, short lists, interview panel reports and communication with candidates.
- Job Evaluation
  - Information held includes job evaluation records.
- HR Advice and Guidance
  - Information held includes advice to Government agencies and employees on selection, pay, training, development, succession plans, termination, disciplinary investigations, and grievances.
- Records Management: Personnel Records
  - Information held includes employee personnel records including recruitment, employment agreements, resignation, discipline, dismissal, pension matters, performance agreements, performance assessments, details of dependents, training and development and personal information.
- Provision of HR Consultancy and Training Services
  - Information held includes training courses, induction programmes, Investors in People and personal development plans.

**The Portfolio provides the following services to third party agencies, such as the public service agencies in other jurisdictions:**

- Management of Public Sector Reform,
  - Information held includes documents relating to Financial Reforms and Human Resources Reforms.
- Management Advice and Support,
  - Information held includes requests for support, terms of reference, project plans, reports, advice, training courses and recommendations.



## Public Service Pensions Board

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

#### 1. **About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Public Service Pensions Board to making information available to the public as part of its normal business activities.

The Public Service Pensions Board will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;

- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public; and
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

The Public Service Pensions Board will generally not publish:

- information in draft form;
- information that is not held by the Public Service Pensions Board, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access; or
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in section 7: Categories of information.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Public Service Pensions Board's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to section 6: Complaints.

## **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within section 7: Categories of information will direct you to the relevant page or document.

---

<sup>1</sup>

A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.pspb.gov.ky](http://www.pspb.gov.ky). If you are still having trouble locating information listed under our scheme, please contact the Information Manager at (345) 945-8175.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.pspb@gov.ky](mailto:foi.pspb@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 945-8175 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**Attention: Information Manager**

**Public Service Pensions Board**

**P O Box 912, Grand Cayman KY1-1103, CAYMAN ISLANDS**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See section 4: Fees and charges for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in section 7: Categories of information, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager at (345) 945-8175.

The Public Service Pensions Board will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Public Service Pensions Board is legally required to translate any information, it will do so.

### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Public Service Pensions Board strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### Postage costs

The Public Service Pensions Board will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within section 7: Categories of information.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Public Service Pensions Board has received your payment.

## **5. Requests for information outside the publication scheme**

Information held by the Public Service Pensions Board that is not published under this scheme can be <http://www.pspb.gov.ky> "Making a Request". Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

The Public Service Pensions Board aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Managing Director at (345) 945-8175, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [http://www.pspb.gov.ky/portal/page?\\_pageid=1628,3520505&\\_dad=portal&\\_schema=PORTAL](http://www.pspb.gov.ky/portal/page?_pageid=1628,3520505&_dad=portal&_schema=PORTAL) Internal Complaints Procedure.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

Public Service Pensions Board

### **Ministry**

Portfolio of the Civil Service

### **Principle Officer**

Jewel Evans Lindsey, Managing Director

Main line: (345) 945-8175     Direct Line: 244-7102

Email: [jewel.evans-lindsey@pspb.ky](mailto:jewel.evans-lindsey@pspb.ky)

Faith Ebanks, Director, Financial Reporting

Main line: (345) 945-8175     Direct Line: 244-7141

Email: [faith.ebanks@pspb.ky](mailto:faith.ebanks@pspb.ky)

Richard Moody, Director, Plan Administration

Main line: (345) 945-8175     Direct Line: 244-7121

Email: [richard.moody@pspb.ky](mailto:richard.moody@pspb.ky)

### **Information Manager**

Melanie Ebanks-Jackson, Information Manager

Main line: (345) 945-8175 Direct line: 244-7122

Email: [melanie.ebanks-jackson@pspb.ky](mailto:melanie.ebanks-jackson@pspb.ky) or [foi.pspb@gov.ky](mailto:foi.pspb@gov.ky)

Website: [www.pspb.gov.ky](http://www.pspb.gov.ky) or [www.foi.gov.ky](http://www.foi.gov.ky)

Maria Dixon, Information Manager (Designate)

Main line: (345) 945-8175 Direct line: 244-7104

Email: [maria.dixon@pspb.ky](mailto:maria.dixon@pspb.ky) or [foi.pspb@gov.ky](mailto:foi.pspb@gov.ky)

Website: [www.pspb.gov.ky](http://www.pspb.gov.ky) or [www.foi.gov.ky](http://www.foi.gov.ky)

## Organisation and functions

To provide public sector employees with retirement provisions that are adequate, equitable and safe, through effective management of the public sector pension funds, efficient administration of the plan(s) provisions, proper communications to participants, and ensuring that the financial provisions being made conform to professional standards, taking into account the very long-term commitment of obligations.

P O Box 912  
Grand Cayman KY1-1103  
CAYMAN ISLANDS  
(345) 945-8175  
(345) 949-3573  
[www.foi.pspb@gov.ky](mailto:www.foi.pspb@gov.ky)  
[www.pspb.gov.ky](http://www.pspb.gov.ky)

Location and hours	Matters handled
Ground Floor Government Administration Building 133 Elgin Avenue, George Town Grand Cayman, Cayman Islands  Opened from 8:30a to 5:00p	All matters relating to the administration of the Public Service Pension Fund, the Plans governed by the Public Service Pensions Law, The Parliamentary Pensions Law, and the Judges' Emoluments And Allowances Order.

## Boards and Committees

Name	Meetings	Minutes
Board of Directors Members: Hon. Kenneth Jefferson, Chairman Mrs. Sonia McLaughlin, Deputy Chairman Mr. Wayde Bardswell, Legal Council Mr. Franz Manderson, Acting Deputy Governor Mr. James Walter, CICSA President Mr. Kirkland Nixon, Pensioner's Representative Mr. Leonard Ebanks, Private Sector Representative Mr. Nicholas Freeland, Private Sector Representative Mrs. Jewel Evans Lindsey, Managing Director Ms. Bethany Powery, Executive Secretary to the Board	Meetings are held quarterly and are not open to the public.	Copies of minutes signed by the Chairman of the Board can be requested in writing through the Information Manager.



## **Frequently Asked Questions**

[http://www.pspb.gov.ky/portal/page?\\_pageid=1628,2625821&\\_dad=portal&\\_schema=PORTAL](http://www.pspb.gov.ky/portal/page?_pageid=1628,2625821&_dad=portal&_schema=PORTAL)

### **How much pension will I get when I retire from the Service?**

If you are a participant of the Defined Benefit Part of the Plan, your pension will be based on your pensionable years of service, pensionable earnings and rate of accrual. The longer the pensionable service, the higher your pension benefits. Similarly, the higher the pensionable earnings, the higher the pension benefits. If you are a participant of the Defined Contribution Part of the Plan, your pension will be based on the sum of the balance in both your Participant Contribution Account and your Employer Contribution Account, with interest.

### **Who gets my pension benefits if I pass-on tomorrow?**

Should you die whilst an active participant in the Plan, then a monthly pension equal to one-half of your Accrued Benefit will be paid to your surviving spouse. This pension will continue for the remainder of your spouse's life. In addition to the pension payable to your surviving spouse, pensions equal to one-half of your Accrued Benefit will be equally divided among all your dependent children. If you die leaving dependent children but no surviving spouse, then your dependent children will receive, in addition, the pension that would have been payable to your spouse, shared equally among them. If you do not have a spouse and dependent children, your benefits will be given to your designated beneficiary.

### **In the Pensions Law what is the definition of 'Dependent Children'?**

Dependent child means a participant's child (including an adopted child who was adopted in a manner recognized by Law, an illegitimate child, a posthumous child or a step-child) who is either (a) under the age of 18, (b) under age 23 and in full-time education, or (c) mentally or physically incapable of employment, as certified by the Chief Medical Officer.

## **When can I retire?**

You can retire from the Plan and start to receive your pension in any of the following situations: When you reach Normal Retirement Age, age 60; When you reach Early Retirement age 50, as long as you have at least ten years of Qualifying Service; if you become permanently disabled, as certified by the Chief Medical Officer, regardless of your age; or if your office is abolished or if your department is reorganised and you are removed from office, regardless of your age. This is called Special Retirement.

## **I am separated from my spouse. Will he/she get my pension benefits if I don't want them to?**

Your spouses' benefits can be assigned to your children by election and we have a form available for this. This form is the "Transfer of Spouse's Pension Election Form" and can be found on the eForms section of this website.

## **Can I lose my pension?**

The Public Service Pensions Law protects your pension from forfeiture, even if convicted of a crime or declared bankrupt. Any pension granted is also exempt from execution, seizure, attachment or any other process in respect of any debt or claim of a creditor. The pension is also not transferable or assignable except if a debt is due to the Government, or a Court Order directs the pension payments to a dependant.

## **When was the Public Service Pensions Fund established?**

The Public Service Pensions Fund was established on the 1st January 1992 with employee contributions dating back to 1990. Government contributions commenced in 1991 with a matching contribution rate of 4% of pay.

**Who was the first Chairman of the Board?**

The first Chairman of the Board was Mr. Thomas C. Jefferson OBE, JP.

**What employers participate in the Public Service Pensions Plan?**

In addition to the Government, there are fourteen Public Sector employers that participate in the Public Service Pensions Plan. These are: Cayman Islands Airports Authority, Civil Aviation Authority, Cayman Islands Monetary Authority, Cayman Turtle Farm, Water Authority Cayman, Public Service Pensions Board, CAYS Foundation, CI Development Bank, Maritime Authority of the Cayman Islands, Health Services Authority, National Housing Trust, National Roads Authority, Electricity Regulatory Authority and Information and Communications Technology Authority.

**How many participants are there in the Plan?**

There were 1,508 participants in the Plan as at January 1993. The current active participants count now stands at 5,520.

**How many pensioners are there?**

There are currently 1,370 pensioners representing retirees from the three Government sponsored plans.

**What plans does the Board administer?**

Plans administered by the Board include Parliamentary, Judiciary, and the Public Service Pensions Plan.

## **When was the first actuarial validation carried out? What is the value of the actuarial deficiency?**

The first actuarial validation was carried out as at 31st December 1989 which disclosed a contingent liability of \$32.5 million for the Public Service Pensions Plan. The actuarial deficiency as at 1st January 2005 was \$165 million.

## **Who was the first administrator of the Public Service Pensions Fund?**

The first administrator of the Public Service Pensions Fund was the then Manager, Currency Board, Mrs Jewel Evans Lindsey.

## **STRATEGIC MANAGEMENT**

Administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; and obtaining legal advice from external sources.

### **Governance**

High-level documents that inform and direct the functions and activities of the authority.



Public Service Pensions Law (2004 Revision)



Public Service Pensions Regulations (2008 Revision)



Public Service Pensions (Ex-Gratia Pensions) (Amendment) Regulations, 2009



Parliamentary Pensions Law, 2004



Judges Emoluments and Allowances Order 2005

### **Corporate management**

High-level documents that plan and evaluate the work of the authority.



Annual reports

<http://www.pspb.gov.ky/pls/portal/docs/PAGE/PEBHOME/ABOUTUS/REPORTS/2004ANNUALREPORT.PDF>



Actuarial Valuations



## **FINANCE & ADMINISTRATION**

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

Documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.



Annual Board approved budget



Annual Financial statements

### **Administration**

Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.



Press releases

[http://www.pspb.gov.ky/portal/page?\\_pageid=1628,2686101&\\_dad=portal&\\_schema=PORTAL](http://www.pspb.gov.ky/portal/page?_pageid=1628,2686101&_dad=portal&_schema=PORTAL)



Bi-Annual Newsletter



Job vacancies; career opportunities

[http://www.pspb.gov.ky/portal/page?\\_pageid=1628,3520539&\\_dad=portal&\\_schema=PORTAL](http://www.pspb.gov.ky/portal/page?_pageid=1628,3520539&_dad=portal&_schema=PORTAL)



Organizational chart

[http://www.pspb.gov.ky/portal/page?\\_pageid=1628,3520505&\\_dad=portal&\\_schema=PORTAL](http://www.pspb.gov.ky/portal/page?_pageid=1628,3520505&_dad=portal&_schema=PORTAL)



Records management file plan or classification scheme

## **POLICIES & PROCEDURES**

Current written protocols used by the authority for carrying out functions, activities and delivering services.



Complaints-handling procedure

[http://www.pspb.gov.ky/portal/page?\\_pageid=1628,3520505&\\_dad=portal&\\_schema=PORTAL](http://www.pspb.gov.ky/portal/page?_pageid=1628,3520505&_dad=portal&_schema=PORTAL)

## **DECISIONS & RECOMMENDATIONS**

Information about proposals, resolutions, assessments and results, including decision-making processes.



Minutes of the Board of Directors that have been signed off by the Chairman

## **LISTS & REGISTERS**

Information held in registers required by law and other lists or registers relating to the functions of the authority.

Actual lists and registers may be published under this heading.

Alternatively, the authority should enter details about each list or register – how it can be viewed or accessed, and whether any fees or charges apply.



FOI disclosure log

## **OUR SERVICES**

This category provides detailed information about the services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities.

It should describe the services and activities available locally, nationally and internationally.

The authority should publish:

- documents used by the authority in providing those services;
- documents used by clients to obtain those services; and
- links to web pages where services are available online.



Forms

Benefit Election Form

Designated Beneficiary Election Form

Designated Guardian Election Form

[http://www.pspb.gov.ky/portal/page?\\_pageid=1628,3520505&\\_dad=portal&\\_schema=PORTAL](http://www.pspb.gov.ky/portal/page?_pageid=1628,3520505&_dad=portal&_schema=PORTAL)



## Portfolio of Internal & External Affairs

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **Portfolio of Internal and External Affairs** to making information available to the public as part of its normal business activities.

The **Portfolio of Internal and External Affairs** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The **Portfolio of Internal and External Affairs** will generally not publish:

- information in draft form;
- information that is not held by the **Portfolio of Internal and External Affairs**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **Portfolio of Internal and External Affairs'** (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.



### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.pie.gov.ky>. If you are still having trouble locating information listed under our scheme, please contact the Information Manager, Ms. Kathryn Dinspel-Powell or the Records Officer, Ms. Allyson Minus-Phillips at [foi.pie@gov.ky](mailto:foi.pie@gov.ky) or at (345) 244-3179.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.pie@gov.ky](mailto:foi.pie@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-3179 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

The Information Manager  
Portfolio of Internal and External Affairs  
3rd Floor, Government Administration Building  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS

In your request, please provide your name and address, and full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

Please refer to our Document Library and Disclosure Log on our website at <http://www.pie.gov.ky> first, as the information that you are seeking may have already been published.

If you experience any difficulty identifying the information you want to access, please contact the Information Manager or The Records Officer at [foi.pie@gov.ky](mailto:foi.pie@gov.ky) or (345) 244-3179.

The **Portfolio of Internal and External Affairs** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **Portfolio of Internal and External Affairs** is legally required to translate any information, it will do so.

The **Portfolio of Internal and External Affairs** will endeavour to make as much information available on its website as possible, however, in the event that you are seeking information that is not posted there, or if you would prefer to view the information in hard copy in person, arrangements can be made to do so by appointment in the privacy of our conference room. In order to make an appointment, you can contact the Information Manager, the Information Manager (Designate) or the Records Officer at [foi.pie@gov.ky](mailto:foi.pie@gov.ky) or at (345) 244-3179.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **Portfolio of Internal and External Affairs** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided **free of charge**.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of CI\$1.00 per page (black and white; any size) and CI\$1.50 per page (colour; any size).  
Computer discs will be charged at a rate of CI\$2.00 per disc.

##### Postage costs

The **Portfolio of Internal and External Affairs** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **Portfolio of Internal and External Affairs** has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the **The Portfolio of Internal and External Affairs** that is not published under this scheme can be requested by:

1. Writing to the Information Manager, Portfolio of Internal and External Affairs, 3<sup>rd</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS;
2. Sending an e-mail to the Information Manager, Portfolio of Internal and External Affairs at [foi.pie@gov.ky](mailto:foi.pie@gov.ky);

3. Sending a fax to the attention of the Information Manager, Portfolio of Internal and External Affairs at (345) 946-5453;
4. Dropping into our offices on the 3<sup>rd</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS, or
5. You can also refer online to: <http://www.pie.gov.ky> *Making a Request*.

In all instances, your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

---

The **Portfolio of Internal and External Affairs** aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager, Ms. Kathryn Dinspel-Powell or the Information Manager (Designate) Ms. Allyson Minus-Phillips at [foi.pie@gov.ky](mailto:foi.pie@gov.ky) or at (345) 244-3179, and we will try to resolve your complaint as quickly as possible.

You can also see <http://www.pie.gov.ky> *Complaints or FOI Appeal* for further information about our complaints procedures.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: (345) 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---

### Name of public authority

PORTFOLIO OF INTERNAL AND EXTERNAL AFFAIRS

**Principal officers**

Donovan Ebanks, Deputy Governor  
Donovan.Ebanks@gov.ky; 244-2432

Franz Manderson, Chief Officer  
Franz.Manderson@gov.ky; (345) 244-3179

**Key staff**

Eric Bush, Deputy Chief Officer - Uniform Division  
Eric.Bush@gov.ky; (345) 244-3182

Kathryn Dinspel-Powell, Deputy Chief Officer - General Division  
Kathryn.Dinspel-Powell@gov.ky; (345) 244-3183

Vinton Chinsee, Chief Financial Officer  
Vinton.Chinsee@gov.ky; (345) 244-2251

**Information Manager**

Kathryn Dinspel-Powell, Information Manager  
foi.pie@gov.ky or (345) 244-3183

Allyson Minus-Phillips, Information Manager (Designate)  
foi.pie@gov.ky or (345) 244-3179

Please also refer to the Freedom of Information website at [www.foi.gov.ky](http://www.foi.gov.ky) for additional information.

**Organisation and functions**

**The Portfolio of Internal and External Affairs** is responsible for ensuring effective and democratic governance for a well-informed populace. As such, the Portfolio and its agencies:

- Take care of the operation and accommodation of the Legislative Assembly;
- Provide policy advice to the Cabinet on immigration, public safety and law enforcement matters; and
- Contribute to the safety and well-being of the community through effective immigration controls, detention and rehabilitation of prisoners and disaster preparations.

**How to Contact Us:**

Portfolio of Internal and External Affairs, 5<sup>th</sup> Floor, Government Administration Building, Grand Cayman, PO Box 111, KY1-9000, CAYMAN ISLANDS

Phone: (345) 244-3179

Fax: (345) 946-5453

E-mail: [foi.pie@gov.ky](mailto:foi.pie@gov.ky)

Website: [www.pie.gov.ky](http://www.pie.gov.ky)

**Department of Public Safety Communications (formerly Emergency Communications and Electronic Monitoring – 911)**

The Department of Public Safety Communications mission is to:

- Provide 24-hour response to all emergencies in the Cayman Islands;

- Offer a speedy reaction while maintaining high standards and professional service;
- Co-ordinate emergency response by prioritising and timely dispatch of appropriate units;
- Provide appropriate life-saving, pre-arrival instructions to callers to lessen the impact of an emergency; and
- Maintain officer safety vigilantly.

The 911 Centre also coordinates the electronic monitoring provisions of the Alternative Sentencing Law. In this role 911 carries out the wishes of the Court in sentencing offenders with an electronic curfew, and provides options for the pre-release of prisoners and those out on bail at the desire of law enforcement authorities.

Website: [www.911.gov.ky](http://www.911.gov.ky) Telephone: (345) 949-9008

### **Hazard Management Cayman Islands**

Hazard Management Cayman Islands (HMCI) has overall responsibility for the national hazard management programme, including preparedness, response, mitigation and recovery. The agency deals with all hazards (man-made and natural) and is permanently staffed and ready to go operational at all times. HMCI is responsible for the National Emergency Operations Centre (NEOC) which is located at the Fire Station in George Town, Grand Cayman. The NEOC is activated to direct and coordinate the response to national threats. HMCI also oversees and maintains the National Hazard Management Plans for threats such as hurricanes and earthquakes.

Website: [www.caymanprepared.ky](http://www.caymanprepared.ky) Telephone: (345) 945-4624 Fax: (345) 946-5020

### **The Legislative Department**

The Legislative Department provides overall management of the Legislative Assembly. The Clerk of the Legislative Assembly is responsible for the custody of the votes, records, Bills and other documents laid before the House as well as the production of official reports of all speeches made in the House or in Committee.

The Legislative Assembly of the Cayman Islands is a unicameral legislature comprising 18 Members, 15 of whom are the elected representatives for the Islands' six districts, four each from George Town and West Bay, three from Bodden Town, two from Cayman Brac and Little Cayman, and one each from North Side and East End. The Deputy Governor and the Attorney General are the two Official members who are appointed by the Governor. The current Speaker of the House is not an elected representative.

The Governor may at any time, by Proclamation, prorogue or dissolve the Assembly. The Governor shall dissolve the Assembly at the expiration of four years from the date when the Assembly first meets after any general election unless it has been dissolved sooner. There shall be a general election at such time (within two months, after every dis-solution of the Assembly) as the Governor, by Proclamation, appoint.

The first meeting of every session of the House shall, by Proclamation, be held on such day as the Governor shall appoint. A session usually consists of four meetings, with a meeting typically being comprised of several sittings.

Website: [www.legislativeassembly.ky](http://www.legislativeassembly.ky) Telephone: (345) 949-4236 Fax: (345) 949-9514

### **Cayman Islands Department of Immigration**

The Department of Immigration was founded in 1971 and manages a number of key functions in order to safeguard the socio-economic prosperity of the Cayman Islands. The department:

- Manages the flow of immigrants into the islands and carries out administrative processing of applications for persons seeking permanent residence, Caymanian Status, the right to work in Cayman or asylum;
- Enforces work permit policies and facilitates the process of issuing work permits to foreign workers;
- Carries out security checks for the processing and issuing of visas and permits for persons who want to work, study or live in the islands;
- Maintains two overseas visa offices located in Jamaica and Honduras where visa applications are processed for persons seeking to enter the Cayman Islands from those jurisdictions. Immigration also handles the processing of visas for certain nationals transiting through the Cayman Islands; and
- Investigates and prosecutes breaches of the Immigration Law – including violations of work permit rules, illegal entry into the Cayman Islands and marriages of convenience among others.

Website: [www.immigration.gov.ky](http://www.immigration.gov.ky) Telephone: (345) 949-8344 Fax: (345) 949-8486

### **Her Majesty's Cayman Islands Prison Service**

Her Majesty's Cayman Islands Prison Service (HMCIPS) maintains secure custody of those committed by the Courts; maintains good order in prison establishments; provides support to prisoners; cares for prisoners with humanity and provides opportunities for prisoners to address their offending behaviour. The aim is to:

- Deliver offender management services, programmes and activities which address the causes of offending and re-offending; and
- Work in partnership with other organizations in the public, private and voluntary sectors to achieve key offender outcomes.

Offender management requires a number of agencies to work in partnership to achieve specific key prisoner outcomes in order to reduce re-offending. These outcomes are:

- Sustained or improved physical and mental health;
- Reduced or stabilised substance misuse;
- Improved literacy skills;
- Increased prospects for employment;
- Maintained or improved relationships with family, peers and community;
- Ability to access community resources and support;
- Ability to access appropriate accommodation;
- Ability to live independently;
- Improvements in the attitudes and behaviours which lead to offending; and
- Greater acceptance of responsibility and understanding of the impact of their offending behaviour on victims.

Telephone: (345) 947-3000 (HMP Northward) Fax: (345) 947-3014 (HMP Northward)  
(345) 946-0797 (HMP Fairbanks) Fax: (345) 946-6214 (HMP Fairbanks)

### **Royal Cayman Islands Police Service**

The purpose of the Royal Cayman Islands Police Service (RCIPS) is to:

- Uphold the law fairly and firmly;
- Prevent and detect crime;
- Pursue and bring to justice those who break the law;
- Keep the peace; and
- Protect, help and reassure the community with integrity, sound judgement and common sense.

The RCIPS serves all three of the Cayman Islands. The management team is headed by the Commissioner of Police and supported by three Deputy Commissioners. The management team is further strengthened by a variety of employees including officers at the rank of chief superintendent and superintendents and civilian staff including a business manager, a financial and administrative manager, a public relations officer and a human resources manager.

The RCIPS works closely with other regional and international police forces and uses an information management system to log crimes and intelligence in conjunction with six other overseas jurisdictions, namely: Miami, FLA., Anguilla, British Virgin Islands, Turks and Caicos, Montserrat and Trinidad.

Website: [www.rcips.ky](http://www.rcips.ky) Telephone: (345) 949-4222 Fax: (345) 946-2418

### **The Elections Office**

The Elections Office is responsible for the general directions and supervision over the administrative conduct of elections and to enforce on the part of all elections officers, fairness, impartiality and compliance with the Election Law. The Supervisor of Elections issues the necessary instructions to election officers to ensure the effective execution of the Elections Law. He also executes and performs all other powers and duties that are conferred and imposed on him by the Election Law. The Election Office's website contains all of their published reports including the Revised List of Electors (October, 2011).

Website: [www.electionsoffice.ky](http://www.electionsoffice.ky) Telephone: (345) 949-8047

### **Department of Community Rehabilitation**

The Department of Community Rehabilitation (DCR), formerly known as The Department of Probation and Aftercare, plays a significant role in the supervision and rehabilitation of adult offenders in the community.

The DCR assists the Courts and the Parole Board by providing pre-sentencing and pre-release reports, which assist with the decision making on case disposal. The DCR also provides community-based supervision to adult offenders (age 17 and older) who are on Court orders or Parole Licenses. In addition to the supervision of offenders, rehabilitative and preventative services are provided through individual sessions as well as specific groups including Domestic Violence (for perpetrators), Anger Management, Time to Change, Stress Management and Aftercare Support.

The DCR provides services both in Grand Cayman and Cayman Brac. In their efforts to best meet the needs of their clientele, they use a collaborative approach and work with various agencies throughout the islands.

Website: under construction Telephone: (345) 949-1693 Fax: (345) 949-2838

---

## **Commissions Secretariat**

The purpose of the Commissions Secretariat is to provide analytical and administrative support to four new commissions created under the 2009 Constitution. These are the Constitutional Commission, the Human Rights Commission, the Commission for Standards in Public Life, and the Judicial and Legal Services Commission. The Commissions Secretariat is made up of a Manager, four Administrator/Analysts, and an Office Administrator. Each Commission will require various forms of administrative assistance as well as a strong research capacity in order to fulfil its constitutional responsibilities.

The Constitutional Commission is a three-person commission established under section 118 of the new Constitution and is comprised of: Pastor Al Ebanks (Chairman), Mrs. Julene Banks, and Mr. Wil Pineau. Under the Constitution, this commission has a threefold remit of advising government on questions concerning constitutional status and development, promoting public understanding and awareness of the Constitution and its values, and publishing reports, papers and other documents on any constitutional matters affecting the Cayman Islands. Phone: 244-3685; Fax: 945-8649; P.O. Box 391 KY1-1106; E-mail: [deborah.bodden@gov.ky](mailto:deborah.bodden@gov.ky); FOI requests: [foi.cos@gov.ky](mailto:foi.cos@gov.ky).

The Human Rights Commission established under section 116 of the Constitution is comprised of five members: Mr. Richard Coles (Chairman), Mrs. Sara Collins, Mrs. Cathy Frazier, Reverend Nicholas Sykes, and Mr. Alistair Walters. The primary responsibility of the commission is to promote understanding and observance of human rights in the Cayman Islands. Phone: 244-3685; Fax: 945-8649; P.O. Box 391 KY1-1106; Website: [www.humanrightsccommission.ky](http://www.humanrightsccommission.ky); E-mail: [deborah.bodden@gov.ky](mailto:deborah.bodden@gov.ky); FOI requests: [foi.cos@gov.ky](mailto:foi.cos@gov.ky).

The Commission for Standards in Public Life was established under sections 117 and 121 of the Constitution and is comprised of: Mrs. Karin Thompson (Chair), Mr. Roy McTaggart, Pastor Winston Rose, Mrs. Nyda-Mae Flatley, and Mr. Hedley Robinson. Its overall function is to promote "the highest standards of integrity and competence in public life in order to ensure the prevention of corruption or conflicts of interest." Phone: 244-3685; Fax: 945-8649; P.O. Box 391 KY1-1106; Website: [www.standardsinpubliclifecommission.ky](http://www.standardsinpubliclifecommission.ky); E-mail: [deborah.bodden@gov.ky](mailto:deborah.bodden@gov.ky); FOI requests: [foi.cos@gov.ky](mailto:foi.cos@gov.ky).

The Judicial and Legal Services Commission was established under Section 105 of the Constitution and is comprised of Dan Scott (Chairman), Dara Flowers-Burke, Sir John Chadwick, Richard Coles, Richard Ground, OBE, Charles Jennings, Sir David Simmons, and Justice Edward Zacca, JA, OJ.

In accordance with the Constitution the power to make appointments to various judicial offices, and to remove and to exercise disciplinary control over persons holding or acting in such offices, shall vest in the Governor, in accordance with the advice of the Judicial and Legal Services Commission. Phone: 244-3685; Fax: 945-8649; P.O. Box 391 KY1-1106; E-mail: [deborah.bodden@gov.ky](mailto:deborah.bodden@gov.ky); FOI requests: [foi.cos@gov.ky](mailto:foi.cos@gov.ky)

The Anti-Corruption Commission was formally created in accordance with Part 2, Section 3 of the Cayman Islands Anti-Corruption Law (2008) to take responsibility for the administration of the said Law. It is a vital body for investigating reports of corruption to facilitate accountability and public confidence. Sir Peter Allen and Mr. Leonard Ebanks have been appointed. Phone: 244-3685; Fax: 945-8649; P.O. Box 391 KY1-1106; E-mail: [deborah.bodden@gov.ky](mailto:deborah.bodden@gov.ky); FOI requests: [foi.cos@gov.ky](mailto:foi.cos@gov.ky)

---



## Civil Aviation Authority

The role of the Civil Aviation Authority of the Cayman Islands is primarily to function as the regulatory organization responsible for safety oversight and economic regulation of the aviation industry throughout the territory and to ensure that the Cayman Islands aviation industry conforms to the standards and recommended practices of the International Civil Aviation Organization (ICAO).

Website: [www.caacayman.com](http://www.caacayman.com) Telephone: (345) 949-7811 Fax: (345) 949-0761

---

## Boards & Committees

List of Committees, Boards, Councils, Associations, Trusts, Foundations, etc. that fall under the remit of the Portfolio:

### Civil Aviation Authority

- Air Transport Licensing Authority
- Air Transport Licensing Board

### Immigration Department

- Business Staffing Plan Board
- Cayman Brac and Little Cayman Immigration Board
- Caymanian Status and Permanent Residency Board
- Work Permit Board

### Hazard Management Cayman Islands

- National Hazard Management Executive (NEOC)

### e-Government Advisory Committee

#### Boards that the Portfolio directly oversees:

Name	Meetings	Minutes
<b>Parole Commissioner's Board</b>  Members: Deborah I. Ebanks, Cert. Hon (Chairman) Pastor Alson Ebanks, Cert. Hon (Deputy Chairman) Twila Escalante (Member) Marilyn Conolly (Member) Dwene Ebanks (Member)	Quarterly Meetings, closed to the general public; held at Her Majesty's Prison, Northward.	Minutes are not published as per the FOI Law 2007, s. 23 (1)
<b>Prisons Inspection Board</b>	Monthly Meetings; closed to the general public; held at the new GAB	Minutes are not published as they are considered Exempt under Part III of the FOI Law, s. 15(a),

<p>Members 2010-2012:</p> <p>Arek Joseph, OBE (Chairman)</p> <p>Peter Van Der Bol (Member, George Town)</p> <p>Caroline Solomon (Member, Bodden Town)</p> <p>Linda Connolly (Member, North Side)</p> <p>McFarlane Conolly (Member, East End)</p> <p>Audley Scott (Member, Sister Islands)</p>		<p>however, an FOI Request can be made for any of these records and the Information Manager will make a formal decision on access. Please refer to Section 5. Requests for Information Outside the Publication Scheme for details.</p>
<b><i>Name</i></b>	<b><i>Meetings</i></b>	<b><i>Minutes</i></b>
<p><b><i>Advisory Committee on the Prerogative of Mercy (ACPM) Board</i></b></p> <p>Ex-Officio Members:</p> <p>H.E. The Governor, Mr. Duncan Taylor (Chairman),</p> <p>The Hon. Attorney General, Mr. Sam Bulgin, Debra Prendergast (Secretary)</p> <p>Gerald Smith (CMO)</p> <p>Members:</p> <p>Arek Joseph OBE</p> <p>Rev. Stanwyck Myles</p> <p>Beulah McField</p> <p>Pastor Davelee Tibbetts (Member, Sister Islands)</p>	<p>Are called by the Governor when there are applications to consider. In the absence of any applications, there will be a meeting held annually. Meetings closed to the general public; held at the Offices of the Governor, 5<sup>th</sup> Floor, GAB.</p>	<p>Minutes are not published as per the FOI Law 2007, s. 23 (1)</p>

### **Parole Commissioners' Board**

The Parole Commissioners' Board is responsible for reviewing parole dossiers and interviewing prisoners eligible for parole in order to make recommendations to His Excellency the Governor regarding the granting of parole for Caymanian prisoners and remittance of sentences for Foreign National prisoners.

### **Prisons Inspection Board**

The Prisons Inspection Board acts on behalf of the public and the Cabinet member responsible for prison, by providing an independent perspective on the conditions in the Islands' correctional facilities as well as the ways in which these facilities are achieving the two main goals of Cayman's prison system:

- to provide secure and humane custody for those sentenced to prison by the courts;
- to promote the rehabilitation of inmates so that they live law-abiding and useful lives in custody and after release.

### **Advisory Committee on the Prerogative of Mercy (ACPM)**

The Advisory Committee on the Prerogative of Mercy (ACPM) is a new body established under sections 39 and 40 of the Cayman Islands Constitution Order 2009 Constitution. Its function is to advise HE the Governor on whether or not to grant prisoners mercy in the form of either pardon, respite, a substitute sentence, or remission. Although the Governor is bound to consult the committee when he makes these decisions, the choice of whether to exercise these powers or not is at his sole discretion. Under the 1972 Constitution, the Governor exercised very similar powers. What is new in the 2009 Constitution is the provision that he must consult the ACPM whenever they are exercised. The ACPM is entirely separate from any other body established to administer parole or conditional release from prison

The Governor presides at all meetings and summons meetings at his own discretion. There are six other members: the Hon. Attorney General, the Chief Medical Officer, and four members appointed by the Governor: Arek Joseph OBE, Rev. Stanwyck Myles, Beulah McField and Pastor Davelee Tibbetts (Member, Sister Islands). There is also a Board Secretary.

Phone: 244-3114; Fax: 946-5453; C/O 5<sup>th</sup> Floor Gov't Admin. Bldg., George Town, Grand Cayman KY1-9000 Website: [www.pie.gov.ky](http://www.pie.gov.ky); E-mail: [Debra.Prendergast@gov.ky](mailto:Debra.Prendergast@gov.ky)

### **Frequently Asked Questions:**

- **How do I become naturalised / registered as a British Overseas Territory Citizen (BOTC)?** An application form may be picked up from the receptionist at the Government Administration Building; please bring your Right to be Caymanian/Caymanian Certificate or Permanent Residence Letter and Certificate as proof in order to receive the correct application form. Once you have completed your application, call (345) 244-2403/2441 to make an appointment so that a staff member can take your personal details and answer any questions that you may have pertaining to your application. A non-refundable filing fee of KYD200.00 must accompany each application along with all other relevant supporting documents; no application will be accepted unless fully completed. Once your application has been accepted, it takes between three to six months to process. Written notification of the outcome will be sent to the postal address as per your application. The fee for the grant of Naturalisation is KYD625.00 and for Registration is KYD250.00.
- **How do I register as a British citizen?** At your Naturalisation pledge ceremony you will receive an application to register as a British citizen. This form is also available on our website at <http://www.pie.gov.ky> Forms. There is an administrative fee of KYD200.00 payable to the Cayman Islands Government in the form of cash or cheque/draft. A processing fee of £500.00\* made payable in draft form to: Accounting Officer, Home Office. Please call (345) 244-2286 to make an appointment so that a staff member can verify that your application is complete and that you have provided the appropriate supporting documentation. Once your application has been accepted, this process takes between six months to a year to complete. Verbal notification of the outcome will be made as per the contact details

listed on your application. Should your application be approved, you will then need to attend a pledge ceremony. Following your pledge ceremony you will be provided with a Certificate of British Registration and you are then free to apply for your British passport. For further information please call (345) 244-2286.

\*Fee is subject to change and is non-refundable.

- **Can I have a private pledge ceremony?**

Yes. A fee of KYD500.00 is payable by a successful citizenship applicant who may wish to have a Private Pledge / Presentation Ceremony conducted.

- **What happens if I have to reschedule my pledge ceremony?**

KYD100.00 is payable by a successful citizenship applicant who has to be re-scheduled because he or she was late or did not show-up for his or her participation in a Pledge / Presentation Ceremony. In order to be re-scheduled, he or she must first pay this fee and can only be exempted from so doing if proof is provided that it was because a medical emergency precluded their attendance.

- **What is a “Proof of Nationality” Letter?**

It is a legal document to replace the original Certificate of Naturalisation or Registration which has been lost or destroyed. The document can be used to confirm that the individual is a citizen of the Cayman Islands by virtue of being granted Naturalisation or Registration. Once the application for the letter and the fee has been submitted, it can take up to a month to process. You can access the application form on our website at <http://www.pie.gov.ky/Forms>.

- **What is the fee for a “Proof of Nationality” letter?**

The fee is KYD150.00 and this is payable to The Cayman Islands Government in the form of a cheque or draft.

\*Fee is subject to change and is non-refundable.

- **Can I put the Cayman Islands flag and /or Coat of Arms on our business’ website and/or stationary?**

Any non-governmental agency use of the country’s flag and/or Coat of Arms requires written permission from the Deputy Governor. For permission, submit a written request to: Deputy Governor’s Office, 4<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS

- **Where can I obtain a Cayman Islands flag and/or Coat of Arms?**

The Cayman Islands National Museum sells flags, Coat of Arms and other reproductions of Cayman’s heritage at their gift shop. They are located in George Town and can be reached by calling (345) 949-8368 or via e-mail at [info@museum.ky](mailto:info@museum.ky).

- **How can I become a Justice of the Peace?**

A nomination to appoint someone as a Justice of the Peace (JP) must be received in writing by the Deputy Governor’s Office. The nomination must be made without the knowledge of the nominee. Nominations can be sent to: Deputy Governor’s Office, 4<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS.

- **How can I become a Notary Public?**

Application forms can be obtained from and submitted to the Attorney General's Office. Please see their website: [www.caymanjudicial-legalinfo.ky](http://www.caymanjudicial-legalinfo.ky) or call them at (345) 949-7900 for further information.

▪ **Who are the members of the Parole Commissioner's Board?**

Deborah I. Ebanks, Cert. Hon (Chairman)  
Pastor Alson Ebanks, Cert. Hon (Deputy Chairman)  
Twila Escalante (Member)  
Marilyn Conolly (Member)  
Dwene Ebanks (Member)

▪ **Do the members of the Parole Commissioner's Board receive payment for their services?**

Members who are not employed with the Civil Service receive a small quarterly stipend.

▪ **If I am from another country, how do I contact a consular agent?**

Visit the Government website at [www.gov.ky](http://www.gov.ky) and refer to the list of Consular Agents.

▪ **What are the names of the past Governors, Administrators, Commissioners and Chief Magistrates in the Cayman Islands?**

Governors:

- 1971 Athelstan Charles Ethelwulf LONG, CMG, CBE
- 1972 Kenneth Roy CROOK (later CMG)
- 1974 Thomas RUSSELL, CMG, CVO
- 1982 George Peter LLOYD, CMG, CVO
- 1987 Alan James SCOTT, CVO, CBE
- 1992 Michael Edward John GORE, CVO, CBE
- 1995 John Wynne OWEN, MBE (later CMG)
- 1999 Peter John SMITH, CBE
- 2002 Bruce Harry DINWIDDY, CMG
- 2005 Stuart D.M. JACK, CV

Administrators:

- Jack ROSE, MBE, DFC (later CMG)
- John Alfred CUMBER, CMG (later Sir John)
- Athelstan Charles Ethelwulf LONG, CMG, CBE

Commissioners:

- Frederick Shedden SANGUINETTI, ISO
- George Stephenson Shirt HIRST
- Arthur C. ROBINSON
- Hugh Houston HUTCHINGS
- Captain G.H. FRITH
- Ernest Arthur WESTON
- Allen Wolsey CARDINALL, CMG (later Sir Allen)
- Albert Colinridge PANTON Snr. MBE (Acting)
- John Penry JONES
- Ivor Otterbein SMITH (later CMG, OBE)
- Andrew Morris GERRARD, CMG
- Alan Hilliard DONALD

- Jack ROSE, MBE, DFC (later CMG)

Chief Magistrates:

- William CARTWRIGHT
- William BODDEN
- James COE the Elder
- John DRAYTON
- James COE the Younger
- William EDEN
- William Bodden WEBSTER
- Edmund PARSONS

### **Employment Opportunities**

In an effort to minimise the potential impact of the global financial crisis and economic downturn on the government budget, the Cayman Islands Government has implemented a number of initiatives.

With effect from October 27<sup>th</sup>, 2008 the Head of the Civil Service, under instruction from Cabinet, declared a moratorium on recruitment across the Civil Service. However, this has not prevented the appointment of necessary and essential personnel such as police officers, doctors, nurses and other specialist professionals.

As a result there are currently reduced opportunities to obtain employment within all public service entities, including statutory authorities and Government owned companies. For available vacancies please refer to the website [www.recruitment.gov.ky](http://www.recruitment.gov.ky)

## **STRATEGIC MANAGEMENT**

### **Governance**

The following legislation and regulations inform and direct the functions and activities of the Portfolio:

- The Public Management & Finance Law (2005 Revision) & Financial Regulations (2007 Revision)
- The Public Service Management Law (2007 Revision) & The Public Service Management (Amendment) Law, 2009 and Personnel Regulations, 2006
- Public Service Pensions Law (2004 Revision)
- Police Law (2006 revision)
- The British Nationality Law, 1981
- The Prisons Law (14 of 1975), the Prison Officers (Discipline) Regulations (1999) Revision, Prison Rules (1999 Revision) and the Prisons and Places of Detention Regs (2000 Revision)
- The Immigration Law (2007 Revision)
- The Marriage Law (2007 Revision)
- The Civil Aviation Authority Law (2005 Revision)
- The Civil Aviation Act, 1949 (amended at various times)
- The Air Transport Regulations, 1981
- The Air Navigation (Overseas Territories) (Order 2007)
- The Colonial Service Regulations (1998 Revision)
- Coat of Arms, Flag and National Song Law (2005 Revision)
- The National Archive and Public Records Law (2007) & Regulations (2007)

- The Freedom of Information Law, 2007 & the Freedom of Information (General) Regulations, 2008

You can access some of these documents on the Government website at [www.gov.ky](http://www.gov.ky) *Gazettes*. However, if you do not find the law that you are looking for you can purchase it from the Legislative Department at cost. That Department can be contacted at:

Address: P.O. Box 890, 33 Fort Street, George Town, Grand Cayman KY1-1103 (mail or drop in). Fax #: (345) 949-9514 Website: [www.legislativeassembly.ky](http://www.legislativeassembly.ky) FOI E-Mail: [foi.lgl@gov.ky](mailto:foi.lgl@gov.ky)

To see how the Portfolio of Internal and External Affairs fits into the overall structure of Government, please use the same website above and follow the path Government/More About Government/ Government Organization Chart.

With the adoption of the 2009 Constitution, a new chapter has begun in the way the Cayman Islands is governed. The new Constitution brings a more balanced style of governance in the shape of increased consultation and accountability in the running of the country.

For more information on the constitutional changes, please go to the Government website [www.gov.ky](http://www.gov.ky) and follow the path *Government/More About Government/Constitution*. In addition, there is a Guide to the 2009 Cayman Islands Constitution which can be found at [http://www.constitution.gov.ky/portal/page?\\_pageid=1961,1&\\_dad=portal&\\_schema=PORTAL](http://www.constitution.gov.ky/portal/page?_pageid=1961,1&_dad=portal&_schema=PORTAL)

### **Corporate management**

These documents assist the Portfolio with planning and evaluation:

- Hazard Management Plan: see <http://www.pie.gov.ky> *Document Library*
- Prisons Inspection Board Report: see <http://www.pie.gov.ky> *Document Library*
- Annual Report 2004/2005: see <http://www.pie.gov.ky> *About Us/ Annual Report*
- *Report of the Cayman Islands Electoral Boundary Commission 2003:*  
<http://www.electionsoffice.ky/html%20report/index.htm>

Please note that full financial accounts for '06/'07, '07/'08 and '08/'09 have been submitted to Audit.

## **FINANCE & ADMINISTRATION**

### **Financial management**

The following relate to the administration of the authority's monetary resources:

- Annual Budget 2011/2012 see <http://www.pie.gov.ky> *About Us/ The Budget*
- Financial statements/ half-yearly / quarterly reports – these are contained in the Annual Budget Statement, which can be accessed on our website as listed above
- Sources of revenue; Investments; Capital programme – found in the Annual Budget Statement, which can be accessed on our website as listed above
- Accounting procedures; Contracting procedures – these are included in the Annual Report - see <http://www.pie.gov.ky> *About Us/ Annual Report* and also in the Public

Management and Finance Law (2005 Revision) & Financial Regulations (2007 Revision)  
– see [www.gov.ky](http://www.gov.ky) *Gazettes*.

- Ministerial expenditure – available in the Annual Report - see <http://www.pie.gov.ky>  
*About Us/ Annual Report*

## **Administration**

The following documents pertain to the other administrative functions carried out within the authority:

- Press releases see <http://www.pie.gov.ky> *Press Room*
- Vacancies/ career opportunities see <http://www.pie.gov.ky> *Jobs & Recruitment*
- HR Manual available to view at Portfolio of Internal and External Affairs, 5<sup>th</sup> Floor, Government Administration Building, Grand Cayman PO Box 111, KY1-9000, CAYMAN ISLANDS
- Records management file plan or classification scheme:  
A class of information refers to the practice of collecting similar types of information in the same location. The Portfolio of Internal and External Affairs has grouped its classes of information into broad categories (or functions) which reflect the Portfolio's core responsibilities and functions. If you are planning to make an FOI request, the following list provides you with an indication of the various types of information that we have:

## **Functions**

### **Internal Affairs**

Governance and Coordination  
Parliamentary questions  
Policy development and reports  
Research and development  
Appointment of Marriage Officers  
National Security

### **External Affairs**

Diplomatic Relationships  
Deportation matters  
Refugee matters  
International liaison  
Military aircraft and military ships clearances  
Strategic policy development  
Consular services  
Registration as British citizens  
British Overseas Territories Citizenship (BOTC)

### **Departmental Management**

Monitoring and accountability  
Coordination of budgets



Advising  
Reviews  
HR support and audit  
Budget coordination  
Planning and reporting  
Law revisions

#### **Committee/Secretariat Support**

Administrative services  
Establishment of bodies  
Appointment of members  
Terms of reference  
Proceedings  
Minutes  
Reports and agendas

#### **Internal Human Resources Management**

Audit  
Development and training  
Discipline  
Grievances and appeals  
Health and safety  
Performance management  
Planning  
Policies and procedures  
Recruitment  
Reporting  
Staff administration

#### **Internal Financial Management**

Accounting  
Acquisition  
Auditing  
Budgeting  
Funds administration  
Planning and reporting  
Policies and procedures  
Remuneration

### **POLICIES & PROCEDURES**

- HR Manual available to view at Portfolio of Internal and External Affairs, 5<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS
- Public Servant's Code of Conduct see <http://www.pie.gov.ky> Freedom of Information/Document Library
- Complaints-handling procedure see <http://www.pie.gov.ky> About

## **DECISIONS AND RECOMMENDATIONS**

- Prisons Inspection Board Report      see <http://www.pie.gov.ky> Document Library

## **LISTS & REGISTERS**

- FOI disclosure log      see <http://www.pie.gov.ky> Freedom of Information/ Disclosure Log
- List of Awards and Honours      see <http://www.pie.gov.ky> Freedom of Information /Document Library

## **OUR SERVICES**

### **Permit Grants**

The Portfolio is responsible for granting the following:

#### **1. Grant of Naturalization**

An application form may be picked up from the receptionist at the Government Administration Building; please bring your Right to be Caymanian/Caymanian Certificate or Permanent Residence Letter and Certificate as proof in order to receive the correct application form. Once you have completed your application, call (345) 244-2403/2441 to make an appointment so that a staff member can take your personal details and answer any questions that you may have pertaining to your application. A non-refundable filing fee of KYD200.00 must accompany each application along with all other relevant supporting documents; no application will be accepted unless fully completed. Once your application has been accepted, it takes between three to six months to process. Written notification of the outcome will be sent to the postal address as per your application. The fee for the grant of Naturalisation is KYD625.00 and for Registration is KYD250.00.

#### **2. Grant of British citizenship**

At your Naturalisation pledge ceremony you will receive an application to register as a British citizen. This form is also available on our website at <http://www.pie.gov.ky> Forms. There is an administrative fee of KYD200.00 payable to the Cayman Islands Government in the form of cash or cheque/draft. A processing fee of £500.00\* made payable in draft form to: Accounting Officer, Home Office. Please call (345) 244-2286 to make an appointment so that a staff member can verify that your application is complete and that you have provided the appropriate supporting documentation. Once your application has been accepted, this process takes between six months to a year to complete. Verbal notification of the outcome will be made as per the contact details listed on your application. Should your application be approved, you will then need to attend a pledge ceremony. Following your pledge ceremony you will be provided with a Certificate of British Registration and you are then free to apply for your British passport. For further information please call (345) 244-2286.

\*Fee is subject to change and is non-refundable.

#### **3. Proof of Nationality letters**

This is a legal document to replace the original Certificate of Naturalisation or Registration which has been lost or destroyed. The document can be used to confirm that the individual is a citizen of the Cayman Islands by virtue of being granted Naturalisation or Registration. Once the application for the letter and the fee has been submitted, it can take up to a month to process. You can access the application form on our website at <http://www.pie.gov.ky> Forms. The fee is KYD150.00 and this is payable to The Cayman Islands Government in the form of cash or cheque/draft.

\*Fee is subject to change and is non-refundable.

## **Authorizations**

The Portfolio is responsible for the issuance of the following authorization:

### **1. Issuance of official clearance for transiting military aircraft**

For additional information regarding this authorization, please contact:

The Office of the Deputy Governor, 5<sup>th</sup> Floor Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS

Phone: (345) 244-2432

Fax: (345) 946-5453

E-mail: [foi.pie@gov.ky](mailto:foi.pie@gov.ky)

Website: [www.pie.gov.ky](http://www.pie.gov.ky)

The Office of the Deputy Governor is responsible for the issuance of the following authorizations:

### **2. Issuance of Governor's Permit to persons declared prohibited immigrants**

### **3. Issuance of deportation and exclusion orders**

### **4. Issuance of Personnel Clearances for Consular Representatives and Military Personnel**

For additional information regarding these authorizations, please contact:

The Office of the Deputy Governor, 5<sup>th</sup> Floor Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS

Phone: (345) 244-2432

Fax: (345) 946-5453

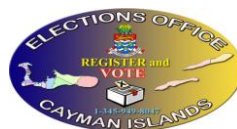
E-mail: [foi.pie@gov.ky](mailto:foi.pie@gov.ky)

Website: [www.pie.gov.ky](http://www.pie.gov.ky)

Please visit our website at <http://www.pie.gov.ky> *About Us, Freedom of Information/ Making a Request and Complaints* for further information. In the event that the information that you require is not available on our website, as some areas are under construction or awaiting update by the Computer Services Department, please feel free to contact us at:

Portfolio of Internal and External Affairs, 5<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS

Phone: (345) 244-3179/ E-mail: [foi.pie@gov.ky](mailto:foi.pie@gov.ky)/ Fax: (345) 946-5453/ Website: [www.pie.gov.ky](http://www.pie.gov.ky)



## **ELECTIONS OFFICE OF THE CAYMAN ISLANDS**

### **Publication Scheme**

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### **CONTENTS:**

- 1) About the Publication Scheme
  - 2) Information that may be withheld
  - 3) Methods of access
  - 4) Fees and charges
  - 5) Requests for Information outside the Publication Scheme
  - 6) Complaints
  - 7) Categories of Information
- 

#### **1. About the Publication Scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **ELECTIONS OFFICE** to making information available to the public as part of its normal business activities.

The **ELECTIONS OFFICE** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. **Information that may be withheld**

The **ELECTIONS OFFICE** will generally not publish:

- information in draft form;
- information that is not held by the **ELECTIONS OFFICE**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **ELECTIONS OFFICE** (or another organization's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### 3. **Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### ➤ **Online**

Many of our documents are published electronically on our website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at **<http://www.electionsoffice.ky>**. If you are still having trouble locating information listed under our scheme, please contact us at the Elections Office by calling **(345) 949-8047** or visit us on the 2<sup>nd</sup> Floor, Smith Road Centre, 150 Smith Road.

#### ➤ **E-Mail**

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by e-mail. You can e-mail us at **[ELECTIONSOFFICE@CANDW.KY](mailto:ELECTIONSOFFICE@CANDW.KY)** to request the information you need. Please provide a telephone number so that we can call you to clarify details if necessary.

#### ➤ **Phone**

Documents listed in the publication scheme can also be requested by telephone. Please call **(345) 949-8047** to request information.

#### ➤ **Post**

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**P.O. BOX 10120**

**GRAND CAYMAN KY1-1001**

**CAYMAN ISLANDS**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### ➤ **Personal visits**

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

➤ Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact **(345) 949-8047**.

The **ELECTIONS OFFICE** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **ELECTIONS OFFICE** is legally required to translate any information, it will do so.

#### 4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **ELECTIONS OFFICE** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the **ELECTIONS OFFICE** offers for sale. This includes: **THE OFFICIAL REGISTER OF ELECTORS:**

**GEORGE TOWN, WEST BAY, BODDEN TOWN – CI \$30.00 EACH**

**NORTH SIDE, EAST END, CAYMAN BRAC & LITTLE CAYMAN - CI \$20.00 EACH**

These publications are available in both print and electronic media at the same cost.

➤ Reproduction costs

There are no reproduction fees as we only make copies of the original documents handed to us (e.g., Birth certificates, Status certificates, and Naturalization certificates), to be kept on file for official use only.

➤ Postage costs

There are no postage fees because all documents or hard copies are picked up, and not mailed out.

## **5. Requests for information outside the Publication Scheme**

Information held by the **ELECTIONS OFFICE** that is not published under this scheme can be requested through the **FOI Manager at [foi.pie@gov.ky](mailto:foi.pie@gov.ky) or (345) 949-8047**. Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

The **ELECTIONS OFFICE** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Office Manager or the Receptionist at **(345) 949-8047** or e-mail us at **[electionsoffice@candw.ky](mailto:electionsoffice@candw.ky)**, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from **<http://www.electionsoffice.ky>**.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services




## **ABOUT US**


### ***ELECTIONS OFFICE***

#### **Ministry**


PORTFOLIO OF INTERNAL AND EXTERNAL AFFAIRS

#### **Key Staff**

 KEARNEY S. GOMEZ, SUPERVISOR OF ELECTIONS  
*[foi.pie@gov.ky](mailto:foi.pie@gov.ky)* or (345) 949-8047

 TOSCA CONNOR, OFFICE MANAGER  
*[ELECTIONSOFFICE@CANDW.KY](mailto:ELECTIONSOFFICE@CANDW.KY)*  
(345) 949-8047

#### **Information Manager**

 Kathryn Dinspel-Powell (interim Information Manager)  
*[foi.pie@gov.ky](mailto:foi.pie@gov.ky)* or (345) 949-8047

### **Organisation and Functions**

#### **The vision of the Elections Office of the Cayman Islands is:**

To be recognized by the electorate and by politicians as an organisation dedicated to serving the people of the Cayman Islands through free and fair elections with integrity, impartiality, fear or favour: And which activity encourages Caymanians to fully understand and to participate in the electoral process.

#### **The functions of the Elections Office of the Cayman Islands are:**

- Administering the electoral legislation of the Cayman Islands;
- Conducting all general and by-elections;
- Maintaining an accurate, complete and permanent registration system along with elector registration cards;
- Promoting public awareness of electoral and constitutional matters;
- Conducting and promoting research into electoral matters and its functions generally;
- Publishing material in a timely manner on matters that relate to elections or any part of the elections programme;
- Providing information and advice on electoral matters to the Legislative Assembly through the Chief Secretary;
- Reporting to the Governor and Chief Secretary on electoral matters.

P.O. BOX 10120  
GRAND CAYMAN KY1-1001  
CAYMAN ISLANDS

(345) 949-8047

[ELECTIONSOFFICE@CANDW.KY](mailto:ELECTIONSOFFICE@CANDW.KY)

<http://www.electionsoffice.ky>

<u>Location and hours</u>	<u>Matters handled</u>
ELECTIONS OFFICE 2 <sup>ND</sup> FLOOR, SMITH ROAD CENTRE 150 SMITH ROAD GEORGE TOWN Monday-Friday 8:30 a.m.-5:00 p.m.	Hold the General Elections every 4 years, and the By-Elections and Referendum as required Produce 4 Official Registers of Electors each year Produce Electors I.D Cards

## **Frequently asked questions:**

### **1) Where and how do I vote?**

- There are 17 polling divisions situated throughout the six electoral districts. Once you register to vote and provide your street address the Elections Office will assign you to a polling division. On Election Day you will have to attend this assigned polling division and you will be directed to your polling station. The presiding officer will provide you with a ballot paper, after you have shown your Elector Registration card or otherwise identified yourself. You will then be instructed on the election voting procedures. You will subsequently enter a poll booth and mark your ballot paper by putting an X to the right of the candidate or candidates' names that you are voting for. In the case of:
  - North Side you can vote for 1 candidate only
  - East End you can vote for 1 candidate only
  - Cayman Brac & Little Cayman you may vote for up to 2 candidates
  - Bodden Town you may vote for up to 3 candidates
  - West Bay you may vote for up to 4 candidates
  - George Town you may vote for up to 4 candidates

You must hand your ballot paper to the presiding officer who will then detach the counterfoil and return the ballot paper to you for you to deposit into the ballot box. After doing so, you will then leave the polling station through the referendum station.

The referendum voting process is similar to the election process, however, in all electoral districts you may vote for 1 answer only by placing an X.

### **2) Do I need any form of identification when I show up to vote?**

- Yes. The preferred form of identification will be the Cayman Islands Elector Registration Card. Other forms of identification such as a valid Driver's License or Passport will also be accepted.

### **3) What time do the polls open and close?**

- The polls in all 6 electoral districts open promptly at 7:00 A.M. and close at 6:00 P.M.

### **4) Can I vote if I will be off-island on Election Day?**

- The Elections Law provides that if you are off-island for any reason whatsoever you may apply for a postal ballot using Form B. Postal ballots will only be issued after Nomination day.

To view more FAQ's, please insert the link below:

✚ <http://www.electionsoffice.ky/cms/faq/38-elections-frequently-asked-questions>

✚ **HISTORY**

- A History of Elections in the Cayman Islands  
<http://www.electionsoffice.ky/cms/index.php/general-information/62-a-brief-history-of-elections-in-the-cayman-islands?format=pdf>

✚ **STRATEGIC MANAGEMENT**

This category applies to the governance and management of the department.

**Governance**

- Organisation chart  
[http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/GOVERNMENT/ORGANISATIONCHART/GISORGANIZATIONALCHARTJULY1\\_2009.PDF](http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/GOVERNMENT/ORGANISATIONCHART/GISORGANIZATIONALCHARTJULY1_2009.PDF)
- Elections Law (2004 Revision)
- Freedom of Information Law, 2007 (Law 10 of 2007)
- National Archive and Public Records Law, 2007
- Public Service Management Law (2007 Revision)
- Public Management and Finance Law (2005 Revision)

**Corporate Management**

*Portfolio of Internal and External Affairs*

✚ **FINANCE & ADMINISTRATION**

This category applies to internal support functions within the Department, relating to finance, personnel and business administration.

- Approved Budget FY09/10 [foi.pie@gov.ky](mailto:foi.pie@gov.ky)
- Approved Budget FY 10/11 [foi.pie@gov.ky](mailto:foi.pie@gov.ky)

**Administration**

- Press Releases see: <http://www.electionsoffice.ky>
- Job Vacancies see: [www.recruitment.gov.ky](http://www.recruitment.gov.ky)
- Staff Pay see: [www.gov.ky](http://www.gov.ky)

## **POLICIES & PROCEDURES**

- *See Elections Law (2004 Revision)*
- *Constitution of the Cayman Islands*

## **DECISIONS & RECOMMENDATIONS**

- *Supervisor of Elections*
- *Elections Law (2004 Revision)*

## **LISTS & REGISTERS**

- **Official Register of Electors** – quarterly basis (1<sup>st</sup> of January, April, July and October)

Can be viewed at all Post Offices in the 6 electoral districts

Accessed on <http://www.electionsoffice.ky>

- **Register of Political Parties**

<http://www.electionsoffice.ky/cms/index.php/general-information/63-register-of-political-parties>

## **OUR SERVICES**

Our services include registering qualified voters and to provide them with the necessary forms and information to vote.

- **Elections Office Forms**

<http://www.electionsoffice.ky/cms/index.php/election-office-forms?format=pdf>



## Department of Public Safety Communications

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** to make information available to the public as part of its normal business activities.

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will generally not publish:

- information in draft form;
- information that is not held by the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS**,
- information which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example information that:
  - prejudices the security or defence
  - endangers any person's life or safety
  - affects the conduct of an investigation or prosecution
  - reveals a confidential source of information
  - reveals lawful methods or procedures for preventing, detecting, investigation or dealing with criminal activity
  - facilitates the escape of a person from lawful detention
  - jeopardizes the security of prison
  - discloses personal information
  - violates patient confidentiality
  - jeopardizes commercially sensitive information

Records containing exempt matter may be published in a redacted form, whenever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" feature at [www.911.gov.ky](http://www.911.gov.ky). If you are still having trouble locating information listed under our scheme, please contact an FOI Manager at either [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) or (345) 949-9008.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at either [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call the FOI Manager at (345) 949-9008 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

FOI Manager  
Department of Public Safety Communications  
PO Box 2391  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

Due to the security requirements of our facility, we typically do not allow the public to attend the Department to view information listed in the publication scheme. Exceptions must be approved by the Director of Public Safety Communications.



#### Advice and assistance

Check the Document Library on our website [www.911.gov.ky](http://www.911.gov.ky) to ensure that the information has not already been published. If you experience any difficulty identifying the information you want to access, please contact an FOI Manager at [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) or (345) 949-9008.

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disk. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size). Computer disks will be charged at a rate of \$2.00 per disk.

##### Postage costs

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** has received your payment.

## 5. Requests for information outside the Publication Scheme

---

Information held by the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** that is not published under this scheme can be requested through an FOI Manager at [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) or (345) 949-9008. Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

---

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Director of Public Safety Communications at [brent.finster@gov.ky](mailto:brent.finster@gov.ky) or (345) 949-9008, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our website [www.911.gov.ky](http://www.911.gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner, if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
(345) 747-5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of Information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS

### **Ministry**

Portfolio of Internal and External Affairs

### **Key staff**

Brent Finster, Director of Public Safety Communications

[Brent.Finster@gov.ky](mailto:Brent.Finster@gov.ky)

(345) 949-9008

Leslie Vernon, Assistant Director of Operations and Training

[Leslie.Vernon@gov.ky](mailto:Leslie.Vernon@gov.ky)

(345) 949 -9008

Julian Lewis, Assistant Director of Electronic Monitoring

[Julian.Lewis@gov.ky](mailto:Julian.Lewis@gov.ky)

(345) 949-9008

### **Information Managers**

Leslie Vernon (Public Safety Communications Centre – 9-1-1)

[foi.911@gov.ky](mailto:foi.911@gov.ky)

(345) 949 -9008

Julian Lewis (Electronic Monitoring Centre)

[Foi.emc@gov.ky](mailto:Foi.emc@gov.ky)

(345) 949-9008

You may also utilise the Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky) to request information.

### **Organization and functions**

The Department of Public Safety Communications (DPSC) has two primary functions. First the Public Safety Communications Centre (CIPSCC) processes emergency (9-1-1) and non-emergency telephone calls and dispatches the appropriate resource to requests for service. These resources include the Royal Cayman Islands Police Service, Cayman Islands Health Services Authority's EMS Department, Cayman Islands Fire Service and others. The Electronic Monitoring Centre (CIEMC) is responsible for the monitoring of selected offenders referred by Her Majesty's Prison Service, RCIPS, and the Courts. In addition, CIEMC is responsible for the monitoring of cameras associated with the National CCTV Programme.

**CIPSCC:**

The Cayman Islands Public Safety Communications Centre is the Public Safety Answering Point (PSAP) for law enforcement, fire, and Emergency Medical Services. Serving all three islands from a facility located in downtown George Town, the Centre's telecommunicators answer all 9-1-1 emergency and non-emergency telephone calls, prioritise and dispatch Calls For Service (CFS) for the Royal Cayman Islands Police Service and Cayman Islands Health Services Authority EMS Department. Calls For Service requiring fire assistance are relayed to the Fire Service's dispatch centre ("Fire Control") which then dispatches the appropriate units.

Telecommunicators use guide cards to help ensure that appropriate questions are asked of, and important information obtained from, telephone callers requesting assistance. Guide cards also allow telecommunicators to give basic emergency instructions, helping the caller to assist both themselves and others.

**CIEMC:**

The Alternative Sentencing Law provides for the electronic monitoring aspect of the House Arrest programme. CIEMC personnel tag "clients", who have been specified by the Courts, with electronic ankle bracelets and then monitor their location and status based on the Court's instructions. By using state-of-the-art equipment including GPS satellite technology and fibre optics, clients are given the opportunity to serve their sentences outside of the confines of a traditional prison. This option will save the Government money as well as it will free up space in the prisons for those clients who require incarceration in the traditional sense. Other uses of CIEMC include the monitoring and tracking of clients who are on an executive release license from Her Majesty's Prisons, or are on bail by the Courts, RCIPS, or Immigration.

The implementation of National CCTV Programme cameras will allow for video surveillance in public places with a primary mission of gathering evidence and deterring criminal activity. Monitoring of video images is accomplished by trained CIEMC personnel using approximately 400 CCTV cameras.

**Department Contact Information:**

PO Box 2391  
Grand Cayman KY1-1105  
CAYMAN ISLANDS  
(345) 949-9008  
Email: [Brent.Finster@gov.ky](mailto:Brent.Finster@gov.ky)  
Website: [www.911.gov.ky](http://www.911.gov.ky)

**FREQUENTLY ASKED QUESTIONS****▪ Why does the 9-1-1 telecommunicator ask "so many questions"?**

We gather information to determine the proper response; prepare the unit/s responding for what they may encounter upon arriving at a scene; and provide aid through instructions over the telephone before emergency personnel arrive on scene. We use standardized guidecards from the Association of Public-safety Communications Officials International, Inc. [www.apcointl.org](http://www.apcointl.org) to ensure that we are asking relevant and appropriate questions when you call 9-1-1. Our 9-1-1 system also meets the standards of the National Emergency Number Association [www.nena.org](http://www.nena.org)

- **What are the local non-emergency numbers for Fire, Police and Ambulance?**

Non-Emergency Numbers	Police	Fire	Ambulance/EMS
George Town	949-4222	949-2276	949-8600 George Town Hospital
West Bay	949-3999	949-1188	949-3439 West Bay Clinic
Bodden Town	947-2220		947-2299 Bodden Town Clinic
North Side	947-9411	947-3248 Frank Sound	947-9525 North Side Clinic
East End	947-7411		947-7440 East End Clinic
Cayman Brac	948-0440	948-1245	948-2243 Faith Hospital
Little Cayman	948-0100	948-0011	948-0072 Little Cayman Clinic

- **What is the number of the local Power Company?**  
Grand Cayman - Caribbean Utilities Company 945-1CUC (1282)  
Cayman Brac – Cayman Brac Power and Light 948-1638
- **Can you connect my 9-1-1 emergency call to another country's emergency services?**  
No, however we could assist you in determining the proper emergency telephone number for a public safety agency overseas.
- **Can I request an audio recording of my 9-1-1 call?**  
Yes, written requests may be submitted to our Information Manager in accordance with the Freedom of Information Law, 2007. If the request is related to an open investigation by RCIPS, your request will need to be approved by RCIPS. See our Freedom of Information page on the [www.911.gov.ky](http://www.911.gov.ky) website for details.

- **How do I get a copy of my police report?**  
Contact the RCIPS using their non-emergency phone number (see table above) or visit your local police station.
- **How do I file a complaint about the way my 9-1-1 telephone call was handled?**  
We strive to provide a professional level of service all the time. Unfortunately, we are human and we make mistakes. You may contact the Director of Public Safety Communications or one of the two Assistant Directors who will investigate your complaint. See our Complaints page on our website [www.911.gov.ky](http://www.911.gov.ky) for details.
- **How do I compliment the telecommunicator who handled my 911 call?**  
We love hearing about the good things we do for the Cayman community. Please email or call the Director of Public Safety Communications or one of the Assistant Directors. See our Contact Us page on our website [www.911.gov.ky](http://www.911.gov.ky).
- **Do you provide tours of the 911 Centre?**  
We accommodate requests for tours on a limited basis. Pre-approval by the Director of Public Safety Communications is necessary. Please call the department's administration line (949-9008) during business hours and speak with our Administrative Assistant, who will handle your request.
- **How many cruise ships will be coming into port today?**  
Check the Cayman Islands Port Authority website [www.caymanport.com](http://www.caymanport.com)
- **Do I have to pay if I call for an ambulance?**  
Please contact the Health Services Authority at 949-8600; rates may vary depending on circumstances.
- **How many police, fire, and EMS emergencies does the Public Safety Communications Centre process each day?**  
We handle approximately 35 emergencies per day resulting from a total of about 350 incoming telephone calls (both emergencies and non-emergency calls).
- **How do I become a 9-1-1 Telecommunicator or Electronic Monitoring Officer?**  
Vacancies are advertised on the Government's website [www.recruitment.gov.ky](http://www.recruitment.gov.ky) . If you are a Caymanian, we would especially like to discuss our recruitment process and professional growth opportunities with you. Please contact the Director of Public Safety Communications or one of the Assistant Directors.

## **HISTORY**

After a close encounter with Hurricane Gilbert in 1988, the Cayman Islands Government recognized the need to establish a new communications system. A new trunked radio system was acquired which interconnected all emergency services. Once completed, the need for an upgraded emergency telephone system was also recognized. According to an article appearing in *911 Magazine*, at the time the Cayman Islands utilized four separate emergency numbers – 5-0-0 for fire, 5-0-5 for paramedics and both 9-9-9 and 9-1-1 for police. At the urging of the

chief fire officer and in accordance with the new North American Numbering Plan, 9-1-1 was chosen as the single emergency number.

The establishment of a new 9-1-1 system fell upon the Ministry of Agriculture, Environment, Communications and Works. Minister John McLean contacted APCO – the Association of Public-safety Communications Officials, International -- to ask for a recommendation of someone to bring 9-1-1 to a reality. APCO instructor David Mackenzie, a former Deputy Fire Chief with the U.S. Air Force had experience installing 9-1-1 systems on military bases in Korea. Mackenzie was hired in April 1995 as 9-1-1 Project Manager to install a state-of-the art 9-1-1 emergency telecommunications system.

In June 1996, 15 telecommunicators were hired and trained using the APCO curriculum that is still fundamentally in use today. The new 9-1-1 staff assisted the Lands and Survey department with street naming and addressing in order that 9-1-1 would be a functional system. 9-1-1 telecommunicators went door-to-door instructing the public on the new addressing scheme. Juliet Gooding, who was a student in that first class of telecommunicators, was promoted as the first Emergency Communications Manager. The new 911 system and communications centre was inaugurated on 16 September, 1996.

Although original plans called for another Public Safety Answering Point (PSAP also known as an emergency communications centre) in Cayman Brac, those plans were cancelled. The Cayman Islands Public Safety Communications Centre (CIPSCC) handles emergencies for all three islands – Grand Cayman, Cayman Brac, and Little Cayman. The Fire Service maintains a secondary PSAP at the Airport which dispatches both domestic and airport fire equipment. 9-1-1 calls for fire-related incidents are processed by CIPSCC but the information is relayed to the secondary PSAP by radio or phone.

CIPSCC was located in the George Town Police Station. As Hurricane Ivan approached, the decision was made to evacuate the emergency communications centre from the police station and move it temporarily into the new Cable and Wireless (now LIME©) administrative building. The Communications Centre was then re-located to its present home in a multi-story building constructed to withstand Category 5 storms.

In 2008, the new Electronic Monitoring function was created by Government in preparation for the implementation of the Alternative Sentencing Law. Since Electronic Monitoring also required a robust 24/7/365 call centre, it was decided to co-locate the Cayman Islands Electronic Monitoring Centre (CIEMC) with the Public Safety Communications Centre. In 2011, the National CCTV Programme started coming on line with the first of approximately 400 CCTV cameras to be located throughout all three islands. The Electronic Monitoring Centre will monitor both selected offenders and public surveillance CCTV.

Upon Juliette Gooding's leaving in 2008, Brent Finster became the second Emergency Communications Manager. Finster has 31 years of experience in public safety and managed two communications centres in the United States before coming to the Cayman Islands.

In 2011, the Department's name was changed from Emergency Communications & Electronic Monitoring (CIEC911) to the Department of Public Safety Communications.

Today, the staff consists of 12 Telecommunicators, 4 Communications Supervisors, 2 Electronic Monitoring Supervisors, 4 Electronic Monitoring Officers, 1 Administrative Assistant, 2 Assistant Directors, and a Director.

## **EMPLOYMENT OPPORTUNITIES**

For information on existing vacancies, see [www.recruitment.gov.ky](http://www.recruitment.gov.ky)

Public safety communications positions within the Department:

- Telecommunicator Trainee
- Telecommunicator
- Communications Supervisor

Electronic Monitoring positions within the Department:

- Electronic Monitoring Officer
- Electronic Monitoring Supervisor

Department administrative/management positions:

- Administrative Assistant
- Assistant Director of Operations and Training
- Assistant Director of Electronic Monitoring
- Director of Public Safety Communications

The career path of a 9-1-1 dispatcher (also known as a public safety communications telecommunicator) starts out as a Telecommunicator-Trainee. After six months of successful classroom training (including certification as a Public Safety Telecommunicator and Emergency Medical Dispatcher) and On-The-Job Training in CIPSCC, the trainee is promoted to a post as a qualified Telecommunicator. Those persons who desire to move to a supervisory level after 3 years of being a Telecommunicator may apply for a vacant Communications Supervisor post. The Communications Supervisor not only does the day-to-day job of processing Calls For Service but they are also responsible for their shift of Telecommunicators and Telecommunicator-Trainees. There are also opportunities for further professional development thru advanced training, becoming a certified instructor, or obtaining a degree in public safety communications/emergency management.

Trainee positions within the Department are typically advertised a couple of times each year and directed towards suitable Caymanians based on the results of a computer test and interview. There are no educational or experience requirements to become a Trainee as all training is done in-house.

The Electronic Monitoring function is new. Electronic Monitoring Officers are selected because of their background and interest in the criminal justice system. Electronic Monitoring Supervisors not only do the job of Electronic Monitoring as the Officers do, but they also supervise the unit's activities including staffing and the coordination of procurement and troubleshooting of electronic monitoring devices and CCTV.

As emergencies can occur at any time, department personnel must work shifts which include nights, weekends and public holidays.

Individuals who desire positions as administrators and management must possess the educational and experience necessary to perform their function. Managers within the department typically have at least 10 years or longer within the public safety communications field.



## STRATEGIC MANAGEMENT

---

This category applies to the governance and management of the department.

- Governance
  - Organisational Chart see [www.911.gov.ky](http://www.911.gov.ky)
- Management
  - Statistics - Annual see [www.911.gov.ky](http://www.911.gov.ky)
  - Statistics – Monthly see [www.911.gov.ky](http://www.911.gov.ky)

## FINANCE & ADMINISTRATION

---

This category applies to internal support functions within the Department, relating to finance, personnel and business administration.

- Financial management
  - Approved Budget FY11/12 see [www.911.gov.ky](http://www.911.gov.ky)
  - Quarterly Financial Reports see [www.911.gov.ky](http://www.911.gov.ky)
- Administration
  - Press Releases see [www.911.gov.ky](http://www.911.gov.ky)
  - Job Vacancies see [www.recruitment.gov.ky](http://www.recruitment.gov.ky)
  - Staff Pay see [www.911.gov.ky](http://www.911.gov.ky)
  - Records Management see [www.911.gov.ky](http://www.911.gov.ky)

## POLICIES & PROCEDURES

---

This category applies to written protocols for carrying out functions, activities and delivering services.

Due to the public safety operational nature of the Department, most of the Standard Operating Guidelines (SOGs) are exempt from disclosure per the FOI Law. In addition, some SOGs are probably not of the public interest thus not published, but may be made available upon request.

- The following Department SOGs are not exempt from FOI and may be of the public interest:
  - 101 Mission, Vision, Values Statements see [www.911.gov.ky](http://www.911.gov.ky)
  - 251 Internal Complaints Process see [www.911.gov.ky](http://www.911.gov.ky)
  - 252 Freedom of Information Process see [www.911.gov.ky](http://www.911.gov.ky)
  - 304 Anonymity of Callers see [www.911.gov.ky](http://www.911.gov.ky)
  - 701 News Media see [www.911.gov.ky](http://www.911.gov.ky)
  - 801 Calls For Service Priorities see [www.911.gov.ky](http://www.911.gov.ky)
  - 806 Alarms see [www.911.gov.ky](http://www.911.gov.ky)
  - 810 Lock-Ins & Elevator Rescues see [www.911.gov.ky](http://www.911.gov.ky)
  - 1271 Wireless 9-1-1 Calls see [www.911.gov.ky](http://www.911.gov.ky)

- SOGs that are not exempt from FOI and not published because they have limited or no public interest may be available
  - SOGs not publishedsubmit FOI request

## DECISIONS & RECOMMENDATIONS

---

This category applies to information about proposals, resolutions, assessments and results, including decision-making processes.

- None at this time.

## LISTS & REGISTERS

---

This category applies to information held in registers required by law and other lists or registers relating to the functions of the authority

- The following lists and registers are maintained:
  - 9-1-1 Master Street Address Guide (MSAG) see [www.911.gov.ky](http://www.911.gov.ky)
  - FOI Disclosure Log see [www.911.gov.ky](http://www.911.gov.ky)

## OUR SERVICES

---

This category provides detailed information about the services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities.

- The following information is available:
  - Form – “Cayman 9-1-1 Cellular Update Form” see [www.911.gov.ky](http://www.911.gov.ky)
  - Form – “Non-Disclosure Agreement – Tour” see [www.911.gov.ky](http://www.911.gov.ky)
  - Form – “Non-Disclosure Agreement – Visitor” see [www.911.gov.ky](http://www.911.gov.ky)
  - Leaflet – “Making 9-1-1 Work For You” see [www.911.gov.ky](http://www.911.gov.ky)
  - PowerPoint – “CIPSCC Presentation – Adult” see [www.911.gov.ky](http://www.911.gov.ky)
  - PowerPoint – “CIPSCC Presentation – Children” see [www.911.gov.ky](http://www.911.gov.ky)

Updated: 22 November 2011





## Hazard Management Cayman Islands

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits Hazard Management Cayman Islands (HMCI) to making information available to the public as part of its normal business activities.

Hazard Management Cayman Islands will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- Regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

HMCI will generally not publish:

- information in draft form;
- information that is not held by HMCI, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm HMCI (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [http://www.caymanprepared.ky/portal/page?\\_pageid=1143,1482119&\\_dad=portal&\\_schema=PORTAL](http://www.caymanprepared.ky/portal/page?_pageid=1143,1482119&_dad=portal&_schema=PORTAL); If you are still having trouble locating information listed under our scheme, please contact HMCI Information Manager Simon Boxall, at telephone number 244-3145 or 526-2027 or by email at [Simon.Boxall@Gov.ky](mailto:Simon.Boxall@Gov.ky):

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [Simon.Boxall@Gov.ky](mailto:Simon.Boxall@Gov.ky); or [foi.nem@gov.ky](mailto:foi.nem@gov.ky); to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 244-3145 or 526-2027 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Simon Boxall  
Hazard Management Cayman Islands  
P.O. Box 118  
Grand Cayman, KY1-9000  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Simon Boxall (Information Manager) or Shiann Powery (Records Officer) at 945-4624.

HMCI will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where HMCI is legally required to translate any information, it will do so.

HMCI is working to put as much information as possible on our website but there is a huge amount of material and it takes time to publish. It is not practical or appropriate to publish certain documents on the website, so HMCI will endeavour to make certain information available either in a hard copy (paper) or in digital format. The staff at HMCI also recognise that some people would rather not access the information digitally or do not have access to a computer.

In rare circumstances a document may (only) be available for viewing “in-person” at HMCI’s office in George Town. In such cases, appointments should be arranged first to view information in HMCI conference room. HMCI is open from 8.30am to 5pm, however it is unlikely that a request to view a document will be fulfilled during a “walk-in” visit. To set up an appointment you can telephone 244-3145, email Simon.Boxall@Gov.ky; or make your request for an appointment at the HMCI office (located at the Government Administration Building, 4<sup>th</sup> Floor, 133 Elgin Ave).

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. HMCI strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which HMCI offers for sale. This includes various flood maps / storm surge scenarios. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

HMCI will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when HMCI has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by HMCI that is **not** published under this scheme can be requested in writing to Simon.Boxall@Gov.ky; your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

---

HMCI aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Simon Boxall or Shiann Powery at 945-4624 and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---

### **Name of public authority**

Hazard Management Cayman Islands

### **Ministry**

*Portfolio of Internal & External Affairs*

### **Principle officer**

*Mr. McCleary Frederick (Director)*

*Telephone 945-4624*

*Email: [McCleary.Frederick@Gov.ky](mailto:McCleary.Frederick@Gov.ky);*

### **Chief Officer Internal and External Affairs**

*Franz Manderson*

### **Information manager**

Simon Boxall

Telephone: 244-3145 or 526-2027.

Email: Simon.Boxall@Gov.ky;

Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)

### **Organisation and functions**

Hazard Management Cayman Islands has overall responsibility for the national hazard management programme, including preparedness, response, mitigation and recovery. The agency is permanently staffed and focuses on all hazards (man-made and natural) with the ability to coordinate and manage incidents through its operational mechanisms at any given time. HMCI is responsible for the National Emergency Operations Centre (NEOC) which is located at the Fire Station in George Town. The NEOC is activated to direct and coordinate the response to national threats.

HMCI also has responsibility for maintaining the National Hazard Management plans for threats such as hurricanes and earthquakes.

Hazard Management Cayman Islands  
P.O. Box 118 Grand Cayman KY1 -9000 Cayman Islands  
Telephone number (345) 945 4624  
Fax number (345) 946 5020  
Email address Simon.Boxall@Gov.ky;  
Website address [www.caymanprepared@gov.ky](http://www.caymanprepared@gov.ky);

Location and hours	Matters handled
<p>Hazard Management Cayman Islands 133 Elgin Ave 4<sup>th</sup> Floor, Government Administration Building</p> <p>Regular hours of Operation: Monday to Friday 8.30 am to 5pm</p> <p>National Emergency Operation Centre Fire Station George Town</p> <p>Duty Officer on call 24 hours</p>	<p>All Hazards – Natural and man-made. (Including Hurricane, Earthquake, Hazardous Material, Flood, Fire etc)</p>

### **Boards and committees**

Name	Meetings	Minutes
National Hazard Management Council	At least quarterly and more frequently when needed or during a threat, hazard or	Deliberations of the Council may deal with national security issues and may not be accessible or



	<i>impact.</i>  <i>(Closed to the Public)</i>	<i>available for viewing</i>
<i>National Hazard Management Executive</i>	<i>Meet at least twice annually to review progress of national disaster risk management programme and provide policy guidance.</i>  <i>(Closed to the Public)</i>	<i>Deliberations of the Executive may deal with national security issues and may not be accessible or available for viewing</i>

## **STRATEGIC MANAGEMENT**

Cayman's disaster management framework requires the involvement of all sectors of society. Activities are coordinated at the national level and community level.

Our Mission is - Building the disaster resiliency of the Cayman Islands with full community participation in the national approach to hazard management through prevention and mitigation thereby ensuring the preservation of human life, property and economic recovery.

- Advise on national policies related to risk management
- Be responsible for the development of the national risk management strategic framework and the national risk management programme.
- Ensure development of multi-hazard plans for all sectors in the country
- Ensure achievement and maintenance of the highest level of national preparedness possible within identified constraints
- Develop and implement a national public awareness programme aimed at all sectors of the country
- Provide advice for national planning and development programmes
- Inform the national planning and development process through provision of data and other technical inputs
- Establish and maintain a fully equipped and functioning National Emergency Operations Centre
- Coordinate response to national threats and events
- Engage all sectors and ensure their inputs to the national risk management programme
- Liaise with the voluntary sector and formalise partnerships
- Guide the recovery process to ensure increased resilience is incorporated into recovery
- Develop and Coordinate Simulation Exercises
- Provide Guidance on Contingency Planning
- Develop, Coordinate and Implement Community Disaster Risk management Programmes
- Host and facilitate Contingency Planning Seminars
- Coordinate and Provide Training relevant for Disaster Risk Management

The main elements of the strategic framework are

- Policy and governance
- Risk assessment
- Risk mapping
- Mitigation

- Preparedness
- Public awareness and education
- Response
- Relief
- Recovery and rehabilitation
- Post impact evaluation

## **NATIONAL DISASTER RISK MANAGEMENT STRUCTURE**

### **Key Entities with Roles during Normal Times & Operations**

#### **NATIONAL HAZARD MANAGEMENT EXECUTIVE**

Governor (Chairman)  
 Premier  
 Leader of the Opposition  
 Deputy Governor  
 Attorney General  
 Financial Secretary  
 Chief Officer, Portfolio of Internal & External Affairs  
 Cabinet Secretary  
 Director, Hazard Management Cayman Islands  
 Commissioner, RCIP  
 District Commissioner, Cayman Brac & Little Cayman  
 Other members appointed by the Governor

#### **Normal Times**

Meet at least twice annually to review progress of national disaster risk management programme and provide policy guidance.

#### **During Operations**

Make decisions related to national policy, provide strategic and policy guidance for regulatory, financial, economic and foreign affairs.

#### **NATIONAL HAZARD MANAGEMENT COUNCIL**

Deputy Governor (Chairman)  
 Chief Officer Internal External Affairs (Deputy Chairman)  
 Cabinet Secretary  
 Deputy Financial Secretary  
 Permanent Secretaries  
 Commissioner of Police  
 Chief Fire Officer  
 Red Cross Director  
 ADRA  
 Chamber of Commerce  
 Meteorological Office  
 Director Hazard Management Cayman Islands  
 Sub Committee Chairpersons

### Normal Times

- Develop hazard and emergency management policies
- Discuss economic, political, legal and social implications of both the threat and the response to determine the best strategies for action
- Provide guidance for the NHMC Executive
- Review policy documents
- Review and approve operational plans

### During Operations

- Responsible for ministry/portfolio EOCs
- Responsible for Continuity of Operations for portfolio/ministry
- Provide support for NEOC

### **Frequently asked questions**

- **What is HMCI?**  
HMCI is the acronym for Hazard Management Cayman Islands.
- **Is the agency operational only during the hurricane season?**  
No, the agency is an all hazard agency and works through out the year. Hurricanes are only one of the hazards that the agency plans, prepares and response to.
- **Is HMCI a part of the Meteorological Office?**  
No, the National Weather Service is an agency that works closely with HMCI and they are also a member of the National Hazard Management Council.
- **Does the National Hurricane Committee still exist?**  
No, the National Hurricane Committee has been integrated into the National Hazard Management Council.
- **Is the Red Cross a part of the agency?**  
No, the Red Cross is not a part of HMCI. However they are members of the National Hazard Management Council and work very closely with HMCI on community programmes.
- **Is HMCI in charge of Shelters?**  
Yes, HMCI is in charge of shelters but work with a number of government agency to ensure that the shelters are prepared, functional a managed for and during an event. These agencies are the department of Children and Family Services, Public Works Department and the Lands and Survey department.
- **Does HMCI have an office in the Sister Islands?**  
No, HMCI does not have an office or officers in the Sister Islands. Disaster Risk Management activities are carried out by the District Administration Office with the guidance of HMCI.
- **What type of relief items does HMCI provide for the public?**  
HMCI does not directly provide relief items to the public. This is carried out by other agencies such as the Red Cross, Department of Children and Family Services and other Civic groups.

- **When was the last major earthquake that impacted the Cayman Islands?**  
The last major earthquake that impacted the Cayman Islands was December 14, 2004. It occurred 20 miles south of George Town, Grand Cayman with a magnitude of 6.8 on the Richter scale.

## **ADMINISTRATION & FINANCE**

---

Managing the Department's inner functions, its resources and assets efficiently. This includes the management of human resources, monetary resources, equipment, information and relationships with the public, private organization, volunteers and other government entities.

### ***Administration***

- Emergency Plans/Reviews
- Threat (imminent)/incidences data
- Mitigation Efforts/Studies
- Shelter Management/NEOC operations information
- Public Education/Training
- Information Technology
- Press Releases
- Employees' Data
- Meetings Agendas/Minutes
- Human Resources Policies/Procedures

### ***Finance***

- Annual Budget
- Financial Reports
- Contracts/Agreements
- Vendors invoices/payments
- Asset Register

## **POLICIES & PROCEDURES**

---

- **Portfolio of Internal & External Affairs Human Resources Management Policies and Procedures**

### *Part A: Purpose and Responsibilities*

- HR Roles and Responsibilities

### *Part B: General HR Policies*

- HR Management Philosophy
- Terms and Conditions of Employment
- Work Hours and Attendance
- Pay Periods and Methods
- Workplace Rules
- Performance Management
- Training and Capability Development

- Induction of New Staff
- Managing HR Records
- Health and Safety
- Promotion of Values, Code of Conduct and Workplace Rules
- The Portfolio's Relationship with CICSA

*Part C: Specific HR Procedures and Related Policies*

- Recruitment and Appointment of Staff to Positions
- Reappointment of Staff on Fixed-Term Employment Agreements
- Reappointment of Staff Who Have Reached Retirement Age
- Appointment of Staff to Acting or Interim Positions
- Preparation of Annual Performance Agreements
- Conduct of Interim (Half-Year) Performance Assessments
- Conduct of Annual Performance Assessments
- Determining Which Disciplinary, Dismissal or Other Termination Action To Initiate
- Disciplining Staff for Minor Misconduct or Inadequate Performance
- Dismissing Staff for Serious Misconduct or Significant Inadequate Performance
- Dismissing Staff for Gross Misconduct Not Involving Criminal Activity
- Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity within the Workplace
- Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity outside the Workplace
- Retiring Staff Early on Medical Grounds
- Retiring Staff to Improve the Organisation
- Making Staff Redundant
- Staff Training & Development Procedures
- Approval of Staff Training Involving Study Leave
- Induction Training
- Succession Planning
- Grievance Procedure
- Appeals to the Chief Officer
- Personnel Files
- Leave Management and Recording
- Maintenance of Employee & Payroll Data in HR IRIS
- Payroll Processes
- Administration of Health Benefits/CINICO Health Insurance
- Provision of Employee-Related Information
- Management of Work Place Injuries

- **Information management policy; Disposal schedule**
- **Labour Law**
- **Public Service Management Law**
- **National Hurricane Plan 2010**

## **DECISIONS & RECOMMENDATIONS**

---

- Board/Council Meetings
- Minutes of meetings
- Assessment/Evaluations

## **LISTS & REGISTERS**

---

- Asset Register
- Volunteers/Members emergency contact list
- Approved Shelters list (Cayman Islands)

## **OUR SERVICES**

---

Because a disaster can strike at anytime to anywhere, Hazard Management Cayman Islands supports the citizens of the Cayman Islands and the first responders to any emergency to ensure that the Islands build, sustain, and improve our capability to prepare for, respond to, recover from, and mitigate all hazards.

These hazards can take the form of;

- a hurricane
- an earthquake
- a flood
- a tsunami
- a fire
- hazardous spill
- an act of terrorism.



## Department Of Immigration

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Immigration to making information available to the public as part of its normal business activities.

The Department of Immigration will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Department of Immigration will generally not publish:

- information in draft form;
- information that is not held by the Department of Immigration, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.
- information relating to law enforcement
- information affecting security, defence or international relations
- information that prejudice to effective conduct of public affairs
- information relating to personal information

For a detailed list of records that are exempt under the Freedom of Information Law, please see sections 15 – 27 of the FOI Law, 2007 which may be found at [www.foi.gov.ky](http://www.foi.gov.ky)

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---



Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.immigration.gov.ky> . If you are still having trouble locating information listed under our scheme, please contact the FOI Manager Petula Twinn at 949-8344 or via email at [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky) or [foi.imm@gov.ky](mailto:foi.imm@gov.ky)

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.imm@gov.ky](mailto:foi.imm@gov.ky) or [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 949-8344 and ask for the Information Manager to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Petula Twinn  
Information Manager  
Department of Immigration  
P.O. Box 1098  
Grand Cayman, KY1-1102

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In some cases you need to make an appointment to view information listed in the publication scheme. Please contact the Information Manager by phone on (345)949-8344 or via email at [foi.imm@gov.ky](mailto:foi.imm@gov.ky) or [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky)

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager at [foi.imm@gov.ky](mailto:foi.imm@gov.ky) or [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky)

The Department of Immigration will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department is legally required to translate any information, it will do so.

### **3. Methods of access**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Immigration strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The Department will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department has received your payment.

#### **Fees associated with a Request for Information**

There is no application fee and no fee for going to a public authority and looking at a record requested by FOI. However, a requester may be required to pay copying or change of format fees. Details concerning costs and payment are contained in the FOI Regulations which are available on the FOI Unit website.

### **5. Requests for information outside the Publication Scheme**

---

If you want to request information from the Department of Immigration, you should initially look at the document library and the disclosure log to see if the information you seek has already been published.

Information held by the Department that is not published under this scheme can be requested by submitting a Freedom of Information ('FOI') request.

If you wish to make a request for information then you should contact the Information Manager or submit a request on-line at the FOI Unit website. Please see "Section 3 – Methods of Access" for further information.

Requests must be in writing (letter, email or facsimile) and must include your name and address (either postal or e-mail). Please be as specific as possible about the information you

would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to the Information Manager and we will let you know if we need to extend the deadline. For detailed advice on what sorts of information are exempt please see the FOI Unit website.

## **6. Complaints**

---

The Department aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Petula Twinn at [foi.imm@gov.ky](mailto:foi.imm@gov.ky) or [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky) and we will try to resolve your complaint as quickly as possible.

For information about our internal complaints procedures please visit our website at [www.immigration.gov.ky](http://www.immigration.gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375,  
Grand Cayman  
Cayman Islands, KY1-1108  
Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Ministry**

**The Department of Immigration operates under the Portfolio of Internal & External Affairs**

**Deputy Chief Secretary//Chief Officer**

Franz Manderson, Cert. Hon., JP

**Location**

3<sup>rd</sup> Floor, Government Administration Building,  
Elgin Avenue, George Town, Grand Cayman

**Mailing Address**

Portfolio of Internal & External Affairs  
3<sup>rd</sup> Floor, Government Administration Building  
Grand Cayman, KY1-9000

**Telephone**

(345) 244-3179

**Fax**

(345) 946-5453

**Website**

[www.pie.gov.ky](http://www.pie.gov.ky)

**Name of public authority**

Immigration Department

**Principal Officer**

Linda Evans  
Chief Immigration Officer  
Department of Immigration  
P.O. Box 1098  
Grand Cayman, KY1-1102

**Information Manager**

Petula Twinn  
Information Manager  
Department of Immigration  
P.O. Box 1098  
Grand Cayman, KY1-1102

[Petula.Twinn@gov.ky](mailto:Petula.Twinn@gov.ky) or [foi.imm@gov.ky](mailto:foi.imm@gov.ky)

**Information Manager Designate**

Regina Jackson  
Information Manager Designate  
Department of Immigration  
P.O. Box 1098  
Grand Cayman, KY1-1102

[Regina.Jackson@gov.ky](mailto:Regina.Jackson@gov.ky) or [foi.imm@gov.ky](mailto:foi.imm@gov.ky)

Freedom of Information website: [www.foi.gov.ky](http://www.foi.gov.ky)

### **Organisation and functions**

The Immigration Department manages the growth of the country's population by regulating the flow of immigrants into the islands and carries out administrative processing of applications for persons seeking permanent residence, Caymanian status, the right to work in Cayman, or asylum.

Mailing Address:  
Department of Immigration  
P.O. Box 1098  
Grand Cayman  
KY1-1102

Telephone number:  
(345) 949-8344

Fax number:  
(345) 949-8344

Email address:  
imweb@gov.ky

Website: [www.immigration.gov.ky](http://www.immigration.gov.ky)

<b>Location and hours</b>	<b>Matters handled</b>
Main Office #94A Elgin Avenue George Town Grand Cayman 8:30 am – 4:00 pm (Mon – Fri)	All Grand Cayman Immigration matters, e.g. submission of applications, accounts, operations, administration.
Cayman Brac/Little Cayman Office District Administration Building, Stake Bay Cayman Brac 8:30 am – 4:00 pm Tel: (345) 948-2222 Fax: (345) 948-2337	All Cayman Brac/Little Cayman Immigration matters.
Cayman Center Location Cayman Center #14 (Across from the Airport Post Office) Grand Cayman 8:30am – 4:00pm (Mon – Fri)	Work Permit, Cayman Status & Permanent Residence, Business Staffing, Temporary Work Permits, Appeals, Freedom of Information.
Cayman Islands Visa Office #94 Elgin Avenue George Town 8:30 am – 4:00 pm (Mon – Fri) Tel: (345) 949-8344	Visa applications
Cayman Islands Visa Office – Jamaica Suite 2, Winchester Business Park	Visa Applications

8:30am – 4:00 pm Tel: (876) 906-5336 or (876) 906-7866 Fax: (876) 929-1356 Email: caymanvisa2@cwjamaica.com	
Cayman Islands Visa Office – Honduras Edificio Carib Local No. 203 La Ceiba Atlantida, Honduras 8:30am – 2:30pm Tel: (504) 440-1015 Fax: (504) 443-0053 Email: caymanvisa@tevisat.net	Visa Applications

### Boards and Committees

**Copies of Board minutes may be requested by submitting a Freedom of Information request (See Section 5)**

Name	Meetings
<b>Cayman Status &amp; Permanent Residency Board (CS&amp;PR)</b>  Mr Waide DaCosta                      Chairman Mr Adrian Briggs                      Deputy Chairman Mrs Junilee Brooks                      Member [West Bay] Mr Edlin Myles                              Member [George Town] Vacant    Member [Sister Islands] Chester Watler                              Member [Bodden Town] Justin Ebanks                                Member [North Side] Mr John McLean, Jr                        Member [East End] John Henry Ebanks                        Member [George Town] Ms Judyann Frederick                      Member [Bodden Town] Ms Rachel Ann Ebanks                      Member [West Bay] The Chief Immigration                      Member (non-	The CS&PR Board meets twice weekly at the Department of Immigration. The meetings are not open to the public.

<p>Officer or Deputy The Director of Boards &amp; Work Permits or Designate Secretaries of the CSPR Board Assistant Secretary of the CSPR Board</p>	<p>voting) Member (non-voting) Member (non-voting) Member (non-voting)</p>	
<p><b>Work Permit Board</b></p> <p>Mrs. Sherri Bodden-Cohen, MBE Ms Sara Dean Barnett Mr Jacob Wilroy Williams Ms Lavern Daykin Vacant Mr Gary Berry Mrs Alex Johnson Mr Gary Rutty Mr. John Foster Ms Irma Arch Mr Tyrone Welds The Chief Immigration Officer or Deputy The Director of Boards &amp; Work Permits or Designate The Director of Employment Relations Designate Secretary of the Work Permit Board Assistant Secretary of the Work Permit Board</p>	<p>Chairman Deputy Chairman Member [West Bay] Member [George Town] Member [Sister Islands] Member [Bodden Town] Member [North Side] Member [East End] Member Member Member Member (non-voting) Member (non-voting) Member (non-voting) Member (non-voting) Member (non-voting)</p>	<p>The Work Permit Board meets twice a week at the Department of Immigration. The meetings are not open to the public.</p>

<p><b>Immigration Board for Cayman Brac &amp; Little Cayman</b></p> <p>Ms. Sybil L. Jackson, Cert. Hon, JP Chairman</p> <p>Mr. Temple Tatum Jr, JP Deputy Chairman</p> <p>Mr. Burnard Tibbetts, MBE Member</p> <p>Ms. Mary Verna Banks Member</p> <p>Mr. Franklin Bodden Member</p> <p>The Assistant Chief Immigration Officer Member (non-voting)</p> <p>Ms. Sherry Scott Secretary (non-voting)</p>	
<p><b>Business Staffing Plan Board (BSP)</b></p> <p>Mr. Danny Scott Chairman</p> <p>Mr. Charles Kirkconnell Deputy Chairman</p> <p>Ms. Tammy Seymour Member</p> <p>Mr. David Gordon Member</p> <p>Mr. Christopher Saunders Member</p> <p>Ms. Donnette Goddard Member</p> <p>Mr. Ken Thompson Member</p> <p>Mrs. Jacqui Terry Member</p> <p>Mrs. Ellen Lazzari Member</p> <p>Mrs. Cora Grant-James Member</p> <p>Vacant The Director of Employment Relations or Deputy Member (non-voting)</p> <p>The Chief Education Officer or Deputy Member (non-voting)</p>	<p>The Business Staffing Plan Board meets once a week at the Department of Immigration. The meetings are not open to the public.</p>



The Chief Immigration Officer or Deputy Member (non-voting) The Director of Boards & Work Permits or Designate Member (non-voting) Secretary of the Business Staffing Plan Board Member (non-voting) Assistant Secretary of the Business Staffing Board Member (non-voting)	
---	--

### Frequently asked questions:

Please visit our website at [www.immigration.gov.ky](http://www.immigration.gov.ky) for a list of frequently asked questions.

### Student Visa FAQ's

- **May I get a part-time job to supplement my income whilst I am studying in the Cayman Islands on a Student Visa?**  
The holder of a student visa may not engage in gainful occupation in the Islands other than unpaid student work undertaken in connection with his course of study.
- **May I be accompanied by my spouse and/or children whilst I am studying in the Cayman Islands on a Student Visa?**  
Yes, both your spouse and your children can accompany you to the Islands during your course of study. However, you will have to prove that you can financially support them.
- **Am I required to obtain health insurance to cover the period of my study in the Islands?**  
Health insurance is not required by Law, however we suggest that you ensure that you have adequate health insurance.
- **Do I have to apply for the student visa or will my school do it on my behalf?**  
You can apply directly to the Immigration Department once you have been accepted in a local educational institution.
- **May I travel to the Cayman Islands before the student visa application has been approved?**  
You should remain outside the islands until your student visa is approved.
- **If I discontinue my study for whatever reason, may I then apply for a work permit?**  
You may apply for a work permit after discontinuing your student visa, however we cannot guarantee that the work permit will be granted or the student visa reinstated.
- **If I am a national of a country that requires a visa to visit the Cayman Islands must I also obtain a visitors visa before travelling?**  
Once your student visa has been approved, you do not require a visitors visa. However, you must travel with evidence of the approval of your student visa.

## **Permanent Residence FAQ's**

- **How long do I have to live in the Islands to qualify for permanent residence?**  
You have to be legally and ordinarily resident for at least 8 years.
- **What is legal and ordinary residence?**  
Legal and ordinary residence is defined as:-  
A persons uninterrupted voluntary physical presence in the Islands for a period of time without legal impediment (other than a tourist visitor or transit passenger) during which period the Islands are regarded as his normal place of abode for the time being, save that
  - a. absences abroad of six consecutive months' duration or less for, inter alia, purposes of education, health, vacation or business during such period shall count as residence in the Islands &
  - b. absences abroad of more than six consecutive months but less than one year shall raise the presumption that there has been a break in residence; and
  - c. absences abroad for twelve consecutive months or more shall constitute a break in residence.
- **What criteria will be used to determine my application for Permanent Residence?**  
The Caymanian Status and Permanent Residency Board will score your application in accordance with the Points System set out in the Immigration Regulations.
- **According to the Immigration Law I can only be granted work permits for seven years. How do I get to year eight?**  
Unless you were legally and ordinarily resident in the Islands for 5 years or more on the 1 January 2004, you will have to be designated as a Key Employee in order to reach year eight.
- **After reaching year eight, when must I submit my application for permanent residence?**  
After having been legally and ordinarily resident in the Islands for eight years you may apply for permanent residence at any time so long as you continue to be legally and ordinarily resident here or, if you have ceased to reside here, within ninety days of leaving.
- **What is my final work permit?**  
My **final work permit** means a work permit which at the time of its grant or renewal is stated to be the final work permit for a worker in accordance with his term limit or, where not so expressly stated, is the last work permit that can be granted or renewed in respect of a worker as a consequence thereof.
- **I have submitted my application for permanent residence and my work permit has now expired. What must I do to keep working.**  
Your employer must pay all fees that would have been paid had you continued to be employed on a work permit. Once these fees have been paid, your passport will be endorsed to reflect that you are working by operation of law. This endorsement will be valid for one year or until the determination of your application for permanent residence.
- **What can I do if my application for Permanent Residence is refused?**

You may submit an appeal against the decision to the Immigration Appeals Tribunal. If you do, you may continue to work pending the outcome of the appeal. If the appeal is unsuccessful you have the right to a final non-renewable one-year work permit with any employer. Alternatively, if you do not submit an appeal to the Immigration Appeals Tribunal you are still entitled to the final non-renewable one-year work permit. In either case, upon the expiry of this final work permit you will be required to leave the Islands for at least one year before you can hold any further work permits.

- **I have appealed against the refusal of my permanent residence application to the Immigration Appeals Tribunal. What should I do next?**  
You should bring the receipt from the Immigration Appeals Tribunal to the Immigration Department and you will be allowed to continue *Working by Operation of Law* until your appeal is determined. Your employer may have to pay additional fees if your appeal is not heard within the period stamped in your passport.
- **While working by operation of law can I change employers?**  
Yes, but you must notify the Immigration Department in writing and your new employer will have to pay new *Working by Operation of Law* fees.

#### **Term Limits – FAQ's**

- **What are Term Limits?**  
A persons' term limit is the maximum period for which work permits may be granted or renewed in their favour.
- **What is the maximum period a holder of a work permit may remain in the Islands?**  
The Term Limit of a person who is a Key Employee is nine years and the Term Limit for a person who is not a Key Employee is seven years.
- **How can I determine when my Term Limit started?**  
Your Term Limit starts on the date on which you first entered the Islands, if you first entered the Islands as a work permit holder; or the date on which your work permit was granted, if you first entered the Islands as a tourist visitor.
- **If I am a dependant of a government employee or a work permit holder and am granted a work permit, when will my Term Limit start?**  
Your Term Limit will start from the date you were first in the Islands as an approved dependant.
- **I have been working for the Cayman Islands Government and have never held a work permit before. If I am granted a work permit to work in the private sector, when will my Term Limit start?**  
Your Term Limit will commence on the date your work permit is approved.
- **I have been married to a Caymanian and recently divorced. When will my Term Limit start?**  
Your Term Limit will commence on the date your work permit is granted after your divorce.
- **What happens if I leave the Cayman Islands before my Term Limit expires? Can I come back and work at some later date?**

If you leave the Islands for less than one year prior to the expiration of your Term Limit, upon your return to the Islands you may be granted a new work permit for the unexpired period of your Term Limit. But if you leave the Islands for more than one year, your Term Limit will start over upon your return and you may stay another seven years (or nine if you are made a key employee).

▪ **How long do I have to leave the Island for my Term Limit to start over?**

Upon the expiry of your Term Limit you must leave the Islands for at least one year before you may be granted any further work permits. For example, if your work permit expires on 12 Jan 2010 and you leave the Islands on the 13 Jan 2010, you will be eligible for a new work permit on the 14 Jan 2011.

▪ **Will return visits to the Islands affect the period of time I must be absent from the Islands in order to have my Term Limit restarted.**

No. You are free to return to the Islands as a visitor at any time.

**Work Permits - Rights and Obligations of an Employer – FAQ's**

▪ **Who can I employ without a work permit?**

Caymanians, holders of a Residency & Employment Rights Certificate, persons with Refugee status and persons granted permanent residence with the right to work.

▪ **Can I employ other persons for short periods without a work permit?**

A person arriving in the Islands for the purpose of engaging in any of the activities listed below for a period not exceeding seven days is not required to obtain a work permit provided that only such activities are engaged in and no other activity is carried out that would otherwise require a work permit.

**The activities referred to are-**

- a. attendance at meetings or trade fairs and making purchases from Cayman Islands businesses;
- b. attendance at conferences and seminars as an ordinary participant;
- c. the receiving of training, techniques and work practices employed in the Islands, where that training is confined to observation, familiarisation, and classroom instruction and only if the person is employed by a company or organisation carrying on business outside the Islands;
- d. being a representative of an overseas educational institution, to promote, or to interview applicants for places at, such institution;
- e. being a guest speaker at a conference or seminar where that event is a single or occasional event and not part of a commercial venture;
- f. the organising or supervising of a conference or seminar for up to seven days duration where it is a single or occasional event-
  - i. involving a specialist subject
  - ii. attracting a wide audience; and
  - iii. open to participants from outside the Islands;
- g. the participation in sporting events, or trials or auditions in connection with such events;
- h. the covering of a specific news assignment as a newspaper, magazine, radio or television journalist representing a recognised news organisation;
- i. working for short periods on behalf of or for a non-profit or cultural organisation based in the Islands;
- j. the giving of professional or expert testimony in court proceedings;

- k. working as a non-executive director of a business being carried on in the Islands where the person is not involved in the day to day operations in the Islands but is visiting in his capacity as a director only.
- **I intend to employ a non- Caymanian to work for short periods over the next 12 months. What type of work permit should I apply for?**

Any person carrying on business in or from within the Islands who regularly throughout each year employs persons not legally and ordinarily resident in the Islands on a temporary basis, may make a single application in each calendar year to the Chief Immigration Officer for the issue, in each calendar year, of one or more Business Visitors Permits. The application must state the maximum number of times that the business visitor will be visiting the Islands in the calendar year, their occupation and the maximum duration of their stay during each visit. Note: a Business Visitors Permit cannot be issued for more than fourteen days on any one visit.
- **I intend to employ a non-Caymanian to work between 1- 180 days. What type of work permit should I apply for?**

The Immigration Law (2011 Revision) allows the Chief Immigration Officer to grant a Temporary Work Permit for a period up to 180 days.
- **Can I renew a Temporary Work Permit?**

Temporary Work Permit issued for 180 days cannot be renewed or extended.
- **I have terminated the employment of a work permit holder and would like to delay informing the Immigration Department so that he can look for another job. Is this allowed?**

The Immigration Regulations require an employer to inform the Chief Immigration Officer of the termination of employment of a work permit holder immediately. An employer who fails to comply with this requirement can be fined five thousand dollars.
- **Am I required to provide a letter of release to a work permit holder whose employment I have terminated?**

No, but you may do so if you have no objection to the person seeking alternative employment.
- **Can I require a work permit holder to pay for their work permit?**

No. it is an offence under the Immigration Law (2011 Revision) for an employer to seek or receive money or other compensation from a work permit holder in respect of his work permit fee.
- **Can I promote or re-designate a work permit holder without the approval of the Work Permit Board or Business Staffing Plan Board?**

No, the Immigration Law (2011 Revision) requires you to first obtain the approval of the relevant Board before promoting or re-designating an employee.

## **STRATEGIC MANAGEMENT**

---

Administrates the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other

regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

## **Governance**

### **Laws**

The Immigration Law (2011 Revision)

Immigration Regulations (2010 Revision)

Immigration (Financial Services Sector) Directions, 2010

Freedom of Information Law, 2007

Freedom of Information Regulations, 2008

Public Service Management Law

The National Archive and Public Records Law, 2007

Public Management and Finance Law (2005 Revision) and Regulations (2007 Revision)

**Unless otherwise indicated copies of the above laws may be purchased from the Legislative Assembly**

### **Corporate Management**

Annual Reports

Statistics

Audit Reports

Hurricane Plan

**Copies of the above may be requested by submitting a request under the Freedom of Information Law.**

## **FINANCE & ADMINISTRATION**

---

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies. Principal accounting policies are adopted and are prepared in accordance with International Public Accounting Standards.

### **Financial Management**

Annual Budget

2010 – 2011 Budget

Financial Statements

Monthly Cabinet invoices with statistics

List of current tenders, contracts or quotations recently awarded

Board Members allowances, attendance and expenses

**Copies of the above may be requested by submitting a request under the Freedom of Information Law.**

### **ADMINISTRATION**

Job Vacancies

Staff pay and grading structures

Training and Safety

Human Resources  
Internal Memos  
Personnel files for present & ex-employees  
Panel Reports  
Job Evaluations  
Leave Reports  
Personnel Audit Info  
Monthly Payroll Reports

**Copies of the above may be requested by submitting a request under the Freedom of Information Law.**

## **POLICIES & PROCEDURES**

---

FOI Internal Guidelines policy and procedures  
Internal Complaints Procedure  
Cayman Status & Permanent Residency Board  
Work Permit Board  
Business Staffing Plan Board  
Refusal of Leave to Land (Law & Procedure)  
Policy on the implication of Administrative Fines  
Policy on investigating Marriages of Convenience

**Copies of the above may be requested by submitting a request under the Freedom of Information Law.**

## **DECISIONS & RECOMMENDATIONS**

Board Meetings / Minutes of Meetings

**Copies of the above may be requested by submitting a request under the Freedom of Information Law.**

## **LISTS & REGISTERS**

---

FOI Disclosure Log

For further information on any of the above documents please contact the Information Manager at [foi.imm@gov.ky](mailto:foi.imm@gov.ky) or [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky) or via telephone at (345) 949-8344.

## **OUR SERVICES**

---

The Department of Immigration manages the growth of the country's population by regulating the flow of immigrations into the islands and carries out administrative processing of applications for persons seeking Permanent Residence, Caymanian Status or asylum status.

### **Visas**

Visa Application Form  
Visitors Extension Form  
Student Visa Application Form

**Residence**

Right to be Caymanian Application Form  
Permanent Residence Application Form  
Residency Certificate for People of Independent Means Application Form  
Residency Certificate for People of Independent Means Checklist  
Permission to Reside in the Cayman Islands as a Dependant of a Caymanian  
Residency with Employment Rights Application Form  
Dependant of Caymanian – Affidavit  
Residency with Employment Rights – Affidavit  
Right to be Caymanian through Marriage - Affidavit

**Work Permit Board**

Grand Cayman Grant Form  
Grand Cayman Renewal Form

**Cayman Brac & Little Cayman Immigration Board**

Cayman Brac/Little Cayman Grant Form  
Cayman Brac/Little Cayman Renewal Form  
Form A – Construction, Gardening/Landscaping and Janitorial Businesses

**Business Staffing Board**

Grant Form  
Renewal Form  
Business Staffing Plan – Submission Form  
Form A – Construction, Gardening/Landscaping and Janitorial Businesses

**Business Visitor Permits**

Business Visitor Permit Form  
Business Visitor Permit Checklist

**Temporary Work Permits**

Temporary Permit Application Form  
Form A – Construction, Gardening/Landscaping and Janitorial Businesses  
Application Form for Temporary Work Permit (Seasonal Worker)

**Amending Work Permits**

Amending Dependents Form  
Amending Employer Form  
Amending Commencement Date Form

**Miscellaneous**

Medical Questionnaire  
Application for Access to Immigration Online  
Work Permit Payment Log  
Accommodation Form







**RCIPS**  
We Care, We Listen and We Act

## **Royal Cayman Islands Police Service Publication Scheme Produced in accordance with the Deputy Governor's Code of Practice**

### **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### **1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Royal Cayman Islands Police Service ("RCIPS") to making information available to the public as part of its normal business activities.

The RCIPS will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;

- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

The RCIPS will generally not publish:

- information in draft form;
- information that is not held by the RCIPS, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the RCIPS's (or another organization's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

Persons' conviction records living or dead are personal information and shall not be released pursuant to Section 23 (1) of the Freedom of Information Law, 2007. However, persons' applying for their police records for visas/waivers, passports or for employment must complete the prescribed form, provide identification, such as their driver's license or passport and pay the prescribe fee of CI\$10.00.

Persons' finger prints, palm prints, footprints, or other physical specimens of any person convicted of any offence punishable by imprisonment, or in lawful custody for any offence punishable by imprisonment, whether such persons have been convicted of such offence or not shall not be released pursuant to Section 23 (1) of the Freedom of Information Law, 2007.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### **Online**

Many of our documents are published electronically on the RCIPS' website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.rcips.ky>. If you are still having trouble locating information listed under our scheme, please contact Information Manager, Mr. Raymond Christian at [foi.pol@gov.ky](mailto:foi.pol@gov.ky) or [raymond.christian@gov.ky](mailto:raymond.christian@gov.ky).

#### **Email**

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.pol@gov.ky](mailto:foi.pol@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### **Phone**

Documents listed in the publication scheme can also be requested by telephone. Please call Mr. Raymond Christian at (345)526-2538 or Mrs. Natacha Malebranche – Marshall at (345)949-4222 Ext. 2907 to request information.

#### **Post**

All information listed in the publication scheme will usually be available in hard copy.

Requests may be addressed to:

Mr. Raymond Christian

Information Manager

RCIPS Head Quarters

4<sup>th</sup> Floor, Elizabethan Square

George Town

P.O. Box 909

Grand Cayman KY1-1103

CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster

processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### **Personal visits**

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### **Advice and assistance**

If you experience any difficulty identifying the information you want to access, please contact Mr. Raymond Christian at 526-2538

The RCIPS will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the RCIPS is legally required to translate any information, it will do so.

## **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The RCIPS strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

### **Reproduction costs**

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### **Postage costs**

The RCIPS will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the RCIPS has received your payment.

## **5. Requests for information outside the publication scheme**

If you wish to make a request for information you should contact the Information Manager or submit a completed application form either via email to [foi.pol@gov.ky](mailto:foi.pol@gov.ky) or by post or hand delivered to any police building.

Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to the above address and we will let you know if we need to extend the deadline.

Information held by the RCIPS that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

For more information on "making a request" information can be obtained from: [http://www.rcips.ky/foi\\_making\\_a\\_request.htm](http://www.rcips.ky/foi_making_a_request.htm).

## **6. Complaints**

The RCIPS aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please write or contact Mr. Raymond Christian at (345)526-2538, and he will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [http://www.rcips.ky/professional\\_standards.htm](http://www.rcips.ky/professional_standards.htm).

If you do not have access to the internet, you may collect a copy of our Complaints & Discipline Procedures from our Professional Standards Unit at the Windjammer Plaza, Unit 6, 2<sup>nd</sup> Floor, Walkers Road, George Town between the hours of 8:30 AM and 5:00 PM – Monday to Friday.

RCIPS is proud to deliver the highest possible service to the community. For us there is no greater priority. We understand that if we are going to learn from experience and find ways to be even better, we need to listen and respond to the needs and views of members of the public.

Generally there are two types of complaints; complaints about our staff and complaints about our policies and procedures.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Corporate & Business Services
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

*Royal Cayman Islands Police Service ("RCIPS")*

### **Ministry**

*Portfolio of Internal & External Affairs*

### **Chief officer**

*Mr. Franz Manderson MBE*

*Portfolio of Internal & External Affairs*

*Cayman Islands Government*

*5<sup>th</sup> Floor, Government Administration Building*

*133 Elgin Avenue*

*Grand Cayman KY1 - 9000*

## *CAYMAN ISLANDS*

### **Name and Title of Head**

Mr. David Baines, Commissioner of Police  
4<sup>th</sup> Floor, Elizabethan Square  
Phase 3  
RCIPS Head Quarters  
80 Shedden Road  
P.O. Box 909, Grand Cayman KY1-1103  
CAYMAN ISLANDS

### **Information Manager**

*Raymond Christian*  
*Information Manager*  
*4<sup>th</sup> Floor, Elizabethan Square*  
*Phase 3*  
*RCIPS Head Quarters*  
*80 Shedden Road*  
*P.O. Box 909*  
*Grand Cayman KY1 - 1103*  
*CAYMAN ISLANDS*  
*Tel. #'s: 526-2538*  
*244-2905 (desk)*  
*e-mail: [Raymond.christian@gov.ky](mailto:Raymond.christian@gov.ky)*  
*FOI e-mail: [foi.pol@gov.ky](mailto:foi.pol@gov.ky)*  
*web: <http://www.rcips.ky>*

### **Organisation and functions**

The purpose of the Royal Cayman Islands Police Service is to uphold the law fairly and firmly; to prevent and detect crime; to pursue and bring to justice those who break the law; to keep the peace and to protect, help and reassure the community with integrity, sound judgment and common sense.



We shall achieve this by focusing on performance, working with our partners, recognizing diversity and human rights and by being compassionate, courteous and patient in our work. We must be professional, calm and restrained when faced with violence, applying only such reasonable force as is necessary to accomplish our lawful duty. We will act with integrity, flexibility and commitment. We will strive to reduce the fears of the public and respond to well-founded criticism with a willingness to learn and change.

P.O. Box 909  
Grand Cayman KY1- 1103  
CAYMAN ISLANDS  
Tel. #: (345)949-4222  
Fax: (345)946-2418  
web: <http://www.rcips.ky>

<b>Location and hours</b>	<b>Matters handled</b>
<b><i>Corporate &amp; Business Services</i></b> 80 Shedden Road 4 <sup>th</sup> Floor, phase 3, Elizabethan Square George Town 8:30 am – 5:00pm Monday - Friday	- <i>Firearms &amp; Security Licensing</i> - <i>Training</i> - <i>Professional Standards Unit</i> - <i>Business Manager</i> - <i>Estates Manager</i> - <i>Fleet Manager</i> - <i>FOI</i> - <i>HR</i> - <i>Finance</i> - <i>Stores</i> - <i>IT</i> - <i>Media</i>
<b><i>Security &amp; Firearms Licensing Unit</i></b> Windjammer Plaza, Unit 6, 2 <sup>nd</sup> Floor, Walkers Road, George Town	- Licensing of security guards & security companies, inspection of security premises, vetting of security guards - Renewal of firearms licences, vetting of new applicants, inspect firearm premises, maintaining a data base of all firearm users
<b>Training &amp; Development Unit</b>	- Training RCIPS' staff

23 Lime Tree Bay Avenue Bldg 6 - Units 101, 102, 103, 104  8:00am – 4:00pm	<ul style="list-style-type: none"> <li>- Tutor Unit</li> <li>- Write Exam papers for promotions</li> <li>- Prepare Entrance exams for new enlistments</li> <li>-</li> </ul>
<b>Professional Standards Unit</b> 80 Shedden Road Windjammer Plaza, Unit 6, 2 <sup>nd</sup> Floor, Walkers Road, George Town 8:30 am – 5:00pm Monday - Friday	Complaints about police officers Complaints about policies & procedures
<b><i>Business Manager</i></b> 80 Shedden Road Windjammer Plaza, Unit 6, 2 <sup>nd</sup> Floor, Walkers Road, George Town 8:30 am – 5:00pm Monday - Friday	<ul style="list-style-type: none"> <li>- Oversee HR &amp; Finance Departs</li> <li>- Succession Planning</li> <li>- Career development</li> <li>- Promotional policies</li> <li>- Corporate Budget</li> <li>- Fleet</li> <li>- IT</li> </ul>
<b><i>Estates Manager</i></b> 80 Shedden Road Windjammer Plaza, Unit 6, 2 <sup>nd</sup> Floor, Walkers Road, George Town 8:30 am – 5:00pm Monday - Friday	<ul style="list-style-type: none"> <li>- Maintenance of buildings/compounds</li> <li>- Maintenance of Furniture</li> <li>- Internal Security</li> <li>- Service equipment/uniforms</li> <li>- Leases</li> </ul>
<b><i>RCIPS Finance Department</i></b> 80 Shedden Road 4 <sup>th</sup> Floor, phase 3, Elizabethan Square, George Town 8:30 am – 5:00pm Monday – Friday	<ul style="list-style-type: none"> <li>- RCIPS financial related matters</li> <li>- payables</li> <li>- receivables</li> <li>- payrolls</li> </ul>
<b>Stores</b> 21 Breezy Way, off Owens Roberts Drive	<ul style="list-style-type: none"> <li>- Ordering Uniforms &amp; equipment</li> <li>- Maintaining &amp; inventory of uniforms &amp; equipment</li> <li>- Distribution of uniforms &amp; equipment</li> <li>- Distribution &amp; posting of mail</li> </ul>
<b>IT</b> Windjammer Plaza, Unit 8, 2 <sup>nd</sup> Floor, Walkers Road, George Town	<ul style="list-style-type: none"> <li>- Ordering computers &amp; peripherals</li> <li>- Installing computers, software &amp; peripherals</li> </ul>

	<ul style="list-style-type: none"> <li>- Maintaining a log of computers &amp; peripherals</li> <li>- troubleshoot &amp; solve computer/peripheral problems</li> </ul>
<b>Media</b> 80 Shedden Road 4 <sup>th</sup> Floor, phase 3, Elizabethan Square, George Town 8:30 am – 5:00pm Monday – Friday	<ul style="list-style-type: none"> <li>- Press releases</li> <li>- Arranging RCIPS' events (crime prevention/ Crime Stoppers etc)</li> <li>- Maintaining RCIPS' website</li> </ul>
<b>George Town Police Station</b> 69A Elgin Avenue George Town 24 hours – 7 days per week	General police duties CID Scientific Support K-9 Unit Neighbourhood policing Criminal Records Office Crime Desk Uniform Support Group Processing prisoners Managing prisoners
<b>Financial Crime Unit</b> 7 Commerce House Dr. Roys Drive, George Town 8:30am – 5:00pm – Monday - Friday	Investigation of financial related crimes Assist with international enquiries
<b>Joint Intelligence Unit</b> 28A Piccadilly Centre – 5 <sup>th</sup> Floor George Town	Gathering, analyzing and disseminating information on criminal activity within the Cayman Islands
<b>Task Force</b> 21 AVCOM Building Breezy Way, Owen Roberts Drive  Administration – 8:30am – 5:00pm Operational – office hours fluctuates	Investigation of drug related crimes
<b>Marine Unit</b> 21 AVCOM Building Breezy Way, Owen Roberts Drive  24 hours 7 days per week	Investigate & prosecute offenders who breach the Marine Conservation Law, border protection, conduct search and rescue operations, deal <i>with illegal immigrants at sea, assist with annual water sports events</i>
<b>Traffic Management</b> 24 Agnes Way George Town	Investigate traffic collisions Arrest and prosecute traffic violators Direct traffic

24 hours 7 days per week	Assist with road closures during annual festival activities or other annual events
<b>West Bay Police Station</b> 242 West Church Street West Bay  24 hours 7 days per week	General police duties CID Neighbourhood policing Processing prisoners Managing prisoners
<b>Bodden Town Police Station</b> 445B Bodden Town Road  24 hours 7 days per week	General police duties CID Neighbourhood policing
<b>East End Police Station</b> 460 Austin Conolly Drive East End  24 hours 7 days per week	General police duties
<b>North Side Police Station</b> 53 Hutland Road North Side  24 hours 7 days per week	General police duties
<b>Cayman Brac Police Station</b> 9 Ivory Lane Creek  24 hours 7 days per week	General police duties
<b>Little Cayman Police Station</b> Spot Bay Road Little Cayman Islands Government  7am – 11pm 7 days per week	General police duties
<b>Contingency Planning Unit</b> 3 <sup>rd</sup> Floor George Town Police Station 69A Elgin Avenue, George Town	- Writing policies - Emergency planning

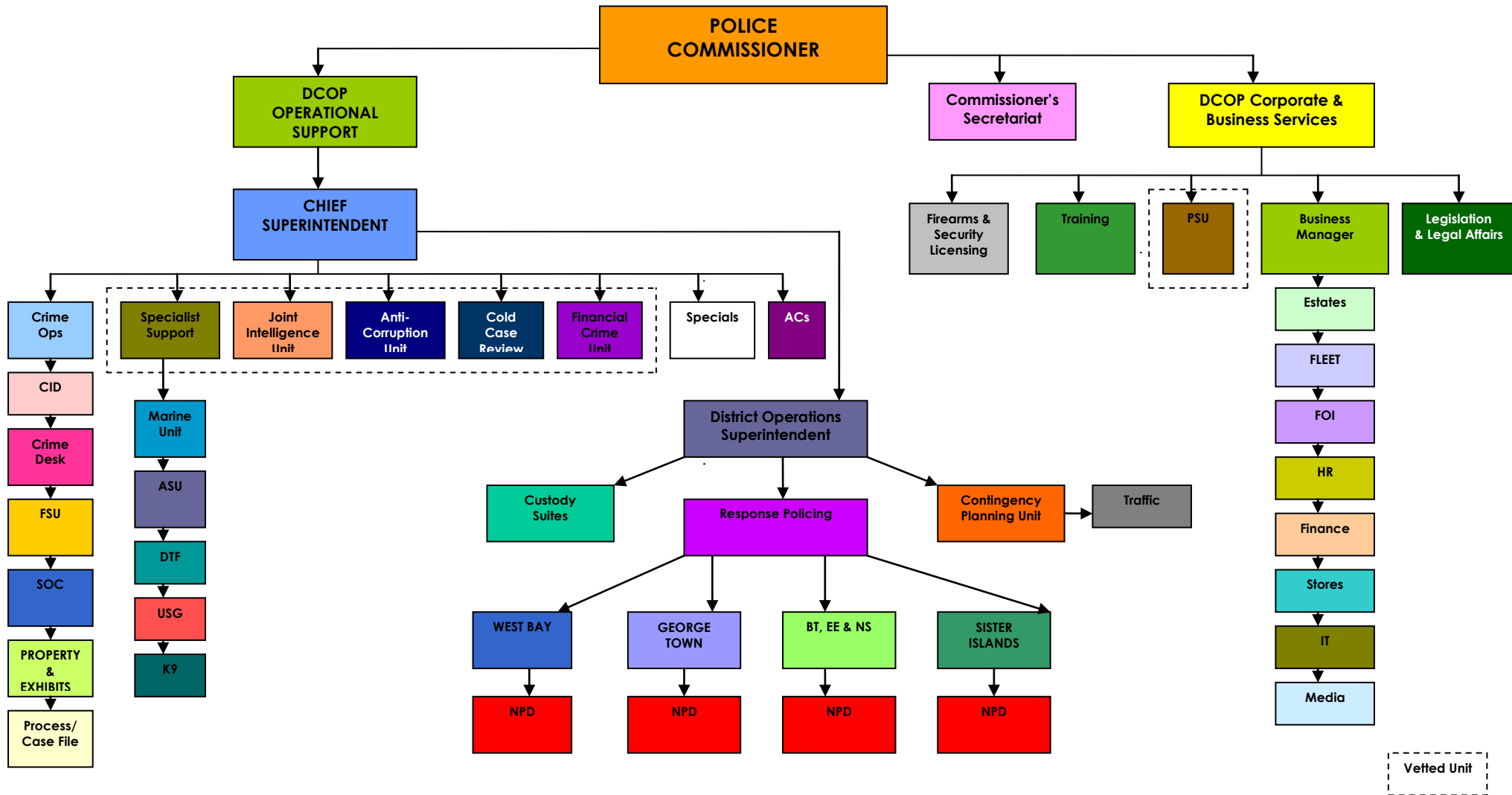
### **Boards and committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<b><i>GOLD Meetings</i></b> Commissioner of Police Deputy Commissioners Chief Superintendents Superintendents Media Relations Officer	Meets weekly (Monday – Friday)  RCIPS Conference Room – RCIPS Head Quarters  Not open to the public	Minutes are not available to the public because they are intelligence related to RCIPS’ strategic operations
<b><i>Strategic Meeting</i></b> <i>Commissioner – Chairman</i> <i>Attended by: GOLD team</i>	Meets once per month  - Discusses strategic running of RCIPS - Budget - Performance management - Projects - Staffing - Police welfare  Not open to public	Not available to the public
<b>Resource Meeting</b> Commissioner – Chairman Attended by: Chief Superintendent & Superintendents	Meets once quarterly  - discusses Establishment & strength of Service - Recruitment - Discipline  Not open to public	Not available to the public
<b>Diversity Meeting</b> Commissioner – Chairman Attended by: Deputy Commissioners, Chief Superintendent, Superintendents, Business Manager, HR, Head of Training	Meets once quarterly  Discusses strategies of diversity issues  Not open to the public	Not available to the public
<b>Commanders meeting/Tasking &amp; Co-ordinating</b> Chief Superintendent – Chairman Attended by: District Commanders & Heads of Departments	Meets weekly  - Discusses tactical options - Staffing - Tasking - Crime trends -proactive policing  Not open to the public	Not available to the public
<b>Firearms Strategy Group</b> Deputy Commissioners – Chairs	Meets monthly  Discusses strategies in	Not available to the public

Attended by: Superintends, Head of USG, Head of JIU	relation to firearms  Not open to public	
<b>Hurricane Meetings</b>  Commissioners or nominees chairs  Attended by: officers with specific hurricane roles	Meets bi-weekly six months per year  Discusses: security arrangements, sheltering, deployment, roles, equipment, staffing, officers/families' welfare  Not open to public	Some information may be available to the public
<b>Officer Safety Committee</b>  Chaired by DCP Brougham Attended by CI Inspectors, Sergeants & Constables	Meets once every 3 months  RCIPS Conference Room	Minutes are not available to the public because they relate to police tactics, policies & procedures, training & equipment used
<b>National Road Safety Strategy Committee</b>  Chaired by the RCIPS Chief Superintendent Attended by: NRA Rep., Dep. Dir. Vehicle & Drivers' Licensing Dept., Cayman Islands Road Safety Advisory Council Rep., PWD Rep., GIS Rep.	Meet bi-weekly  Vehicle & Drivers' Licensing Department	Available to the public
<b>Traffic Management Panel</b>  Dir. Vehicle & Drivers' – The Commissioner – Licensing Dept. – Managing Dir. NRA – Chief Officer Ministry Responsible for Roads – one member selected from among persons living in Cayman Brac	Meeting location to be determined	Advising the Governor in Cabinet on Road Traffic matters  Available to public
<b>Traffic Law review Committee</b>  Chaired by Colford Scott or Tristan Hydes Attended by: Dir. of Vehicle	GAB Once per month	Not available to public

licencing or nominee – RCIPS Reps, legal Drafting Rep. – Dep. Dir. DVES		
<b>Growth Progression Committee</b>  Chaired by RCIPS Chief Superintendent Attended by: Superintendents, Chief Inspectors & sergeants	Meets bi-weekly  RCIPS Headquarters Conference Room	Minutes not available to the public  Discuss sensitive matters relating to staffing, budget & equipment
<b>Case File Management Committee</b>  Chaired by a Crown Counsel Attended by Chief Inspectors, Sergeants & Constables	Meets Monthly  GIS Office	Partly opened to the public  E-Services – Traffic Conviction Reports – Insurance Reports – Firearms/Security Licenses – Incident Reports
<b>Police Association Branch Board A</b> PS 16 Winsome Prendergast – Chairman – representing officers from Constables to Sergeants <b>Branch Board B</b> CI Malcolm Kay – Chairman – representing Inspectors to Superintendents DS 23 Betty Ann Ebanks – Secretary	Meetings are called when necessary.  RCIPS Conference Room – RCIPS Head Quarters	Minutes are not available to the public because the issues discussed relate to internal police operations as it affect officers
<b>Police Welfare</b> PS 16 Winsome Prendergast – Chairman – Chairman – Sgt Sheryl Stone - Treasury, Assistant Treasury Stacy Ann Stewart	Meet on average twice per week  Chairman's office, 2 <sup>nd</sup> Floor GTPS  Not open to the public	<i>Minutes are not available to the Public because they relate to the personal welfare of Police Officers</i>

# ORGANIZATIONAL CHART





## **Frequently asked questions**

### ***Age - When can I?***

#### **5 Years old**

- Must attend school or home education

#### **10 years old**

- A person under the age of 10 years is not criminally responsible for any act or omission.
- You can be sent to a place of safety for young juveniles and young offenders at Care Homes and Eagle House

#### **12 years old**

- A male person under the age of 12 years is presumed to be incapable of having carnal knowledge

#### **14 years old**

- A person under the age of 14 years is not criminally responsible for any act or omission unless it is proved that at the time of doing the act or making the omission he had capacity to know that he ought not do the act or make the omission

#### **16 years old**

- Can get married with parents consent
- Can have sexual intercourse
- Can work full time if you have graduated from school
- Can get a learners license to ride a moped
- Can buy tobacco/cigarettes

#### **17 years old**

- Can obtain a full license to drive vehicles
- Can be sent to an adult prison

## **18 years old**

- Can buy alcohol
- Can drink in a bar or pub
- Can get married without parents consent
- Can sit on a jury
- Can vote
- Can leave home without parents consent

## **21 years old**

- Can hold a license to sell alcohol

## **Is there a legal age for a babysitter?**

No, there is no legal age for babysitting. It is the responsibility of the parents to use common sense to make a decision. It is worth bearing in mind that a 16-year-old cannot be prosecuted for neglect or ill treatment of a child in their care. The parents, carers, guardians would be charged in that situation. However, anyone 16 or over who has responsibility for a person under that age can be prosecuted.

## **I know of a bar that is selling alcohol to underage people. What should I do?**

Report it to the police at (345)949-4222 or the [Liquor Licensing Board](#) at (345)946-5446 Ext. 5, so they can take follow up the report.

## ***Alcohol***

### **How much alcohol do I need to drink to be over the limit?**

The only safe amount of alcohol to have in your blood and drive is **ZERO, NONE!**

Alcohol impairs your judgment and affects your reflexes. The best course of action if you have had a drink is to call a taxi.

### **I think my child/friend is drinking too much, what can I do?**

There are many agencies that can give you advice click [here](#) for more information. The Family Support Unit is staffed with experienced officers who can give advice and guidance discreetly. They can be reached on 946-9185.

## ***Complaints against police***

Please visit our dedicated pages on the Professional Standards Unit which gives details about making complaints against police by clicking [here](#).

### **Is OC spray/pepper spray legal?**

No. These goods are prohibited under the [Penal Code](#). Under this law it is an offence to import, manufacture, sell or be in possession of any weapon designed to discharge a noxious gas or liquid, punishable by a fine of ten thousand dollars and/or imprisonment for ten years.

### **I have been sprayed with OC or pepper spray. Does it have any long-term effects?**

The immediate effects of CS Spray are discomfort to the eyes, burning sensation, coughing and tightness in the chest. These symptoms should disappear within fifteen minutes. To aid recovery the best thing to do is stand in fresh air. If symptoms persist you should consult your doctor.

### **What should I do if I witness a crime?**

Witnessing a crime can be extremely traumatic. If you are witnessing a crime or offence being committed, report it immediately or ask someone else to report it while you continue to watch what is happening. If your call is an emergency you should dial [911](#). An emergency is an incident which requires an immediate response.

### **What should I look for if I witness a crime?**

If you are witness to an incident then you will need to describe as much of what took place as you can include those involved and their actions in as much detail as possible. Pay attention to people's height, build, hair colour and any distinguishing markings as well as their clothes. Write down what you saw as soon as you can so you do not forget or get confused later on.

## **What do the police class as an emergency when I call 911?**

Listed below are a few examples of emergencies when it would be necessary to call [911](#). This list is not exhaustive and common sense must prevail.

### **General circumstances of an incident reported to police when there is likely to be:**

- Danger to life
- Use, or immediate threat of use, of violence
- Serious injury to a person and/or serious damage to property

### **Criminal Conduct:**

- The crime is, or likely to be serious and in progress
- An offender has been disturbed at the scene
- An offender has been detained

### **Road Traffic Collision**

- Involved or is likely to involve, serious personal injury, the road is blocked or there is dangerous or excessive build up of traffic.

For more information on "frequently asked questions" more information can be obtained at: <http://www.rcips.ky/faq.htm>

## **STRATEGIC MANAGEMENT**

Administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

The vision of the RCIPS is to maintain a peaceful country where communities and visitors feel safe and secure.

*Our* objective is to uphold the law fairly and firmly; to prevent and detect crime; to pursue and bring to justice those who break the law; to keep the peace and to protect, help and reassure the community with integrity, sound judgment and common sense.

We shall achieve our mission by focusing on performance, working with our partners, recognizing diversity and human rights and by being compassionate, courteous and patient in our work. We must be professional, calm and restrained when faced with violence, applying only such reasonable force as is necessary to accomplish our lawful duty. We will act with integrity, flexibility and commitment. We will strive to reduce the fears of the public and respond to well-founded criticism with a willingness to learn and change.

## **Governance**

- Animals Law (2011 Revision)
- Animals (Disposal) Regulations, 1997
- Animals (Restriction on Riding) Order (1996 Revision)
- Animals (Prohibited Dogs) (Amendment) Regulations (2011)
- Animals (Exportation, Importation, Protection and Control) Regulations (2004 Revision)
- Anti-Corruption Law, 2008 (law 11 of 2008)
- Bail Law (2007 revision)
- Banks & Trust Companies Law (2009 Revision)
- Banks & Trust Companies (licence Applications and Fees) Regulations (2011)
- Banks and Trust Companies (Designation) Order (97 Revision)
- Children Law 2003 (Law 4 of 2003)
- Companies (Amendment) Law (2011 Revision)
- Companies (Forms) Rules (1998 Revision)
- Companies Winding Up Rules 2008
- Companies Management Law (2003 Revision)
- Computer Misuse Law, 2000 (Law 8 of 2000)
- Confidential Relationships (Preservation) Law (2009 Revision)
- Criminal Evidence (Witness Anonymity) Law, 2010
- Criminal Justice (International Cooperation) law (2004 Revision)
- Criminal Procedure Code (2011 Revision)
- Customs (Amendment) Law 2011 Revision
- Customs Regulations (2011 Revision)
- Development & Planning Law (2010 Revision)
- Development & Planning Regulations (2010 Revision)
- Domestic Violence Law 1998 (Civil Litigation)

- Elections Law (2009 Revision)
- Electricity Law (2008 Revision)
- Electricity Regulations (2011 Revision)
- Electricity Regulatory Authority Law 2008
- Electronic Transactions Law (2003 Revision)
- Emergency Powers Law (2006 Revision)
- Evidence Law (2011 Revision)
- Exempted Limited Partnership (Amendment) Law (2011 Revision)
- Exempted Limited Partnership Regulations (2010 Revision)
- Explosives Law (2008 Revision)
- Finance Law, 2000
- Firearms Law (2008 Revision)
- Firearms Regulations (1999 Revision)
- Freedom of Information Law, 2007
- Freedom of Information Law, 2007 (Commencement) Order 2008
- Freedom of Information (General) Regulations 2008
- Gambling Law (1996 Revision)
- Immigration (Amendment) Law, 2011 Revision
- Immigration (Amendment) Regulations, 2011 Revision
- Insurance Law (2010)
- Juveniles (Amendment) Law, 1994
- Juveniles Regulations, 1977
- Labour Law (2011 Revision)
- Landlord and Tenants Law (1998 Revision)

- Liquor Licensing Law (2000 Revision)
- Liquor Licensing (Fees) Regulations (1999 Revision)
- Liquor Licensing (Restaurant, Wine and Beer Licences) Order, 2006
- Litter Law (1997 Revision)
- Marine Conservation Law (2007 Revision)
- Marine Conservation (Fishing Licences) Regulations, 2003
- Marine Conservation Regulations (2004 Revision)
- Marine Conservation (Marine Parks) Regulations (2007 Revision)
- Restricted Marine Areas (Designation) Regulations
- Marine Conservation Directives (2003 Revision)
- Marine Conservations (Grouper Spawning Areas) Notice, 2011
- Marine Conservations Turtle Protection Regulations, 2008
- Marine Conservation (Amendment) Directives, 2009
- Marriage Law (2010 Revision)
- Mental Health Law (22 of 1979) (1997 Revision)
- Mental Health (Place of Safety) Regulations, 2009
- Mining Law (1997 Revision)
- Misuse of Drugs Law (2010 Revision)
- Misuse of Drugs (Drugs Trafficking Offences) (Designated Countries) Order, 1991
- Misuse of Drugs (Drug Trafficking Offences) (Designated Countries) (Amendment) Order, 1998
- Misuse of Drugs (Drug Trafficking Offences) (Designated Countries)
- Motor Vehicles Insurance (Third Party Risks) Law (2007 Revision)
- Motor Vehicles Insurance (Third Party Risks) Regulation (1997 Revision)

- Music and Dancing (Control) Law (2010 Revision)
- Music and Dancing Permitted Hours Orders (1999 Revision)
- Mutual Funds Law (2009 Revision)
- Mutual Funds Regulations (2006 Revision)
- Penal Code (2010 Revision)
- Prohibited Publications Order (1998 Revision)
- Penal Code (Sale of Food Stuff) Prohibition Order (1998 Revision)
- Police Law (2010 Revision)
- Police (Amendment) Regulations, 2011
- Police (Emergency Powers) Regulations, 2004
- Port Authority Law (1999 Revision)
- Port Regulations (2011 Revision)
- Proceed of Crime Law, 2008
- Money Laundering Regulations (2010 Revision)
- Public Management and Finance Law, (2010 Revision)
- Public Management and Financial Regulations (2008 Revision)
- Public Management and Finance (Amendment) Law, 2011
- Public Order Law (1997 Revision)
- Public Service Management Law, (2011 Revision)
- Personnel Regulations (2011 Revision)
- Rehabilitation of Offenders Law (1998 Revision)
- Terrorism (Amendment) Law, 2011
- Towns and Communities Law (1995 Revision)
- Trade and Business Licensing Law (2007 Revision)



- Trade and Business Licensing Regulations (1999 Revision)
- Traffic Law, 2011
- Traffic Regulations (2002 Revision)
- Traffic (Categorisation) Regulations, 1999
- Traffic (Radar Equipment) Regulations (1999 Revision)
- Public Passenger Vehicles Regulations (2009 Revision)
- Traffic (Transitional Provisions) Regulations, 1995
- Traffic (Prescription of Measuring Device) Order, 1999
- Motor Vehicles (International Circulation) Regulation (1999 Revision)
- Traffic Ticket Regulations (1999 Revision)
- Traffic Control Regulations (1999 Revision)
- Traffic (Speed Limits) (Cayman Brac) Regulations, 1999
- Traffic (Seat Belt) Regulations (1999 Revision)
- Traffic (Radar Speedometer) Regulations, 2001
- Traffic (Public Transport Appeals Tribunal) Regulations 2004
- Traffic (Public Transport Appeals Tribunal) (Amendment) Regulations, 2007
- Youth Justice Law (2005 Revision)
- Youth (Detention Facility) Order, 2004
- Youth Rehabilitation Schools Notice, 2004
- Youth Rehabilitation Schools 1996
- Youth (Detention Facility) Order 1996
- Other local laws and Regulations

### **Corporate management**

- Strategic Plan 2010 - 2013

- Hurricane Contingency Plan 2011 (Revised) – Security & Law Enforcement, Mass Fatality, Casualty Bureau, Search & Rescue – Business Continuity, Logistics/Resources/Welfare, Communications, Equipment, Transportation, Special Constabulary Volunteers, Liaison NHC Evacuation
- Inspection Lock Up
- Performance evaluations
- Statistics - Link: [http://www.rcips.ky/crime\\_statistics.htm](http://www.rcips.ky/crime_statistics.htm)

## **FINANCE & ADMINISTRATION**

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- Finance & Administration
- Annual budget
- Payroll
- Receivables & payables
- Bail bond

### **Administration**

- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Training and safety
- Human Resources
- Information Technology
- Annual cost of maintenance of RCIPS' vehicles
- Stores
- Data base of RCIPS' vehicles
- Police radios
- Armoury

## **POLICIES & PROCEDURES**

- Arrest Policy & Procedures

- Career Break Policy
- Cell Block Policy & Procedures
- Command on – call Policy
- Community Impact Policy
- Corporate Branding & Style Guide
- Criminal Records Policy
- Critical Incident Policy
- Domestic Violence Police 2005
- Drug & Alcohol Abuse Policy
- Fatal Collision Policy
- Health & Safety Policy
- High Risk Incident Response
- Information for local applicants (Police clearance/records)
- Information for overseas applicants (Police clearance/records)
- Investigation of Police Involved in Lethal Incidents & Aftercare of Officers Involved in Traumatic Incidents
- Issue and Control of Police Radios & Related Equipment Policy
- Letter Writing Policy
- Missing Person Policy
- Media Relations Policy
- Officers Use of Safety Equipment Policy
- Oleoresin Capsicum (O.C) Spray Policy
- Police Detainee Transport & Vehicle Search Policy
- Police Requisition Policy
- Policy on the Disposal of Evidence and Property in Police Custody
- Prisoner Handcuffing, Search & Transport Policy & Procedures
- Prisoner Handling Policy & Procedures
- Pursuit Policy & Procedures
- RCIPS E-mail Policy
- RCIPS Policy on the Acceptance of Hospitality & Gifts
- RCIPS Self Inspection Policy
- Reward & Recognition Policy
- Ride – a – Long Policy

- Radio Discipline Policy
- Senior Constable Policy
- Sexual Harassment Policy
- Short Cut to Electronic Monitoring Policy
- Take – Home Vehicle Policy and Procedures
- Training & Development Policy
- Use of Force Policy & Procedures
- Use of Police vehicle Policy

## **DECISIONS & RECOMMENDATIONS**

- GOLD Meetings
- Strategic Meetings
- Resource Meetings
- Diversity Meetings
- Commanders/Tasking & Coordinating Meetings
- Firearms Strategy Group
- Hurricane Meetings
- Minutes of Meetings
- Firearm Licenses
- Security Licenses
- Welfare Meetings

## **LISTS & REGISTERS**

- List of firearm users (not available to the public)
- List of security guards & security companies \* (names of companies & security guards are not available to the public)
- List of RCIPS' vehicles \* (registration numbers are not available to the public)
- List of marine assets \*
- FOI disclosure log: can be found at [http://www.rcips.ky/foi\\_desclosure\\_log.htm](http://www.rcips.ky/foi_desclosure_log.htm)

\* Copies can be obtained upon request from Information Manager

## **OUR SERVICES**

The Royal Cayman Islands Police Service serves all three of the Cayman Islands, namely, Grand Cayman, Cayman Brac and Little Cayman.

The RCIPS is divided into five Basic Command Units (BCUs) consisting of seven police stations located throughout the Islands. Each BCU is headed by a Chief Inspector who deploys officers as necessary. Officers working on shifts with each managed by an Inspector or a Sergeant who oversees the activities of the shift until it is handed over.

As outlined in our objective, the purpose of the Royal Cayman Islands Police Service is to uphold the law fairly and firmly; to prevent and detect crime; to pursue and bring to justice those who break the law; to keep the peace and to protect, help and reassure the community with integrity, sound judgment and common sense.

The RCIPS works closely with other agencies both locally and internationally and uses an information management system to log crimes and intelligence in conjunction with various other overseas jurisdictions, including: Anguilla, BVI, Turks and Caicos.

Available on our website: <http://www.rcips.ky>

### General Forms \*

- Annual Leave Form
- Bail Bond Forms
- Change of Circumstance Form
- Complaints Report Form
- Court Attendance Form
- Curfew exemption forms
- Firearm Application forms
- Firearms Renewal Forms
- Freedom of Information
- Government Application Form
- Internal Transfer Form
- Police Clearance Application
- Police Report Application
- RCIPS Job Application Form
- Ride-a-Long Forms (re: work experience students)
- Security Business Application Form
- Security Guard Application Form
- Security Technician Form
- Self-Inspection Form (Appendixes A,B, & C)
- Special Constable Application Form
- Time Due Form

Documents can be obtained by writing or calling our Information Manager or his Designate at the below addresses between the hours of 8:30 am and 5:00 pm Monday to Friday.

### **Information Manager**

Mr. Raymond Christian  
Information Manager  
RCIPS Head Quarters  
P.O. Box 909  
Grand Cayman KY1-1103  
CAYMAN ISLANDS  
Direct Line: 244-2905  
Mobile: 526-2538  
Email: [Raymond.christian@gov.ky](mailto:Raymond.christian@gov.ky), or  
[Foi.pol@gov.ky](mailto:Foi.pol@gov.ky)  
Website: <http://www.rcips.ky>

**Cayman Islands Government**  
**Department of Community Rehabilitation**  
**Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **Department of Community Rehabilitation** to making information available to the public as part of its normal business activities.

The **Department of Community Rehabilitation** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The **Department of Community Rehabilitation** will generally not publish:

- information in draft form;  
information that is not held by the **Department of Community Rehabilitation**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **Department of Community Rehabilitation** (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.



### 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Normally, many of our documents would be published electronically on our website and therefore can be downloaded in PDF format. However, at this time, the website is under construction and is not available.

If there is no link, or the link is broken, and you are still having trouble locating information listed under our scheme, please email us at [foi.dcr@gov.ky](mailto:foi.dcr@gov.ky) or by contacting any member of the Management Team listed below:

- *Director, Teresa Echenique Bowen*  
[teresa.echenique-bowen@gov.ky](mailto:teresa.echenique-bowen@gov.ky)
- *Senior Probation Officer (Court Services), Sonia Wallace*  
[Sonia.wallace@gov.ky](mailto:Sonia.wallace@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[Lisa.hill-malice@gov.ky](mailto:Lisa.hill-malice@gov.ky)
- *Administrative Manager, Evalee McField*  
[evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky)

*All key staff indicated above can be contacted by the indicated email, at (345) 949 1693 or by visiting the main office at #19 Cayman Centre – across from the Airport Post Office, Grand Cayman, Cayman Islands.*

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.dcr@gov.ky](mailto:foi.dcr@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Evalee McField or Michelle Spence at (345) 949 1693 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Department of Community Rehabilitation  
FIO Information Manager  
P.O. Box 10226

Grand Cayman KY1-1002  
Cayman Islands.

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

*Personal visits*

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

*Advice and assistance*

If you experience any difficulty identifying the information you want to access, please contact any member of the Management Team listed below:

- *Director, Teresa Echenique Bowen*  
[teresa.echenique-bowen@gov.ky](mailto:teresa.echenique-bowen@gov.ky)
- *Senior Probation Officer (Court Services), Sonia Wallace*  
[sonia.wallace@gov.ky](mailto:sonia.wallace@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[lisa.hill-malice@gov.ky](mailto:lisa.hill-malice@gov.ky)
- *Administrative Manager, Evalee McField*  
[evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky)

*All key staff indicated above can be contacted by the indicated email, at (345) 949 1693 or by visiting the main office at #19 Cayman Centre – across from the Airport Post Office, Grand Cayman, Cayman Islands.*

The **Department of Community Rehabilitation** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **Department of Community Rehabilitation** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

*Reproduction costs*

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The **Department of Community Rehabilitation** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated.

Information will be provided when the **Department of Community Rehabilitation** has received your payment.

### **5. Requests for information outside the publication scheme**

Information held by the **Department of Community Rehabilitation** that is not published under this scheme can be requested by emailing us at [foi.dcr@gov.ky](mailto:foi.dcr@gov.ky) or by contacting Evalee McField @ [evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky) or Michelle Spence @ [michelle.spence@gov.ky](mailto:michelle.spence@gov.ky) or by calling (345) 949 1693. Your request will be considered in accordance with the provisions of the FOI Law.

### **6. Complaints**

The **Department of Community Rehabilitation** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact any member of the Management Team listed below by coming in to the Department, calling, emailing or submitting a completed Complaint form by mail, and we will try to resolve your complaint as quickly as possible.

- *Director, Teresa Echenique Bowen*  
[teresa.echenique-bowen@gov.ky](mailto:teresa.echenique-bowen@gov.ky)
- *Senior Probation Officer (Court Services), Sonia Wallace*  
[sonia.wallace@gov.ky](mailto:sonia.wallace@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[lisa.hill-malice@gov.ky](mailto:lisa.hill-malice@gov.ky)
- *Administrative Manager, Evalee McField*  
[evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky)

*All key staff indicated above can be contacted by the indicated email, at (345) 949 1693 or by visiting the main office at #19 Cayman Centre – across from the Airport Post Office, Grand Cayman, Cayman Islands.*

Our website is presently under construction; however, on completion further information about our complaints procedures will be obtainable online.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

### **ABOUT US**

#### **Name of public authority**

*Department of Community Rehabilitation*

#### **Ministry**

*Portfolio of Internal and External Affairs*

#### **Principle officer [or Key staff]**

- *Director, Teresa Echenique Bowen*  
[teresa.echenique-bowen@gov.ky](mailto:teresa.echenique-bowen@gov.ky)
- *Senior Probation Officer (Court Services), Sonia Wallace*  
[sonia.wallace@gov.ky](mailto:sonia.wallace@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[lisa.hill-malice@gov.ky](mailto:lisa.hill-malice@gov.ky)
- *Administrative Manager, Evalee McField*  
[evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky)

*All key staff indicated above can be contacted by the indicated email, at (345) 949 1693 or by visiting the main office at #19 Cayman Centre – across from the Airport Post Office, Grand Cayman, Cayman Islands.*

#### **Information manager**

*Evalee McField – Information Manager: [evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky)*

*Michelle Spence – Information Manager Designate: [michelle.spence@gov.ky](mailto:michelle.spence@gov.ky)*

*Contact can also be sent to [foi.dcr@gov.ky](mailto:foi.dcr@gov.ky)*

*Include a link to the Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)*

#### **Organisation and functions**

##### ***General Nature of Activities***

*A significant focus of the Department of Community Rehabilitation is to supervise and assist adult offenders to be more productive citizens, which will contribute towards reducing the level of offending behaviours and promoting public safety. This is accomplished through various activities and services as well as from a collaborative approach.*

### **Scope of Activities**

*The Department's scope of activities includes but is not limited to the following:*

- *Preparation of Reports to assist the Courts and Parole Board with the disposal of case*
- *Educate and Rehabilitate offenders through Individual and Group Sessions/Counseling.*
- *Supervision of adult offenders in the Community*
- *Provide public awareness on the Department's role and responsibilities to assist with the re-integration of offenders into the general community*
- *Initiate serves from other agencies and maintain a collaborative approach to ensure that the client's needs are met*
- *Advocate for new rehabilitative and preventative services*
- *To play an active role in the revision or implementation of new or existing laws*

### **Customers and Location of Activities**

*The Department of Community Rehabilitation's main clientele are adult offenders. However, services to offenders can not be done independently and therefore support and services are inevitably provided to persons directly connected with the offenders.*

*Services are provided throughout the Grand Cayman and Cayman Brac community and when necessary to Little Cayman. Theses services are independent as well as in conjunctions with various other agencies.*

### **Vision:**

*To support a Safe and Secure country for Residents and Visitors.*

### **Mission:**

*The Department of Community Rehabilitation is committed to the Rehabilitative mandate of the Court and Parole Board through:*

- *Social work intervention,*
- *Quality Supervision*
- *Innovative Programmes (and)*
- *Treatment Plans*

*To assist our clients to be more Productive citizen while reducing the level of offending behaviours and promoting public Safety.*

### **Overall Goal:**

*Assist offenders to function in the community without involving themselves in further criminal activities.*

Location and hours	Matters handled
<p><b>Grand Cayman</b>  19 Cayman Center  Airport Road, George Town  Grand Cayman, Cayman Islands  (345) 949-1693 Office  (345) 949-2838 Fax</p>	<p><i>Persons referred to DCR by the Courts, Parole Board or other relevant agency should come to DCR locations in Grand Cayman or Cayman Brac for:</i></p> <ul style="list-style-type: none"> <li>• <i>supervision / monitoring</i></li> <li>• <i>group participation</i></li> <li>• <i>interviews for the preparation of Court Reports</i></li> <li>• <i>or as outlined by the referring agency.</i></li> </ul>
<p><b>Cayman Brac</b>  277 West End  (345) 948-1521 Office  (345)948-1528 Fax</p>	<p><i>Regular Office Hours at both locations are 8:30am – 5:00pm; however, individual appointments and group meetings outside of these hours are at the discretion of staff members and or based on DCR schedule.</i></p>

**\*\* A website is currently under construction  
and  
available to the public in the near future.\*\*\***

#### **Frequently asked questions**

- **Question: Does DCR work with Juveniles and children?**
- **Answer:** No. DCR's main clientele are adults 17 and older.
  
- **Question: Is DCR responsible to supervise all persons released from Prison?**
- **Answer:** No. DCR only supervises persons released from Prison on Parole Licences.
  
- **Question: Does DCR have the final say with regards to persons being placed on Court Orders or Parole Licences?**
- **Answer:** No. When requested, DCR will provide reports which will assist with the decision making process, but at no time does DCR make sentencing or release decisions.
  
- **Question: Is DCR responsible to Recall an individual back to Prison.**
- **Answer:** No. DCR is responsible for reporting non-compliance to the Secretary of the Parole Board regarding persons on Parole Licences. His Excellency, the Governor makes a final decision with regard to a Recall to Prison.
  
- **Question: Can only offenders attend Groups provided by DCR. Answer:** No. DCR is willing to consider any person for group based on suitability. Contact can be made with a Senior Probation Officer to get details.

- **Question: Is there a cost for DCR services?**
- **Answer:** No. At this time, all services provided through DCR are free of cost.
  
- **Question: Are DCR services available to the Sister Islands?**
- **Answer:** Yes. DCR has an office located in Cayman Brac to accommodate services for the Sister Islands.

## **Brief History Overview**

- Probation services was established in the early 60's under Social Services
- In 1998, a Probation and Aftercare Unit (PAU) was established with specific force on adult offenders
- In 2003, PAU was separated from Social Services and appointed as an independent entity
- In 2006 approval was given to change the Unit to a Department
- At the end of 2007 approval was given for the name change from Department of Probation and Aftercare to Department of Community Rehabilitation

## **STRATEGIC MANAGEMENT**

*The following reports/documents are available for public review. However, as the Department of Community Rehabilitation's website is under construction, request for these documents may be made by contacting Evalée McField @ [evalée.mcfield@gov.ky](mailto:evalée.mcfield@gov.ky) or Michelle Spence @ [michelle.spence@gov.ky](mailto:michelle.spence@gov.ky) or by calling (345) 949 1693.*

### **Governance**

- Organizational Chart

### **Corporate management**

- Annual reports
- Statistics (Quarterly and Annually)

## **FINANCE & ADMINISTRATION**

*The following is in compliance with the requirement of the Cayman Islands Government and will be posted on the **Department of Community Rehabilitation** website. At present with this website being under construction request for these documents may be made by contacting Evalée McField @ [evalée.mcfield@gov.ky](mailto:evalée.mcfield@gov.ky) or Michelle Spence @ [michelle.spence@gov.ky](mailto:michelle.spence@gov.ky) or by calling (345) 949 1693.*

### **Financial management**

- Annual budget
- Financial statements

### **Administration**



- Press releases
- Job vacancies
- Staff structures

## **POLICIES & PROCEDURES**

*Policies and Procedures of the **Department of Community Rehabilitation** are guided by the instructions of the Courts, Parole Board and/or relevant laws.*

## **DECISIONS & RECOMMENDATIONS**

*Despite the **Department of Community Rehabilitation's** responsibility to provide Social Inquiry Reports and Breach reports to the Courts and Home Background Reports and Non-compliance reports to the Parole Board, final decisions or outcome of cases are not at the control of the **Department of Community Rehabilitation**.*

*The final sentencing decision in the Court lies with the presiding Magistrate or Judge. For Parole matters, the final decision to release a convicted prisoner on a Licence is made by His Excellency, the Governor.*

## **OUR SERVICES**

In addition to the individual services provide by the Department of Community Rehabilitation, the following group services are also provided:

- **Anger Management (in the prison and in the community)**
- **Men's Non-Violence Programme (perpetrator)**
- **Stress Management (in the prison and in the community)**
- **Time to Change**
- **Parole Support Group**
- **Inter-Personal Relationship Enhancement and Awareness Programme (formerly known as Healthy Relationships) (in the prison and in the community)**
- *Information booklets are readily available in the waiting area of the Department of Community Rehabilitation office or at your request should you visit us at #19 Cayman Centre - Grand Cayman, Cayman Islands.*
- *On completion of the website, this information will be available online as well.*

## **EMPLOYMENT OPPORTUNITIES**

The Department of Community Rehabilitation is a growing organization with high demands and therefore continues to grow in staff complement. Probation Officers and Probation Officer Graduates are all require to have at least a Bachelor's Degree in Social Work, Criminal Justice or like fields to hold such post.

Information on vacancies can be viewed at [www.recruitment.gov.ky](http://www.recruitment.gov.ky)



**CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS**  
**Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** to making information available to the public as part of its normal business activities.

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;

- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** will generally not publish:

- information in draft form;
- information that is not held by the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS**'s (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at **www.caacayman.com**. If you are still having trouble locating information listed under our scheme, please contact **Yvonne Gray-Tomlinson or Elaine Whorms at 345-949-7811**.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@caacayman.com](mailto:foi@caacayman.com) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call **Yvonne Gray- Tomlinson or Elaine Whorms at 345-949-7811** to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**Yvonne Gray-Tomlinson, Information Manager, Civil Aviation Authority of the Cayman Islands, P. O. Box 10277, Grand Cayman KY1-1003, CAYMAN ISLANDS**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact **Yvonne Gray-Tomlinson or Elaine Whorms at 345 949-7811** or via e-mail at [foi@caacayman.com](mailto:foi@caacayman.com).

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** is legally required to translate any information, it will do so.

## **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### Postage costs

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** has received your payment.

## **5. Requests for information outside the publication scheme**

Information held by the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law. Please click on the link below to access the information.

[http://www.caacayman.com/portal/page?\\_pageid=1901.4508198&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=1901.4508198&_dad=portal&_schema=PORTAL)

If you want to request information from the Civil Aviation Authority of the Cayman Islands, you should initially look at the [document library](#) and the [disclosure log](#) to see if the information you seek has already been published.

If you wish to make a request for information then you should contact the [Information Manager](#) or [submit a request on-line](#) at the FOI Unit website.

Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to the Information Manager and we will let you know if we need to extend the deadline. For detailed advice on what sorts of information is exempt please see the [FOI Unit website](#).

**By letter:**

**Yvonne Gray-Tomlinson**

**Information Manager**

**Civil Aviation Authority of the Cayman Islands**

**PO Box 10277**

**Grand Cayman KY1-1003**

**Cayman Islands**

**Email: [foi@caacayman.com](mailto:foi@caacayman.com)**

**Fax: 345-949-0761**

## **6. Complaints**

**The CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, or for further information regarding our complaints procedures, please **contact Yvonne Gray-Tomlinson or Elaine Whorms at 1-345-949-7811** and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [http://www.caacayman.com/portal/page?\\_pageid=1901,4508168&\\_dad=portal&\\_schema=P  
ORTAL](http://www.caacayman.com/portal/page?_pageid=1901,4508168&_dad=portal&_schema=PORTAL)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402

email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

This information can be accessed by clicking on the link below or on our website at

[www.caacayman.com](http://www.caacayman.com)

- [About Us](#)
- [Finance & Administration](#)
- [Policies & Procedures](#)
- [Lists & Registers](#)
- [Our Services](#)

## **Air Navigation**

[Aerodrome Certification Approval Manual](#)  
[Meteorology Regulatory Checklist](#)  
[ARFFS Inspection Checklist](#)  
[Application for Authorization of Balloon Releases](#)  
[Notification of Outdoor Laser, Search Light or Fireworks Operations](#)  
[Aerodrome License Application Form](#)  
[Aerodrome Manual](#)  
[CAACI Aerodrome Manual Checklist](#)  
[Checklist for ICAO Annex 15 \(Aeronautical Information Service\)](#)  
['Anytown' Aerodrome Certificate](#)

## **Air Safety**

### **Forms for Initial Applicants and Renewals**

[Application for Registration](#)  
[Certificate of Airworthiness Request](#)  
[Licence Validation Application](#)  
[Application for Designated Airspace \(MNPS, RNP, RVSM, etc\)](#)  
[Radio Installation Approval Request](#)  
[Acceptance of Maintenance Arrangements Application](#)  
[Maintenance Licence Validation Application](#)  
[Export Certificate of Airworthiness](#)  
[Client Data Form](#)  
[Application C of A Initial- Renewal-Export](#)  
[Mortgage Registration Priority Notice \(if applicable\)](#)  
[Mortgage Registration Application \(if applicable\)](#)  
[Survey Report Form](#)

### **Miscellaneous (Air Safety)**

[Change in Particulars](#)  
[Mortgage Discharge](#)  
[Survey Report Form Issue 7 R0](#)  
[Inspection Planning Tolerance -Extensions](#)  
[Application - Special Flight Authorization](#)  
[OTAR Part 145 Option 1 application](#)  
[OTAR Part 145 Option 1 Annual Renewal application](#)  
[Standard Maintenance Practice Commercial Aircraft](#)  
[Major Minor Mod-Repair Application revision](#)  
[TAC Application Form with notes](#)

### **Commercial Affairs**

[Scheduled Operating Permits Application Package](#)  
[Non-Scheduled Operations Applications Form](#)  
[Non-Scheduled Operations Application Checklist](#)  
[Scheduled Operations Application Checklist](#)  
[Credit Card Authorisation Form](#)

### **Finance & Compliance**

[D. Due Diligence](#)  
[E. Due Diligence Checklist](#)

## **ABOUT US**

### **Name of public authority**

CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS

### **Ministry**

Portfolio of Internal/External Affairs

### **Contact Information**

Unit 2 Cayman Grand Harbour

PO Box 10277

Grand Cayman KY1-1003

Phone: 345-949-7811

Fax: 345-949-0761

Email: [civil.avaition@caacayman.com](mailto:civil.avaition@caacayman.com)

Web: [www.caacayman.com](http://www.caacayman.com)

### **Key Staff**

P.H. Richard Smith, MBE, FRAeS

Director-General of Civil Aviation

[Richard.smith@caacayman.com](mailto:Richard.smith@caacayman.com)

Nicoela (Nikki) McCoy

Director of Commercial Affairs Regulation & Administration

[Nikki.mccoy@caacayman.com](mailto:Nikki.mccoy@caacayman.com)

David Biehn

Director of Air Safety Regulation

[David.biehn@caacayman.com](mailto:David.biehn@caacayman.com)

Jane Panton

Director of Finance & Compliance

[Jane.panton@caacayman.com](mailto:Jane.panton@caacayman.com)

Alastair Robertson

Director of Air Navigation Services Regulation

[Alastair.robertson@caacayman.com](mailto:Alastair.robertson@caacayman.com)



## **Information Manager**

Mrs. Yvonne Gray-Tomlinson, FOI Manager  
Information Manager  
Civil Aviation Authority of the Cayman Islands  
PO Box 10277  
Grand Cayman KY1-1003  
Cayman Islands  
Ph: 345-949-7811 ext 229  
Fx: 345-949-0761  
FOI Email [foi@caacayman.com](mailto:foi@caacayman.com) / [www.foi.gov.ky](http://www.foi.gov.ky)  
Website: [www.caacayman.com](http://www.caacayman.com)

## **Information Manager Designate**

Mrs. Elaine Whorms  
Information Manager Designate  
Civil Aviation Authority of the Cayman Islands  
P. O. Box 10277  
Grand Cayman KY1-1003  
Ph: 345-949-7811, ext. 238  
Fax: 345-949-0761  
FOI Email: [foi@caacayman.com](mailto:foi@caacayman.com) / [www.foi.gov.ky](http://www.foi.gov.ky)  
Website: [www.caacayman.com](http://www.caacayman.com)

## **Organisation and Functions**

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** is the statutory organization whose responsibility it is to provide technical and economic regulatory oversight for the Cayman Islands' aviation industry. As such our strategic Vision and Mission statements are as follows:-

### **VISION**

Ensuring aviation safety through regulatory excellence

### **MISSION**

To provide sustainable regulatory procedures to meet international standards. Through committed partnerships, the CAACI will ensure the safety of persons and property.

### **Mailing Address**

PO Box 10277, Unit 2 Grand Harbour,  
Grand Cayman KY1-1003 Cayman Islands  
Telephone number 345-949-7811  
Fax number 345-949-0761  
Email address [foi@caacayman.com](mailto:foi@caacayman.com)  
Website address [www.caacayman.com](http://www.caacayman.com)

Location and hours	Matters handled
<p>CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS, Unit 2 Cayman Grand Harbour</p> <p>Open Hours Monday – Friday 8:30a.m. – 5:00p.m.</p>	<p>Air Safety Regulations Personnel Licensing Flight Operations Inspections Airworthiness Inspections Air Navigation Regulations Aerodrome Safety Inspection Commercial Affairs Regulation and Administration Operating Permits Economic Regulations Finance and Compliance</p>

### Boards and Committees

Name	Meetings	Minutes
<p>Board of Directors Sheridan Brooks-Hurst– Chairman Kirkland Nixon - Vice Chair Christopher Bodden Morris Garcia William McTaggart</p>	<p>This board meets as needed with a minimum of six meetings per annum.</p>	<p>Hard copies can be requested please refer to section 3: Methods of access</p>

### Frequently asked Questions and Answers

#### Air Navigation Services

***Q. Can you explain the restrictions required for building in the vicinity of Owen Roberts airport?***

A. The Cayman Islands Airport Authority has the jurisdiction over the legislation development and control pertaining to obstacles affecting Owen Roberts and Gerrard Smith Airports. The contact for this guidance is the Senior Manager Air Navigation Services, Cayman Islands Airports Authority, P.O.Box.10098, Grand Cayman KY1-1001, Tel: 345 943-7070

***Q. What is required in obtaining an approval for a fireworks or lazer light display?***

A. This process is explained in the CAA web link located to [Air Traffic Services / Airspace](#).

***Q. When should I be submitting a Mandatory Occurrence Report and how should I be making the report?***

A. This process is explained in the Civil Aviation Authority of the Cayman Islands (CAACI) web link Mandatory Occurrence Reporting.

***Q. What organization is responsible for operation of the country's airports?***

A. The Cayman Islands Airports Authority (CIAA) and P.O.Box.10098, Grand Cayman KY1-1001, Tel: 345 943-7070

***Q. What organization can assist with the filing of a Cuban over-flight permit?***

A. The Cayman Islands Airports Authority's Air Traffic Control/Aeronautical Information Services - [aisoria@caymanairports.com](mailto:aisoria@caymanairports.com)

***Q. What organization publishes the Aeronautical Information Publication (AIP)?***

A. The Cayman Islands Airports Authority's Air Traffic Control/Aeronautical Information Services - [aisoria@caymanairports.com](mailto:aisoria@caymanairports.com)

**Operating Permits**

***Q. Do I need an operating permit to fly an owner operated private plane into the Cayman Islands***

A. No – all foreign registered aircraft operating into the territory for valuable consideration (given or promised) must have an appropriate operating permit (scheduled or non-scheduled).

**Aircraft Registry**

***Q. Can a specific registration mark be reserved?***

A. Yes, if it is available, at an additional cost of CI\$200.00.

***Q. What is the validity period of a Priority Notice?***

A. 14 calendar days and then it must be refilled.

***Q. Who is eligible to receive "Acceptance of Maintenance Arrangements" Approval?***

A. Any maintenance facility that has received acceptance/approval from the following: FAA 145 Repair Station Approval, JAA/EASA 145 Maintenance Approval and, Transport Canada CAR 573 Approved Maintenance Organization.

***Q. Who is eligible for the grant of an OTAR 145 Approved Maintenance Organization?***

A. All of the organizations listed in the previous question.

***Q. What is the validity period for a Certificate of Airworthiness?***

A. Certificate of Airworthiness is valid for one year and may be renewed up to 60 days prior to expiry and still retain the original anniversary date.

### **Pilot Licensing/Validations**

***Q. Where do you find a pilots license application?***

A. Follow the attached link or this can be obtained on our website [www.caacayman.com](http://www.caacayman.com)  
[http://www.caacayman.com/portal/page?\\_pageid=1901,4677016&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=1901,4677016&_dad=portal&_schema=PORTAL)

***Q. Where do you find a validation applications?***

A. Same as above

***Q. Do you accept emailed for faxed copies of pilot validation application documentation?***

A. No, the originals must be sent to the CAACI offices

***Q. How long does it take to process an application for pilots license/validation?***

A. Up to 15 days

***Q. Do you have to have a rating on the aircraft being validated for?***

A. Yes

***Q. What is the cost of a validation?***

A. CI\$200.00 or US\$ 243.90

***Q. Can the validation be mailed to my home address?***

A. No, it must be sent to the aircraft owner

### **Finance**

***Q. What is the conversion rate of CI\$ to US\$ for your invoices?***

A. US\$1 =.82CI\$

***Q. When are payments due?***

A. Within 30 days of the invoice date

***Q. What should be listed as reference when paying by wire transfer?***

A. Aircraft registration mark and invoice #'s being paid

***Q. What forms of payment are accepted?***

A. The following methods of payment can be accepted by CAA Cayman islands:

- Banker's draft, cashier's cheque, money order or cheque drawn on a local Cayman Islands bank in United States or Cayman Islands currency (Mail to postal address below)
- Visa/Master Card credit card - please complete the Credit Card Authorization Form and fax to - 1 (345)949-0761 or sign and scan/email to [accounts@caacayman.com](mailto:accounts@caacayman.com)
- Wire transfer in US\$ to:

Bank: Citibank, N. A., 111 Wall St., New York, NY 10043, USA

Swift Code: Citius33

ABA#: 021000089

Credit: Cayman National Bank Ltd.

US\$ Account #: 36148883

Further Credit: Civil Aviation Authority

US\$ Account #: 021-02353

Reference: Invoice #'s, Customer ID

For questions regarding payment methods and fees contact the Accounting department.

[accounts@caacayman.com](mailto:accounts@caacayman.com)

Telephone: 1 345 949-7811

Fax: 1 345 949-0761

**Postal Address for regular mail:**

Civil Aviation Authority of the Cayman Islands

P.O. Box 10277

Grand Cayman, KY1-1003

CAYMAN ISLANDS

**Street Address for express mail:**

Civil Aviation Authority of the Cayman Islands

Unit #2 - Cayman Grand Harbour Complex

Shamrock Rd. George Town,

Grand Cayman, KY1-1003

CAYMAN ISLANDS

Phone: 345-949-7811

Please note that the client or person making the payment is responsible for all intermediary bank charges which are incurred in the wiring or other transmission of funds to the Civil Aviation Authority of the Cayman Islands. Thus the amount transmitted will need to include such charges so that the net payment which we receive is the same as the invoiced amount. Please be aware of transfer charges of all banks in advance so that sufficient funds can be wired. Any shortfalls will remain on the customer's account for further settlement.

A copy of the wiring instructions must be sent to Civil Aviation Authority of Cayman Islands, either by fax (Fax No. +(1 345) 949 0761 - attention Accounts Department) or by e-mail to [accounts@caacayman.com](mailto:accounts@caacayman.com).

This information can also be access on the link below

[http://www.caacayman.com/portal/page?\\_pageid=1901,4508278&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=1901,4508278&_dad=portal&_schema=PORTAL)

## **STRATEGIC MANAGEMENT**

The role of the CAACI is primarily to function as the regulatory body responsible for technical and economic regulation of the aviation industry throughout the territory and to ensure that the Cayman Islands aviation industry conforms to the standards and recommended practices of the International Civil Aviation Organization (ICAO).

The primary activities of the CAACI will be as follows:

### a) Technical regulation

- Registration of aircraft;
- Issuance, renewal, cancellation, revocation and variation of certificates of airworthiness of aircraft;
- Validation of personnel licenses (crews and maintenance associated with the aircraft registry)
- Safety oversight for the local Air Operator Certificate (AOC) holders;
- Certification of aerodromes

### b) Economic Regulation

- Grant of air transport permits and operating licenses for scheduled and non-scheduled foreign carriers;
- Regulation of charges levied by airport operators with a view to creating equality and not exploiting a monopoly position;

- Provide advice to the C I Government as it pertains to bi-lateral negotiations with other countries and liaise with the UK DfT and participate in the negotiation of air service agreements with other countries;
- Provide advice to the Air Transport Licensing Authority (ATLA) as it pertains to licensing of local carriers;
- Provide advice for effective implementation of regulatory policy that is in the best interest of the travelling public/end user.

## **Governance**

The Civil Aviation Authority of the Cayman Islands is governed by the following Laws which can be found on the links below.

Air Navigation (Overseas Territories) Order 2007:

[http://www.airsafety.aero/legislation\\_and\\_otar\\_s/](http://www.airsafety.aero/legislation_and_otar_s/)

Civil Aviation Authority Law (2005 Revision): Available at the Legislative Assembly

Air Navigation Fees 2010:

<http://www.caacayman.com/pls/portal/url/item/6D0AB254E3E96588E04008030B0A9982>

## **Corporate Management**

### **FINANCE & ADMINISTRATION**

**This category applies to internal support functions within the Authority, relating to finance, personnel and business administration.**

## **Financial Management**

Copies of financial records can be obtained upon requested in writing from the Information Manager.

## **Administration**

→ [Press Releases](#)

→ [Job Vacancies](#)

## **POLICIES & PROCEDURES**

Please click on the link below to access this information

[http://www.caacayman.com/portal/page?\\_pageid=1901,4508208&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=1901,4508208&_dad=portal&_schema=PORTAL)

## **DECISIONS & RECOMMENDATIONS**

Copies of the Minutes of the Civil Aviation Authority of the Cayman Islands Boards meetings can be obtained upon request in writing from the Information Manager.

## **LISTS & REGISTERS**

The information held by the Civil Aviation Authority of the Cayman Islands are list of Aircraft registered in the Cayman Islands and Approved Aircraft Operating Permits which can be accessed through the link below. .

FOI: Document Library (this is where the Aircraft Registry listing will be published work in progress)

[http://www.caacayman.com/portal/page?\\_pageid=1901,4508183&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=1901,4508183&_dad=portal&_schema=PORTAL)

## **OUR SERVICES**

This category provides information relating to services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities. The role of the CAACI is primarily to function as the regulatory organization responsible for safety oversight and economic regulation of the aviation industry throughout the territory and to ensure that the Cayman Islands aviation industry conforms to the standards and recommended practices of the International Civil Aviation Organization (ICAO). A complete list can be found on the following link:

[http://www.caacayman.com/portal/page?\\_pageid=1901,4508208&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=1901,4508208&_dad=portal&_schema=PORTAL)



# **Portfolio Of Legal Affairs**

## **Freedom of Information**

### **1. Introduction**

As a public authority, the Portfolio of Legal Affairs is committed to openness, transparency and serving the public interest in compliance with the Freedom of Information Law, 2007. The Freedom of Information (FOI) Law was passed on 19th October 2007 and came into effect in January 2009. It gives the public a right of access to all types of records held by public authorities, but also sets out some exemptions from that right.

### **Publication Schemes**

Each public authority covered by the Freedom of Information Law has a legal duty to adopt and maintain a publication scheme in accordance with s. 5 of the FOI Law. The main purpose of a publication scheme is to make information readily available without the need for specific written requests. E-Publication Schemes are intended to encourage organisations to publish proactively, and develop a greater culture of openness.

The Law states that Information to be published by public authorities includes:-

- the [departments and agencies](#) of the authority.
- the [functions of the authority](#), what work it does and how it sets about its tasks.
- the [name and title](#) of the Principal Officer and other key officers within the authority and their [business addresses](#).
- [Classes of records held](#).
- the [subjects handled by each department or authority](#), with the [locations](#) of the departments and agencies and the [opening hours of all offices](#).
- [Manuals](#), interpretations, rules, guidelines, practices or precedents.

Please check our [document library](#) and [disclosure log](#) to see if the information you would like is already available.

### **FOI Contact**

#### **Information Manager**

Jenesha N. Bhoorasingh-Simpson (Information Manager)

Marilyn Brandt (Designate)

Please click the following link for information relating to [Information Manager and Designate](#).

This website forms the Portfolio of Legal Affairs e-publication scheme, developed in compliance with Section 5 of the FOI Law.

## 1.1 Document Library

This section contains documents published by the Portfolio of Legal Affairs.

This includes:-

- Reports published as a result of normal day-to-day activity
- Reports commissioned by the Portfolio of Legal Affairs
- Forms & leaflets published for use by the Public
- Manuals, Procedures & Guidelines

The Portfolio of Legal Affairs publishes the following information:

Recruitment Forms for positions with the Cayman Islands Government

[Government Application Form](#) - Updated 30th January 2008

[Government Application Form Guidance Notes](#) - Updated 5th December 2007

[Information for Perspective Students](#) – Law School

[General Application Form PPC](#) – Law School

[PPC Student Handbook 2008/9](#) – Law School

[CILS Examination Code of Practice 2007/8](#) – Law School

[Mature Entrance Exam Form](#) – Law School

[CILS Admission Policy](#) – Law School

[Attorney General's Annual Review 2006/7](#)

[Hurricane Preparedness Plan](#)

This website forms the Portfolio of Legal Affairs e-publication scheme, developed in compliance with Section 5 of the FOI Law.

## 1.2 Disclosure Log

This website forms the Portfolio of Legal Affairs e-publication scheme, developed in compliance with Section 5 of the FOI Law.

The disclosure log is updated regularly and provides details of FOI requests that we feel may have a wider public interest.

Please note that the disclosure log does not list everything that has been released under FOI. Some responses consist of large numbers of documents that are not held in electronic format. Where practical, the documents concerned have been scanned and made available online via our website.

In addition to a summary of the original request, the log indicates whether or not the information was released and what exemptions, if any, were applied.

Where the actual reply has been reproduced, the applicant's name and other personal details were deleted.

(Please note that prior to 5<sup>th</sup> January 2009; no requests have been received as the Freedom Information Law had not come into effect).

Please be advised that as of the 1<sup>st</sup> July 2011 the "Legal Department" has been divided into two separate entities, the Office of the Director of Public Prosecutions and the Attorney General's Chambers. Consequently, the "Government Legal Department" no longer exists.

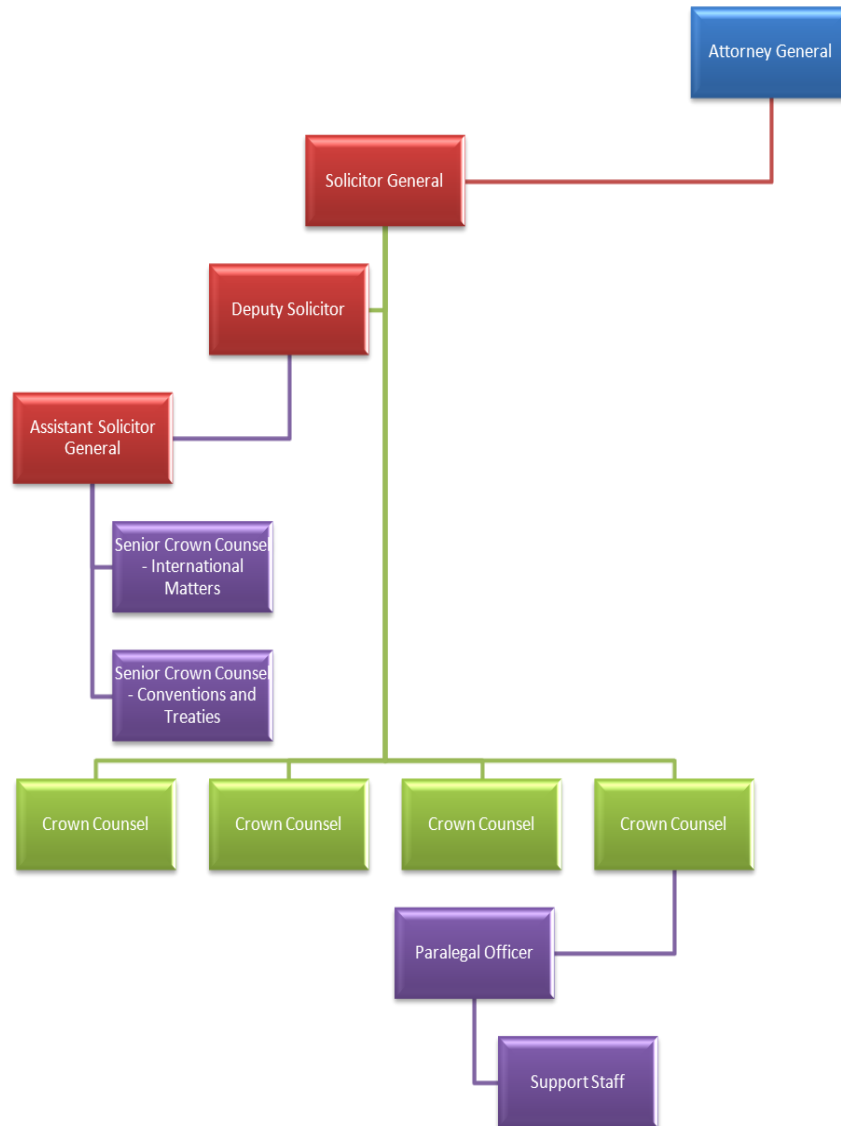
Request Number	Request Details	Outcome
#44039/11 & 34548/10	Request for disclosure of legal advice rendered by the Attorney General's Chambers to Government Ministry.	Records exempt from disclosure pursuant to sections 17(a) and 20(c) of the Freedom of Information Law.
#41394/11	Please provide "structure chart for the legal Department including staff job titles and pay band."	Request granted in full – 1. The pay bands for the various posts in the Legal Department are as follows: Solicitor General C, Deputy Solicitor General E, Assistant Solicitor General F, Senior Crown Counsel (International) F, Senior Crown Counsel (Civil) F, Senior Crown Counsel (Grand Court) F, Senior Crown Counsel (Summary Court) F, Senior Crown Counsel (Treaties) F, Crown Counsel H, Crown Counsel I G, Crown Counsel II J, Crown Counsel I (Traffic) I, Office Assistant/Bearer Q, Grand Court Clerk P, Office Assistant Q, Summary Court Clerk P, Legal Secretary N, Executive Officer/Records Officer O, Personal Assistant L, Legal Executive M and Human Resource Manager J.  2. The salary bands are in the public domain as they have been publish as part of the Public Service Management Regulations, 2006.  3. See below for structure chart.
#40340/11	Request for disclosure of "the numbers for 2010 in respect of appeals made by the Legal Department to the Grand Court and the Court of Appeal."	Access to records granted at Internal Review stage: Total Appeals to Court of Appeal – 33 Appeals by Attorney General's Chambers to Court of Appeal – 8  Total Appeals to Grand Court 46 Appeals by Attorney General's Chambers to Grand Court – 8 [This is not an exhaustive List]
#39762/11	Request for disclosure of "number of persons extradited to the Cayman Islands specifying country for 2005, 2006, 2007, 2008 and 2009. Name of persons extradited to the Cayman Islands for 2005, 2006, 2007, 2008 and 2009."	Access to records granted in respect of item 1: According to our records one (1) person from extradited from Jamaica to the Cayman Islands in 2005.  In respect of item 2, the records were exempt from disclosure pursuant to section 23(1) of the Freedom of Information Law.
#39005/10	Request for disclosure of:	Access to records granted:

	<ol style="list-style-type: none"> <li>1. "Number of qualified lawyers working for Legal Department in 2007, 2008, 2009.</li> <li>2. Number of Crown Counsel specifying civil and criminal designation working for Legal Department in 2007, 2008, 2009 including the Solicitor-General."</li> </ol>	<p>2007 – 17 2008 – 20 2009 – 22</p> <p>2007 – 11 (Crim) 6 (Civil) 2008 – 12 (Crim) 8 (Civil) 2009 – 13 (Crim) 9 (Civil)</p>
#38667/10	Request for disclosure of "any audit, survey or review of Legal Department of any kind in the last five years."	<p>Access to records granted:</p> <ol style="list-style-type: none"> <li>1. Human Resources Audit Reviews 2007 and 2010.</li> <li>2. Financial Statement Audit Report – in public domain <a href="http://www.legislativeassembly.ky">www.legislativeassembly.ky</a></li> <li>3. Internal Audit – Portfolio of Legal Affairs is not the custodian of the records requested – Applicant referred to Ministry of Financial Services, Tourism and Development.</li> </ol>
#38176/10	<p>Request for disclosure of</p> <ol style="list-style-type: none"> <li>1. "Number of case files submitted to Legal by the RCIPS</li> <li>2. Number of case files ruled on by Legal Dept.</li> </ol> <p>for the years 2007, 2008 and 2009."</p>	<p>Access to records granted:</p> <p>Item 1: 2007 – 1,365 2008 – 1,358 2009 – 1,183</p> <p>Item 2: 2007 – 1,365 2008 – 1,358 2009 – 1,183</p>

### **Other Matters**

1. Request for disclosure of report prepared for presentation to Cabinet exempt from disclosure pursuant to section 19(1)(a) of Freedom of Information Law.
2. Government Annual Report - [http://www.gov.ky/portal/page?\\_pageid=1142,1591697&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1591697&_dad=portal&_schema=PORTAL)
3. Judicial Statistics – [http://www.caymanjudicial-legalinfo.ky/publications/Court%20Statistics%20\(revised%202010\)%20\(3\).pdf](http://www.caymanjudicial-legalinfo.ky/publications/Court%20Statistics%20(revised%202010)%20(3).pdf)
4. The latest approved Salary Scale, listing the salary grades, and the salary points within grades. [July 2008 - Annual Salary Scale for Salaried Staff](#)

## 5. Attorney General's Chambers Structure Chart



## 1.3 Classes of Information

A Class of Information is a way of collecting together similar types of information. The Portfolio of Legal Affairs has grouped its Classes of Information into broad categories (or functions) which reflect the Portfolio of Legal Affairs' outputs. If you are intending to make a request, the grouping of information found in the link should give you an indication of where the information may be found.

This website forms the Portfolio of Legal Affairs e-publication scheme, developed in compliance with Section 5 of the FOI Law.

## 1.4 Making a Request

We want to help you find the information you are interested in.

If you want to request information from the Portfolio of Legal Affairs, you should initially look at the [document library](#) and the [disclosure log](#) to see if the information you seek has already been published.

If you wish to make a request for information then you should contact the [Information Manager](#) or submit a request on-line at the [FOI Unit website](#).

Requests must be in writing (letter, email or facsimile) and must include your address (either postal or e-mail) and can include your name. Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to the above address and we will let you know if we need to extend the deadline. For detailed advice on what sorts of information is exempt please see the [FOI Unit website](#).

This website has been developed in preparation for implementation of the FOI Law, 2007 which came into effect in January 2009; consequently, public authorities cannot guarantee that requests for information prior to that time will be handled in accordance with new FOI procedures, which are currently being developed.

### **Fees associated with a Request for Information**

There is no application fee and no fee for going to a public authority and looking at a record requested by FOI. However, a requestor may be required to pay copying or change of format fees. Details concerning costs and payment are contained in the FOI Regulations which are available on the [FOI Unit website](#).

This website forms the Portfolio of Legal Affairs e-publication scheme, developed in compliance with Section 5 of the FOI Law.

## 1.5 Appeals

**Internal Review** If you make a request under the Freedom of Information Law and are not satisfied with our response, you are entitled to an internal review. If you believe you are entitled to an internal review, please put your appeal in writing and either e-mail or post it to the [Information Manager](#). Include your name (where applicable), address, telephone number and the reference number at the top of our letter or e-mail to you. You have 30 calendar days from the date of receipt of a refusal to request an internal review. Please explain why you would like us to review our original response.

Under section 33 of the FOI Law, you may ask for an Internal Review of a response to your request for any of the following reasons:

- a. If you were refused access;
- b. If you were granted partial access to the record(s) specified in your application;
- c. If your request was deferred;
- d. If there was a refusal to amend or annotate an official document containing personal information; or
- e. If a fee was charged for action taken or if you disagree with the amount of the fee charged;

where the decision was taken by a person other than the responsible Minister, Chief Officer or Principal Officer of the public authority.

### **Appeal to the Information Commissioner**

If you are dissatisfied with the internal review of our decision, or an internal review was not available, you can seek an appeal from the Information Commissioner.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town  
P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1345.747.5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **Name of Public Authority: Portfolio of Legal Affairs**

The Portfolio of Legal Affairs is comprised of the following Departments/Chambers:

- Office of the Attorney General
- Attorney General's Chambers (Office of the Solicitor General)
- Legislative Drafting Department
- Law Reform Commission
- Law Revision Commission
- Financial Reporting Authority
- Cayman Islands Law School

## **Functions of Public Authority:**

### **Office of the Attorney General**

Many of the responsibilities of the Office have been assumed by practice and convention, and have become part of the common law of the Cayman Islands. As well as constitutional authority and other customary responsibilities, specific statutes also give particular powers to the Attorney General. However, briefly stated, the Attorney General's role and function entail the following:

- Ex-officio member of the Legislative Assembly, where he is the spokesperson for all legal matters, and for the Chief Justice on behalf of the Judiciary;
- Ex-officio head of the Legal Profession and advisor to all departments of government, including Legal Affairs, and advisor on the observance of Human Rights;
- Chairman of the Anti-Money Laundering Steering Group which is a statutory agency charged with responsibility of the oversight of government's anti-money laundering policies;
- Member of the Grand Court Rules Committee and the Legal Advisory Council;
- Overall responsibility for law reform;
- Member of Legal Advisory Council wherein he assists with implementing the Professional Practice Course, employment of Article Clerks and the compulsory legal system and skills course in the Law School curriculum; and
- Central Authority under Criminal Justice International Cooperation Law for the Cayman Islands and assists the Chief Justice who is the Central Authority under the Mutual Legal Assistance Treaty.

### **Legal Portfolio Accounts**

The Chief Financial Officer falls under the Attorney General's Chambers. The Chief Financial Officer is responsible to the chief officers for the financial and budgetary management of the Portfolio of Legal Affairs. The financial management initiative which was implemented in 1999 moved the cash based system to an accrual budgeting and reporting system.

### **Attorney General's Chambers**

#### **Office of the Solicitor General**

In 1990, the post of Solicitor General of the Cayman Islands was created specifically to support the Attorney General in the daily management of the Legal Department, and to take over certain statutory responsibilities associated with cases concerning minors and persons under disability, amongst others. The Solicitor General is also appointed to act as Attorney General in his absence from the Islands or during periods of disability or unavailability. The principal function of the Office of Solicitor General includes:

- Day-to-day management of the Attorney General's Chambers;
- Chief Officer of the Portfolio of Legal Affairs;
- Provide Legal Advice to all Government Agencies;
- Appearances on behalf of the Attorney General and other bodies in important civil cases;
- Acting for the Attorney General during his absence, including attending Cabinet and the Legislative Assembly; and,
- Guardian ad litem for persons under disability under Grand Court Rules.

In addition, the holder of the Office of Solicitor General is also the designated Chief Officer of the Legal Portfolio for the purposes of the Public Management and Finance Law (2003 Revision).

### **Legislative Drafting Department**



The Legislative Drafting Department provides legislative drafting support to the Government by researching, analysing and drafting both primary and subordinate legislation to complement the implementation of Government policies.

The Department is responsible to the Attorney-General and through him to the Governor, for the provision of an efficient legislative drafting service, including related legislative advice for the Government.

## **Law Reform Commission**

The principle functions of the Law reform Commission are:

- (a) the modification of any branch of the law as far as that is practicable;
- (b) the elimination of anomalies in the law, the repeal of obsolete and unnecessary enactments and the simplification and modernisation of the law;
- (c) the development of new areas in the law with the aim of making them more responsive to the changing needs of Cayman Islands society;
- (d) the adoption of new or more effective methods for the administration of the law and the dispensation of justice; and
- (e) the codification of the unwritten laws of the Cayman Islands.

## **Law Revision Commission**

The role of the Law Revision Commission is to annually update the List of current Laws and Subsidiary legislation of the Cayman Islands titled "The Consolidated Index".

It also incorporates new Amendments of Laws and Subsidiary legislation into current Laws and Subsidiary legislation thereafter calling such consolidations Revisions.

## **Financial Reporting Authority**

The Financial reporting Authority receives, analyses and disseminates suspicious activities reports, which provide timely and high quality financial intelligence to local and overseas law enforcement agencies in keeping with the statutory requirements of the Proceeds of Crime Law. Financial intelligence is the end product of analysing one or several related reports that the FRA is mandated to receive from Financial Services Providers and other reporting entities.

## **Cayman Islands Law School**

The Law School provides tuition for both full and part-time programmes leading to the Bachelor of Laws (Honours) Degree of the University of Liverpool and the qualification of Attorney-at-Law of the Cayman Islands, which follows successful completion of the postgraduate Professional Practice Course. In addition, the Law School offers its own part-time qualification, the Diploma in Legal Studies. It is also possible to enrol as a general student studying individual courses, with or without taking examinations at conclusion. Students may register with the University of Liverpool for individual courses with university course certification resulting from successful completion of all elements of assessment.

The aim of the Law School is to provide students with a standard of tertiary level legal education equivalent to that prevailing in the United Kingdom. In 2002, degree programmes taught through the Cayman Islands Law School were awarded Qualifying Law Degree status by the English Law Society

and the English Bar Council. This means that students successful in the honours degree programmes are eligible to pursue further postgraduate professional legal studies in England and Wales, as well as any other common law jurisdiction recognizing English law degrees. Such students are also eligible to attend academic postgraduate law programmes across the common-law world.

## **Name & Title of Chief Officer/Principal Officer/HoD:**

### **Head of the Portfolio and the Attorney General's Chambers**

Honourable Attorney General Samuel Bulgin, QC, JP, MLA

### **Chief Financial Officer**

Mr. John Regan – Chief Financial Officer

### **Office of the Solicitor General and Chief Officer of the Portfolio**

Ms. Vicki Ann Ellis – (Acting) Solicitor General & Chief Officer

### **Head of Legislative Drafting Department**

Mrs. Myrtle Brandt – First Legislative Counsel

### **Head of Law Reform Commission**

Ms. Cheryl Ann Neblett – Senior Legislative Counsel & Law Reform Administrator

### **Head of Law Revision Commission**

Mr. Stephen Miller – Law Revision Commissioner

### **Head of Financial Reporting Authority**

Mr. Lindsay Cacho – Director

### **Head of the Cayman Islands Law School**

Mr. Mitchell Davies – Director of Legal Studies

## **Subject Matters handled:**

### **Attorney General's Chambers**

#### **Office of the Solicitor General**

- Legal advice to the Government and Statutory Bodies.

- Constitutional responsibility for the initiation and conduct of criminal proceedings brought by the Crown and be party to civil proceedings brought by and against the Government.
- Proceedings pursuant to a number of Treaties, Conventions and Laws which have been brought into force in the Islands, for the obtaining of evidence and restraining orders in relation to all matters constituting criminal conduct.
- Central Authority under the Child Abduction & Custody Order, The Criminal Justice (International Cooperation) Law & Proceeds of Criminal Conduct Law.
- Act as amicus curiae when requested to do so by the Grand Court and Court of Appeal;
- Civil Law; and
- International Law.

#### Civil Matters

The Deputy Solicitor General, Assistant Solicitor General as well as Senior Crown Counsel (Civil) and Crown Counsel (Civil), under the day-to-day management of the Solicitor General, provide the Governor, Official Members, Cabinet Ministers, government departments and other administrative entities and statutory authorities, with the following legal outputs:

- General written memoranda of advice;
- Oral advice in meetings or telephone conferences in urgent cases;
- Drafting of contracts and legally important correspondence;
- Preparation of pre-hearing or pre-trial litigation documents; and,
- Advocacy before the Courts and Tribunals within the jurisdiction.

Civil Crown Counsel are also responsible for all aspects of the litigation process from the drafting of interlocutory application, affidavits and pleadings through to advocacy at the appeal level.

#### International Division

In 2004, the International Division was formally implemented with the advent of the Criminal Justice (International Cooperation) Law (2004 Revision) (CJICL). This new law enables mutual legal assistance to be provided at the investigative stage of a matter where the conduct would constitute an offence in the Cayman Islands. The Attorney General, as the Central Authority under the Law, may provide assistance to those countries that are party to the Vienna Convention as well as countries which are listed in the Schedule to the Law. The nature of the assistance offered may include assistance in the form of restraint/confiscation and forfeiture applications as well as gathering of evidence and extradition. The Attorney General's Chambers, under its international remit, also provides assistance in child abduction matters under the relevant Hague Convention.

#### **Legislative Drafting Department**

The Legislative Drafting Department has three main categories of work -

- drafting primary legislation – Laws
- drafting subordinate legislation – Regulations, Orders, Directions, Rules, etc.
- advising on proposals for legislation and statutory interpretation.

#### **Law Reform Commission**

The functions of the Law Reform Commission include:

(a) reviewing and considering any proposals for the reform of the law which may be referred by any person or authority;

(b) preparing and submitting to the Attorney-General from time to time, a programme for the study and examination of any branch of the law with a view to making recommendations for its improvement, modernisation and reform;

(c) initiating and carrying out or directing the initiation and carrying out of, studies and research necessary for the improvement and modernisation of the law;

(d) undertaking, pursuant to any such recommendation approved by the Attorney-General, the formulation and preparation of drafts in the form of Bills or other instruments for consideration by the Governor and the Legislative Assembly;

(e) providing, at the instance of Government departments and other authorities concerned, advice, information and proposals for reform or amendment of any branch of the law; and

(f) with the approval of the Attorney-General, appointing or empanelling committees, whether from among members of the Commission or from among persons outside the Commission or both, to study and make recommendations to the Commission on any aspect of the law referred to it by the Commission.

### **Law Revision Commission**

Ongoing Revisions of all Law and Subsidiary legislation.

### **Financial Reporting Authority**

Suspicious Activities Reports

### **Cayman Islands Law School**

All aspects of Legal Education within the Cayman Islands (Diploma Course, Degree & Professional Practice Course); Ad Hoc Training Courses; Teach A' Level and AS Level Law at St. Ignatius & Provide Consultancy Services to other Government entities.

## **Governing Legislation and Regulations:**

### **Office of the Attorney General**

The Office of the Attorney General is constituted by section 53 of the Cayman Islands (Constitution) Order (1992 as amended). By Order in Council, the Attorney General is appointed as an Official Member of the Governor-in-Cabinet and the Legislative Assembly.

### **Attorney General's Chambers**

*Office of the Solicitor General*

None

### **Legislative Drafting Department**

None

### **Law Reform Commission**

The Law Reform Commission Law (2007 Revision)

### **Law Revision Commission**

Law Revision Law (1999 Revision)

### **Financial Reporting Authority**

Proceeds of Crime Law  
Money Laundering Regulations

### **Cayman Islands Law School**

The Legal Practitioners Law (2007 Revision)  
The Legal Practitioners (Student) Regulations (2007)

## **Address:**

### **Office of the Attorney General**

Physical Address: 4th Floor, Government Administration Building Elgin Avenue George Town Grand Cayman

Mailing Address: 4th Floor, Government Administration Building Elgin Avenue George Town Grand Cayman

Tel: 1-345-244-2405  
Fax: 1-345-949-6079

### **Attorney General's Chambers**

#### *Office of the Solicitor General*

Physical Address:  
1st Floor, dms House  
#20 Genesis Close  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:  
P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands

Tel: 1-345-949-7712  
Fax: 1-345-949-7183

### **Legislative Drafting Department**

Physical Address:  
Third Floor  
Anderson Square  
Shedden Road George Town  
Grand Cayman  
Cayman Islands

Mailing Address:  
c/o Government Administration Building  
George Town  
Grand Cayman  
Cayman Islands

Tel: 1-345-244-2368  
Fax: 1-345-949-3364

### **Law Reform Commission**

Physical Address:  
Third floor  
Anderson Square  
Shedden Road  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:  
Law Reform Commission  
c/o Government Administration Building,  
Elgin Avenue  
Grand Cayman  
Cayman Islands

Tel: 1-345-244-2365  
Fax: 1-345-946-5358

### **Law Revision Commission**

Physical Address:  
Third Floor,  
Anderson Square  
Shedden Road  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:  
P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands

Tel: 1-345-945-4731  
Fax: 1-345-949-3075

**Financial Reporting Authority**

Physical Address:  
3rd Floor Elizabethan Square (Phase IV)  
80E Shedden Road  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:  
P.O. Box 1054  
Grand Cayman – KY1-1102  
Cayman Islands

Tel: 1-345-945-6267  
Fax: 1-345-945-6268

**Cayman Islands Law School**

Physical Address:  
CNB Building  
Dr. Roy's Drive  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:  
P.O. Box 1568  
Grand Cayman – KY1-1110  
Cayman Islands

Tel: 1-345-945-0077  
Fax: 1-345-946-1845

**Email:****Office of the Attorney General**

[Tesia.Scott@gov.ky](mailto:Tesia.Scott@gov.ky)

**Attorney General's Chambers**

*Office of the Solicitor General*

[Audreyb.bennett@gov.ky](mailto:Audreyb.bennett@gov.ky)

**Legislative Drafting Department**

[Darrah.Jervis@gov.ky](mailto:Darrah.Jervis@gov.ky)

**Law Reform Commission**

[Cheryl.Neblett@gov.ky](mailto:Cheryl.Neblett@gov.ky)

**Law Revision Commission**

[Patricia.Sutherland@gov.ky](mailto:Patricia.Sutherland@gov.ky)

**Financial Reporting Authority**

[Sharon.dhamalie@gov.ky](mailto:Sharon.dhamalie@gov.ky)

**Cayman Islands Law School**

[Lisa.morales-levy@gov.ky](mailto:Lisa.morales-levy@gov.ky)

**Website:**

All Departments within the Portfolio of Legal Affairs are featured on the website – [www.caymanjudicial-legalinfo.ky](http://www.caymanjudicial-legalinfo.ky) however there are Departments which have their own websites as well.

**Portfolio of Legal Affairs**

<http://www.caymanjudicial-legalinfo.ky/>

**Financial Reporting Authority**

[www.fra.gov.ky](http://www.fra.gov.ky)

**Cayman Islands Law School**

[www.lawschool.gov.ky](http://www.lawschool.gov.ky)

**Hours of Work:**

All Departments within the Portfolio of Legal Affairs are open from 8.30am to 5.00pm – the Law School has extended Library Hours during exam periods.

**List of Committees, Boards, Councils, Associations, Trusts, Foundations etc that the Public Authority holds membership:**

**Office of the Attorney General**

National Hazard Management Committee;  
Court Rules Committee;  
Legal Advisory Council;



Anti-Money Laundering Steering Committee Group; and  
Hurricane Committee.

### **Attorney General's Chambers**

#### *Office of the Solicitor General*

Medical & Dental Council;  
Pensions Board;

Health Practise Board;  
Child Abuse Prevention Board;  
Water Authority; and  
Health Services Authority.

### **Legislative Drafting Department**

None

### **Law Reform Commission**

None

### **Law Revision Commission**

None

### **Financial Reporting Authority**

Guidance Note Committee

### **Cayman Islands Law School**

Employment Appeals Tribunal

## **Information already published**

These manuals relate to all Departments within the Portfolio of Legal Affairs:

1. Attorney General's Annual Review;
2. Hurricane Preparedness Plan;
3. Policy & Procedures Manual.

The Law School however has several other publications which include:

1. Student Handbook;
2. Examinations Code of Practice.

### **Law Revision**

Consolidated Index

### **Financial Reporting Authority**

The Financial Reporting Authority also has information published on the website [www.fra.gov.ky](http://www.fra.gov.ky)

## **List of Employees (where currently required):**

The Portfolio of Legal Affairs does not issue work permits but hire employees on a contractual basis.

### **Office of the Attorney General**

Mr. Samuel W. Bulgin QC, JP, MLA – Attorney General  
Ms. Reshma Sharma – Senior Crown Counsel (Treaties)  
Ms. Virginia Gendron – Personal Assistant to the Attorney General  
Ms. Tesia Scott – Executive Officer

### **Chief Financial Officer**

Mr. John Regan – Chief Financial Officer  
Ms. Vicki Robinson – Financial Administrator

### **Attorney General's Chambers**

#### Office of the Solicitor General

Ms. Vicki Ann Ellis – (Acting) Solicitor General  
Mr. Douglas Schofield – Assistant Solicitor General

Mrs. Suzanne Bothwell – Senior Crown Counsel

Ms. Dawn Lewis – Crown Counsel  
Mr. Wayde Bardswell – Crown Counsel - Civil  
Ms. Anne-Marie Rambarran – Crown Counsel – Civil

Ms. Joan Mattis – Crown Counsel

### **Administrative Staff**

Mrs. Angella Bent – Thomas – Human Resource Manager  
Mrs. Beverly Speirs - Librarian  
Ms. Audrey Bennett – Executive Officer / Senior Records Officer  
Mrs. May Douglas – Legal Secretary (Civil)

### **Legislative Drafting Department**

Mrs. Myrtle Brandt – First Legislative Counsel  
Mr. Stephen Miller – Senior Legislative Counsel  
Mr. Bilika Simamba – Senior Legislative Counsel  
Ms. Michelle Daley – Legislative Counsel

Mrs. Karen Stephen-Dalton – Legislative Counsel

Ms. Bethea Christian – Crown Counsel

Mrs. Christine Cooke - Paralegal

**Administration Staff**

Ms. Darrah Jervis – Administration Secretary

**Law Reform Commission**

Ms. Cheryl Ann Neblett – Director

Mr. Jose Griffith – Legislative Council

**Administration Staff**

Ms. Kimberly Ebanks – Office Assistant 1

**Law Revision Commission**

Mr. Stephen Miller – Law Revision Commissioner

Mrs. Patricia Sutherland – Administrative Secretary

**Financial Reporting Authority**

Mr. Lindsey Cacho – Director

Mr. Adam Roberts – Legal Advisor

Mr. Julian Hurlston – Financial Analyst

Mrs. Elena Jacob – Financial Analyst

Mr. Roman Reyes – Accountant/IT

**Administrative Staff**

Ms. Sharon Dhamalie – Administrative Manager

**Cayman Islands Law School**

Mr. Mitchell C. Davies – Director of Legal Studies

Mrs. Deborah Barker-Royce – Professional Practice Course Leader

Dr. Simon Cooper – Senior Lecturer

Mr. Matthew Rollinson – Lecturer

Ms. Rhian Minty – Lecturer

Mr. Andrew Woodcock – Lecturer

**Administrative Staff**

Mrs. Beverly Speirs – Librarian

Ms. Loures Pacheco – Library Assistant

Mrs. Lisa Morales-Levy – Administrative Assistant

Mrs. Lovisa Vernon-Hamilton – Receptionist

**Annual Report:**

Attorney General's Annual Review

Law Reform

Annual report 2005/6

Annual report 2006/7

Annual report 2007/8

## **Budget Allocated to the Public Authority:**

The budgeted expenditures for 2008/9 for the Portfolio of Legal Affairs are \$10,479,000.

2009/10 Budget -

[http://www.gov.ky/portal/page?\\_pageid=1142,3475831&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,3475831&_dad=portal&_schema=PORTAL)

2010/11 Budget -

[http://www.gov.ky/portal/page?\\_pageid=1142,5022548&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,5022548&_dad=portal&_schema=PORTAL)

## **Internal Complaints Procedure:**

Members of the public who wish to make a complaint may do so:

- in person at the office of the Chief Officer for the Portfolio of Legal Affairs (1st Floor, dms House, #20 Genesis Close, George Town, Grand Cayman.)
- by telephone to the office where the problem arose.
- in writing by way of letter

You should expect to receive a reply to your complaint within 7 working days from the date your complaint was received in writing.

The letter should be addressed to:

Mrs. Angella Bent-Thomas  
Human Resources Officer  
Government Legal Department  
P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands

By e-mail: [Angella.bent-thomas@gov.ky](mailto:Angella.bent-thomas@gov.ky)

Please ensure that you:

- Provide your name, address and contact details so that we can respond to your complaint;
- explain clearly the nature of your complaint;
- what service, policy or aspect of the office you are complaining about;
- describe any facts and events relating to your complaint;
- include the date, time and location where an incident may have taken place and who may have been affected;
- include the name of the member of staff involved;
- state any expectations you had in relation to the services provided by the office;
- Anything else which you believe would be helpful to us when carrying out an investigation into your complaint.

## **Classes of Information held:**

### **Office of the Attorney General**

The majority of the matters handled by the Honourable Attorney General are highly confidential opinions and advice to the Government of the Cayman Islands and the Statutory Authorities.

### **Attorney General's Chambers**

#### *Office of the Solicitor General*

Civil Files;  
Advice;  
Litigation;  
Draft Contract & Leases;  
International Co-Operation Files including Child Abduction Matters;  
Staff Files; and  
General Written Memoranda to all Government Departments and Authorities.

### **Legislative Drafting Department**

Drafting Instructions relating to all legislation  
Drafts of all legislation (Bills, Regulations, Orders, Notices, Rules, etc.)  
Copies of Laws bearing the signature of H. E. The Governor  
Legislation that has been published in the Official Gazette (Bills, Laws, Regulations, Orders, Notices, Rules, etc.)

### **Law Reform Commission**

Administrative files;  
Operational files- main file; research material files;  
Law Reform Commission Reports- annual reports; and  
Final reports

### **Law Revision Commission**

Gazettes

### **Financial Reporting Authority**

Suspicious Activity Report Form

### **Cayman Islands Law School**

Student Records; Staff Records; and Administrative Files

## **Frequently Asked Questions:**

### **Office of the Attorney General**

#### **Question:**

What is the procedure to be followed when applying to become a Notary Public?

#### **Answer:**

Section 3 of Notaries Public Law.

#### **Question**

How do practising attorneys/barristers get admitted to practice in the Cayman Islands?

**Answer**

Subject to the Legal Practitioners Law , a judge may admit to practice as an attorney-at-law in the Islands any person who –

- (a) (i) is entitled to practice at the Bar of England and Wales or the Bar of Northern Ireland; and  
(ii) having received a certificate of call from either of those Bars, has either-
  - (A) served twelve months pupillage in England, Wales or Northern Ireland; or
  - (B) served the term of articles in the Islands required by the Third Schedule of the Legal Practitioners (Students) Regulations (2007 Revision);
- (iii) is a member of the Faculty of Advocates of Scotland or a solicitor of the Supreme Court of Judicature of England, Scotland or Northern Ireland;
- (iv) is an attorney-at-law of the Supreme Court of Jamaica;
- (v) is a Writer to the Signet of Scotland or a solicitor admitted to practise in Scotland; or
- (b) satisfies a judge that he is entitled to practice in any court of any of the Commonwealth and possesses a qualification comparable as to standard law, practice and procedure with those specified in paragraph (a); or
- (c) is qualified to practice as an attorney-at-law under regulations made under section 20.

(2) Whoever is qualified under subsection (1) may apply for admission to practice as an attorney-at-law and such application shall be made in writing addressed to a judge and be filed in the office of the Clerk of Court together with-

(a) the certificate of the applicant's call to the Bar or, as the case may be, of his admission to the Faculty of Advocates or of his admission as solicitor, Writer to the Signet or Law Agent aforesaid, or the corresponding certificate relating to any qualification referred to in paragraph (b) or (c) of subsection (1); and

(b) an affidavit signed by him in the presence of the Clerk of Court, who shall subscribe his name as a witness thereto, verifying that the certificate is a true certificate and that the applicant is the person named therein and that he is qualified as prescribed by subsection (1) (hereinafter referred to as "the prescribed qualification"): Provided that a judge may exempt any such person from producing the said certificate and from verifying the same if he is otherwise satisfied that the applicant possesses the prescribed qualification

(3) A judge may, for due cause, refuse to admit any applicant to practice as an attorney-at-law notwithstanding that he may possess the prescribed qualification unless such person is being admitted to practise as an attorney-at-law under paragraph (c) of section 3(1).

**Question**

What are the requirements to become a recognised body or incorporated as a company?

**Answer**

The requirements are: 1) a certificate of incorporation of the Company issued under Regulations 9 and 10 of the Legal Practitioners (Incorporated Practice) Regulations 2006, 2) Memorandum and Articles of Association, 3) Register of Directors, 4) Register of Officers, 5) Register of Members and Register of Shareholders, 6) Copy of insurance Coverage, and 7) a Cheque made out in the amount of CI\$2,000.00 payable to the Cayman Islands Government.

**Attorney General's Chambers****Office of the Solicitor General****Question**

Do you advise the Public?

**Answer**

No. We provide services to our clients which are the Government and Authorities.

## **Legislative Drafting Department**

### **Question**

What is the process relating to a Bill after it has been passed by the Legislative Assembly?

### **Answer**

1. The Clerk of the Legislative Assembly sends to the Legislative Drafting Department, a copy of the Bill that has been passed by the Legislative Assembly, together with any amendments to the Bill that have been made by the Legislative Assembly.
2. The Legislative Drafting Department makes any necessary changes and sends bound copies of the Bill to the Clerk of the Legislative Assembly, for signing.
3. The Clerk of the Legislative Assembly returns the signed Bill to the Legislative Drafting Department and the Bill is then forwarded to the Attorney-General for his Legal Report.
4. The Attorney-General sends his signed Legal Report and the Bill to H. E. The Governor, for Assent.
5. The Governor signs the Bill (making it a Law) and sends the Law to the Clerk of Cabinet, for sealing.
6. The Governor sends the sealed Law to the Legislative Drafting Department, for publication in the Official Gazette.

### **Question**

From members of the public: "What Law governs .....?"

### **Answer**

The Legislative Drafting Department does not give legal advice to members of the public.

## **Law Reform Commission**

None

## **Law Revision Commission**

### **Question**

Where can a copy of a law incorporated in a Revision be found?

### **Answer**

Copy of law either provided by the Law Revision Commission or through the Archives.

## **Financial Reporting Authority**

None

## **Cayman Islands Law School**

### **Question**

How do I gain admission to the Cayman Islands Law School?

### **Answer**

Entry requirements for the full and part-time degrees are laid down in the Legal Practitioners (Students) Regulations (2007 Revision). Generally, the academic entry requirement for students who are under 21 years of age on 1st May in the year they start their course is at least two General Certificate of Education Advanced Level passes in addition to three General Certificate of Secondary Education (GCSE) passes of Grade C or higher standard. The GCSE subjects must include English Language and one of Mathematics or a Natural Science subject or Geography or Economics. Other prescribed combinations of passes may be acceptable (but proof of attainment of an acceptably high English Language standard is essential) as may other prescribed qualifications recognized as being of a comparable standard, such as an Associates Degree with a sufficiently high GPA. Students who are over 21 years of age on 1st June in the year of intended entry who do not possess formal qualifications may take the University of Liverpool Mature Students' Entrance Examination. Further particulars of the Law School's admission requirements, together with a copy of the Application Form, can be obtained from our Admissions Policy which can be downloaded from the CILS website: [www.gov.ky/lawschool](http://www.gov.ky/lawschool).

### **Question**

What are the Immigration requirements?

**Answer**

Following receipt of an unconditional written offer from CILS, international applicants must apply for a student visa from the Cayman Islands Immigration Department. Details of this procedure will be supplied by CILS following the making of an unconditional offer. If English is not your first language, then you must demonstrate your English Language competence either on the basis of the qualification you are offering (i.e. English being a main component of it) or by successfully undertaking the Mature Students Entrance Examination. For further guidance please contact the Department of Immigration 1345-949-8344 or visit their website at [www.immigration.gov.ky](http://www.immigration.gov.ky).

**Question**

Does the Law School provide Halls of Residence?

**Answer**

The Law School does not have Hall of Residence. Students are responsible for arranging their own accommodations on Islands. Information relating to accommodations can be found in the classified sections of the local newspapers or arrangements can be made through a real estate company.

**Question**

How do practising attorneys/barristers get admitted to practice in the Cayman Islands?

**Answer**

Subject to the Legal Practitioners Law , a judge may admit to practice as an attorney-at-law in the Islands any person who –

- (b) (i) is entitled to practice at the Bar of England and Wales or the Bar of Northern Ireland; and
- (ii) having received a certificate of call from either of those Bars, has either-
  - (A) served twelve months pupillage in England, Wales or Northern Ireland; or
  - (B) served the term of articles in the Islands required by the Third Schedule of the Legal Practitioners (Students) Regulations (2007 Revision);
- (iii) is a member of the Faculty of Advocates of Scotland or a solicitor of the Supreme Court of Judicature of England, Scotland or Northern Ireland;
- (iv) is an attorney-at-law of the Supreme Court of Jamaica;
- (v) is a Writer to the Signet of Scotland or a solicitor admitted to practise in Scotland; or
- (b) satisfies a judge that he is entitled to practice in any court of any of the Commonwealth and possesses a qualification comparable as to standard law, practice and procedure with those specified in paragraph (a); or
- (c) is qualified to practice as an attorney-at-law under regulations made under section 20.

(2) Whoever is qualified under subsection (1) may apply for admission to practice as an attorney-at-law and such application shall be made in writing addressed to a judge and be filed in the office of the Clerk of Court together with-

(a) the certificate of the applicant's call to the Bar or, as the case may be, of his admission to the Faculty of Advocates or of his admission as solicitor, Writer to the Signet or Law Agent aforesaid, or the corresponding certificate relating to any qualification referred to in paragraph (b) or (c) of subsection (1); and

(b) an affidavit signed by him in the presence of the Clerk of Court, who shall subscribe his name as a witness thereto, verifying that the certificate is a true certificate and that the applicant is the person named therein and that he is qualified as prescribed by subsection (1) (hereinafter referred to as "the prescribed qualification");

Provided that a judge may exempt any such person from producing the said certificate and from verifying the same if he is otherwise satisfied that the applicant possesses the prescribed qualification

(3) A judge may, for due cause, refuse to admit any applicant to practice as an attorney-at-law notwithstanding that he may possess the prescribed qualification unless such person is being admitted to practise as an attorney-at-law under paragraph (c) of section 3(1).

**Forms in Use:**

Law School

Admission Application Form;



Registration and Timetable; and  
Mature Entrance Exam Form

**Press Releases:**

“Ethics, Integrity & Accountability”

<http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/FIND/ORGANISATIONS/AZAGENCIES/PLG/DOCUMENTS/ADDRESS%20TO%20MINISTERS%202-6-09.PDF>

**FOI contacts:**

- **Public Authority Information Manager email:**

The Information Manager for the Portfolio is:

Jenesha N. Bhoorasingh-Simpson  
P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands  
Tel: 1-345-949-7712  
Fax: 1-345-949-7183  
e-mail: [Jenesha.bhoorasingh@gov.ky](mailto:Jenesha.bhoorasingh@gov.ky)

The designate to the Information Manager for the Portfolio is:

Marilyn Brandt  
P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands  
Tel: 1-345-949-7712  
Fax: 1-345-949-7183  
e-mail: [marilyn.brandt@gov.ky](mailto:marilyn.brandt@gov.ky)

- **Link to FOI Website:**

[www.caymanjudicial-legalinfo.ky](http://www.caymanjudicial-legalinfo.ky)

- **How to make an FOI request: (provide a link to the request process on the FOI website):**

Section 7 of the Freedom of Information Law outlines the process by which an application is to be made:

(1) A person who wishes to obtain access to a record shall make an application to the public authority which holds that record.

(2) An application under subsection (1)-

(a) may be made in writing or transmitted by electronic means other than telephone;

(b) shall provide such information concerning the record as is reasonably necessary to enable the public authority to identify it..

- (3) A public authority to which an application is made shall-
- (a) upon request, assist the applicant in identifying the records to which the application relates;
  - (b) acknowledge receipt of every application made in the prescribed manner;
  - (c) grant to the applicant access to the record specified in the application if it is not an exempt record.
- (4) A public authority shall respond to an application as soon as practicable but not later than-
- (a) thirty calendar days after the date of receipt of the application; or
  - (b) in the case of an application transferred to it by another authority pursuant to section 8, thirty calendar days after the date of the receipt by that authority, so, however, that an authority may, for good cause, extend the period of thirty calendar days for a further period, not exceeding one period of thirty calendar days, in any case where there is reasonable cause for such extension.
- (5) The response of the public authority shall state its decision on the application, and where the authority or body decides to refuse or defer access or to extend the period of thirty calendar days, it shall state the reasons therefore, and the options available to an applicant.

# **OFFICE OF DIRECTOR OF PUBLIC PROSECUTIONS**

## **FREEDOM OF INFORMATION**

### **Introduction**

As a public authority, the Office of the Director of Public Prosecutions is committed to openness, transparency and serving the public interest in compliance with the Freedom of Information Law, 2007. The Freedom of Information (FOI) Law was passed on 19th October 2007 and came into effect in January 2009. It gives the public a right of access to all types of records held by public authorities, but also sets out some exemptions from that right.

### **Publication Schemes**

Each public authority covered by the Freedom of Information Law has a legal duty to adopt and maintain a publication scheme in accordance with s. 5 of the FOI Law. The main purpose of a publication scheme is to make information readily available without the need for specific written requests. E-Publication Schemes are intended to encourage organizations to publish proactively, and develop a greater culture of openness.

The Law states that Information to be published by public authorities includes:-

- the [departments and agencies](#) of the authority.
- the [functions of the authority](#), what work it does and how it sets about its tasks.
- the [name and title](#) of the Principal Officer and other key officers within the authority and their [business addresses](#).
- [Classes of records held](#).
- the [subjects handled by each department or authority](#), with the [locations](#) of the departments and agencies and the [opening hours of all offices](#).
- [Manuals](#), interpretations, rules, guidelines, practices or precedents.

Please check our [document library](#) and [disclosure log](#) to see if the information you would like is already available.

## **FOI Contact**

### **Information Manager**

Jenesha N. Bhoorasingh-Simpson (Information Manager)

Marilyn Brandt (Designate)

Please click the following link for information relating to [Information Manager and Designate](#).

This website forms the Office of the Director of Public Prosecutions. e-publication scheme, developed in compliance with Section 5 of the FOI Law.

## **1.1 Document Library**

This section contains documents published by the Office of the Director of Public Prosecutions.

This includes:-

- Reports published as a result of normal day-to-day activity
- Reports commissioned by the Office of the Director of Public Prosecutions.
- Forms & leaflets published for use by the Public
- Manuals, Procedures & Guidelines

The Office of the Director of Public Prosecutions publishes the following information:

Recruitment Forms for positions with the Cayman Islands Government

[Government Application Form](#) – Updated 30th January 2008

[Government Application Form Guidance Notes](#) – Updated 5th December 2007

[Hurricane Preparedness Website](#)

By all means, please contact us with any advice you may have for the ongoing enhancement of our site towards these objectives.

## **1.2 Disclosure Log**

This website forms the Office of the Director of Public Prosecutions e-publication scheme, developed in compliance with Section 5 of the FOI Law.

The disclosure log is updated regularly and provides details of FOI requests that we feel may have a wider public interest.

Please note that the disclosure log does not list everything that has been released under FOI. Some responses consist of large numbers of documents that are not held in electronic format. Where practical the documents concerned have been scanned and made available online via our website.

In addition to a summary of the original request, the log indicates whether or not the information was released and what exemptions, if any, were applied.

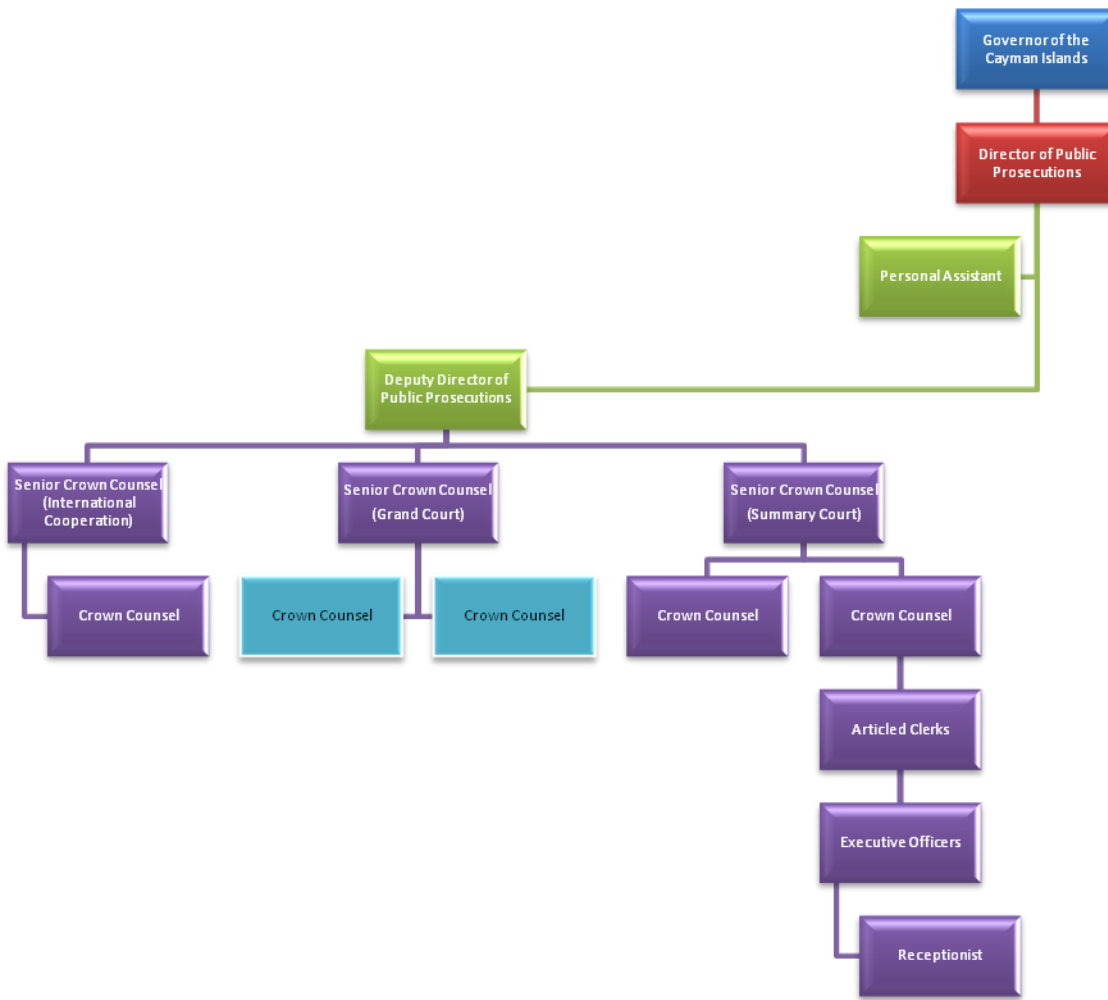
Where the actual reply has been reproduced, the applicant's name and other personal details were deleted.

(Please note that the Office of the Director of Public Prosecutions was established on the 1st of July 2011, thus there would have been no requests pursuant to this Law prior to that date). You may wish to refer to the Portfolio of Legal Affairs' website for disclosure of records prior to the 1<sup>st</sup> July 2011.

Please be advised that as of the 1<sup>st</sup> July 2011 the "Legal Department" has been divided into two separate entities, the Office of the Director of Public Prosecutions and the Attorney General's Chambers. Consequently, the "Government Legal Department" no longer exists.

Request Number	Request Details	Outcome
#44711/11 & #44515/11	Request for disclosure of records/documents in ongoing criminal matter. Applicant is not party to the proceedings.	Records exempt from disclosure pursuant to sections 16(b), 23(1) and 20(1)(d) of the Freedom of Information Law.
#43050/11	Request by Defendant in criminal matter for disclosure of Crown's evidence against said Defendant.	Request not dealt with under the provisions of the Freedom of Information Law as relevant disclosure in criminal matters are routinely handled directly by the Office of the Director of Public Prosecutions. In this case the relevant documentation had already been served on the Applicant's attorney.

## **STRUCTURE – OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS**



### **Other Matters**

1. Appointment of Director of Public Prosecutions  
[http://www.gov.ky/portal/page?\\_pageid=1142,5354599&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,5354599&_dad=portal&_schema=PORTAL)
2. Appointment of Deputy Director of Public Prosecutions –  
[http://www.gov.ky/portal/page?\\_pageid=1142,5786339&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,5786339&_dad=portal&_schema=PORTAL)
3. Government Annual Report -  
[http://www.gov.ky/portal/page?\\_pageid=1142,1591697&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1591697&_dad=portal&_schema=PORTAL)
4. Judicial Statistics – [http://www.caymanjudicial-legalinfo.ky/publications/Court%20Statistics%20\(revised%202010\)%20\(3\).pdf](http://www.caymanjudicial-legalinfo.ky/publications/Court%20Statistics%20(revised%202010)%20(3).pdf)
5. The latest approved Salary Scale, listing the salary grades, and the salary points within grades.  
[July 2008 - Annual Salary Scale for Salaried Staff](#)

### 1.3 Classes of Information

A Class of Information is a way of collecting together similar types of information. The Office of the Director of Public Prosecutions has grouped its Classes of Information into broad categories (or functions) which reflect the Chambers output. If you are intending to make a request, the grouping of information found in the link should give you an indication of where the information may be found.

When fully operational, this site will offer links to our records. While those interactive facilities are being developed for launch in the near future, we trust that you will use the site in its present static phase to find useful information about our records.

#### **Classes of Information held:**

- Criminal Files;
- International Co-Operation Files ;
- Human Resources/Administration Files; and
- General Written Memoranda to Government Departments.

### 1.4 Making a Request

We want to help you find the information you are interested in.

If you want to request information from the Office of the Director of Public Prosecutions, you should initially look at the [document library](#) and the [disclosure log](#) to see if the information you seek has already been published.

If you wish to make a request for information then you should contact the [Information Manager](#) or submit a request on-line at the [FOI Unit website](#).

Requests must be in writing (letter, email or facsimile) and must include your address (either postal or e-mail) and can include your name. Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed.

We will always acknowledge receipt of FOI requests made to the above address and we will let you know if we need to extend the deadline. For detailed advice on what sorts of information is exempt please see the [FOI Unit website](#).

This website has been developed in preparation for implementation of the FOI Law, 2007 which came into effect on 5<sup>th</sup> January 2009; consequently, public authorities cannot guarantee that requests for information prior to that time will be handled in accordance with new FOI procedures, which are currently being developed.

### **Fees associated with a Request for Information**

There is no application fee and no fee for going to a public authority and looking at a record requested by FOI. However, a requester may be required to pay copying or change of format fees. Details concerning costs and payment are contained in the FOI Regulations which are available on the [FOI Unit website](#).

This website forms the Office of the Director of Public Prosecutions e-publication scheme, developed in compliance with Section 5 of the FOI Law.

## **1.5 Appeals**

### **Internal Review**

If you make a request under the Freedom of Information Law and are not satisfied with our response, you are entitled to an internal review. If you believe you are entitled to an internal review, please put your appeal in writing and either e-mail or post it to the [Information Manager](#). Include your name (where applicable), address, telephone number and the reference number at the top of our letter or e-mail to you. You have 30 calendar days from the date of receipt of a refusal to request an internal review. Please explain why you would like us to review our original response.

Under section 33 of the FOI Law, you may ask for an Internal Review of a response to your request for any of the following reasons:

- a. If you were refused access;
- b. If you were granted partial access to the record(s) specified in your application;
- c. If your request was deferred;
- d. If there was a refusal to amend or annotate an official document containing personal information; or
- e. If a fee was charged for action taken or if you disagree with the amount of the fee charged;

where the decision was taken by a person other than the responsible Minister, Chief Officer or Principal Officer of the public authority.



## **Appeal to the Information Commissioner**

If you are dissatisfied with the internal review of our decision, or an internal review was not available, you can seek an appeal from the Information Commissioner.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town  
P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1345.747.5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **Name of Public Authority: Office of the Director of Public Prosecutions (ODPP)**

The ODPP is solely comprised of the Office of the Director of Public Prosecutions.

### **Name & Title of Chief Officer/Principal Officer/HoD:**

*Head of the Office of the Director of Public Prosecutions:*

Ms. Cheryll M. Richards Q.C.

*Deputy Director of Public Prosecutions:*

Mr. Trevor M. Ward

## **Functions of Public Authority**

### **Criminal Matters**

The Office of the Director of Public Prosecutions prosecutes all matters in the Summary Court and the Grand Court. It is also responsible for criminal appeals which are heard by the Court of Appeal of the Cayman Islands. The Office has also become more involved in prosecutions brought by other bodies such as the Department of Labour, Planning, Immigration and Superintendent of Pensions. In June 2010 the Office took over responsibility for prosecutions of cases in the Traffic Court.

Further the Office also provides advice as to charges that are to be laid in criminal matters and makes decisions as to whether individuals should be prosecuted. Additionally, Crown Counsel also provides advice to law enforcement officers on law and procedure, as well as assists in the training of new recruits.

## **International Division**

In 2004, the International Division was formally implemented with the advent of the Criminal Justice (International Cooperation) Law (2004 Revision) (CJICL). This new law enables mutual legal assistance to be provided at the investigative stage of a matter where the conduct would constitute an offense in the Cayman Islands. The Office of the Director of Public Prosecutions may provide assistance to those countries that are party to the Vienna Convention as well as countries which are listed in the Schedule to the Law. The nature of the assistance offered may be in the form of restraint/confiscation and forfeiture applications as well as gathering of evidence and extradition.

## **Governing Legislation and Regulations:**

The Office of the Director of Public Prosecutions is constituted by section 57 of the Cayman Islands (Constitution) Order (2010).

## **Address Office of the Director of Public Prosecutions**

Physical Address: 1st Floor, dms House, Genesis Close, George Town Grand Cayman

Mailing Address: P.O. Box 2328, Grand Cayman KY1- 1106, Cayman Islands

Tel: 1-345-949-7712

Fax: 1-345-949-7183

Email: [foi.dpp@gov.ky](mailto:foi.dpp@gov.ky)

## **Website**

## **Hours of Work:**

The Office of the Director of Public Prosecutions is open from 8.30am to 5.00pm.

## **Information already published**

These manuals relate to the Office of the Director of Public Prosecutions;

1. Hurricane Preparedness Plan;
2. Policy & Procedures Manual.

The Office of the Director of Public Prosecutions does not issue work permits but hires employees on a contractual basis. Caymanian employees employed to the Chambers are employed on open ended contracts.

### **List of Employees - Office of the Director of Public Prosecutions**

- Ms. Cheryll M. Richards – Director of Public Prosecutions
- Mr. Trevor M. Ward – Deputy Director of Public Prosecutions
- Mrs. Tanya Lobban – Jackson– Senior Crown Counsel – Summary Court
- Mr. John Masters –Senior Crown Counsel – (International Co-operation)
- Mrs. Nicole Tyson-Petit – Crown Counsel
- Ms. Tricia Hutchinson – Crown Counsel
- Ms. Elizabeth Lees – Crown Counsel
- Mr. Kenneth Ferguson – Crown Counsel
- Ms. Laura Manson – Crown Counsel
- Mrs. Jenesha N. Bhoorasingh – Simpson – Crown Counsel
- Mrs. Marilyn Brandt – Crown Counsel
- Ms. Candia James – Crown Counsel
- Mr. Dennis Brady – Crown Counsel (Traffic) – on secondment
- Mrs. Aaliyah McCarthy – Crown Counsel (Traffic)

### **Administrative Staff**

- Mrs. Angella Bent – Thomas – Human Resource Manager
- Mrs. Tenda Kelly – Administrative Assistant
- Mrs. Beverly Speirs – Librarian
- Ms. Evita Dixon – Summary Court Clerk
- Mrs. D. Kim Chin – Summary Court Clerk
- Ms. Shaneil Brown– Grand Court Clerk
- Ms. Michelle Taylor – Assistant Grand Court and Traffic Clerk
- Mr. Simeon Stewartson – Office Assistant

### **Budget Allocated to the Public Authority:**

#### [Link to Budget](#)

The budget allocated to the Office of the Director of Public Prosecutions for the year 2011/12 is  
C\$2,569,550.00

#### [Link to Annual Report](#)

[http://www.gov.ky/portal/page?\\_pageid=1142,1591697&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1591697&_dad=portal&_schema=PORTAL)

## **Internal Complaints Procedure:**

Members of the public who wish to make a complaint may do so:

- in person at the office of the Director of Public Prosecutions (1st Floor, dms House, #20 Genesis Close, George Town, Grand Cayman.)
- by telephone
- in writing by way of letter

You should expect to receive a reply to your complaint within 7 working days from the date your complaint was received in writing.

The letter should be addressed to:

Mrs. Angella Bent-Thomas  
Human Resources Officer  
Office of the Director of Public Prosecutions  
P.O. Box 2328  
Grand Cayman – KY1-1106  
Cayman Islands

By e-mail: [Angella.bent-thomas@gov.ky](mailto:Angella.bent-thomas@gov.ky)

Please ensure that you:

- Provide your name, address and contact details so that we can respond to your complaint;
- explain clearly the nature of your complaint;
- what service, policy or aspect of the office you are complaining about;
- describe any facts and events relating to your complaint;
- include the date, time and location where an incident may have taken place and who may have been affected;
- include the name of the member of staff involved;
- state any expectations you had in relation to the services provided by the office;
- Anything else which you believe would be helpful to us when carrying out an investigation into your complaint.

## **Classes of Information held:**

Criminal Files

International Co-Operation Files;

Human Resources/Administration Files; and

General Written Memoranda to Government Departments in particular the RCIPS.

## **Frequently Asked Questions:**

### **Does the DPP provide advice to members of the public?**

No. The Office of the DPP provides advice only to the RCIPS and other Government Departments/Authorities on Criminal Prosecutions and related matters.

### **Is the Crown Counsel my attorney?**

The role of the Crown Counsel is to prosecute matters on behalf of all Complainants/Victims in criminal proceedings instituted by the State.

The Crown Counsel is not your personal lawyer but is there as a representative of the Director of Public Prosecutions. Crown Counsel will however ensure that you are advised as to the dates for Court and that you understand the Court process.

### **What is the procedure if I no longer wish to give evidence?**

If a Complainant or witness is of the view that he no longer wishes to proceed to trial in a matter he should advise the Investigating Officer of this and provide a statement setting out his new position and the reason for it. He will also be required to attend Court to state his position from the witness box. It should be noted that threats from the accused or persons connected to him/her are not usually a sufficient basis to withdraw a charge as measures can be taken to protect witnesses. The DPP's office will review the case and determine whether or not the matter should proceed. A decision may be made that the matter will proceed even where a witness indicates he no longer wishes to give evidence.

### **Are witnesses permitted to ask that the Court room be cleared of the accused and the public when they give evidence?**

The Criminal Procedure Code provides that all witnesses for the Crown must give their evidence in the presence of the Accused unless he has consented to be absent or as permitted by another Law. It also provides that the Court/Judge if it thinks fit at any stage of the proceedings relating to any particular case may order that the public generally or any particular person shall not have access to or remain in the room or building used by the Court. There are also provisions for a witness, in certain circumstances, to give their evidence via video link or behind a screen.

### **Do I have a say in what I believe the Defendant should be charged with?**

While the statement given by a Complainant or Witness forms the basis of whatever charge is subsequently laid, the decision of what charges should be laid is ultimately that of the Director of Public Prosecutions who will take into account all the available evidence.

### **Will I be required to give evidence in Court in a matter where I am not the Complainant?**

Statements given in respect of a crime are reviewed by the Prosecutor and served on the Defence. The Prosecutor may be of the view that even though you are not a Complainant or

Victim, your evidence is important and requires your attendance. It is possible however that the Prosecutor and Defence Attorney may agree to read your statement into evidence in which case you would not be required to attend.

**Does the Prosecutor need to meet with me before I go to Court?**

The Prosecutor having reviewed the file may form the view that it is necessary to meet with a witness before a trial. This allows for questions to be asked by him/her to clarify issues. It is also useful for witnesses as it allows them to ask their own questions and ventilate concerns.

**Can the Prosecutor accept a plea from the Defendant to a less serious charge without my agreement?**

All prosecutorial decisions are taken after a full review of the evidence available. A Crown Counsel may meet with you in order to advise you of his proposed course of action. While your agreement is not required the Prosecutor takes into account concerns expressed and consequences for the Complainant/Victim.

**Do I get to address the Court on Sentencing in matters where I am the Complainant or Family to the Victim?**

During the sentencing phase the Complainant or Family of a Victim are permitted to submit a Victim Impact Statement to the Court. This statement details how the crime has affected the parties physically, emotionally and financially. The Crown Counsel may, in reviewing sentencing precedents, make recommendations on the sentence type (community service, fine, prison) or range (time period).

The Court has the final decision on the sentence that the crime merits, and passes sentences accordingly.

**FOI contacts:**

The Information Manager for the Office is:

Jenesha N. Bhoorasingh-Simpson  
P.O. Box 2328  
Grand Cayman – KY1-1106  
Cayman Islands  
Tel: 1-345-949-7712  
Fax: 1-345-949-7183  
e-mail: [Jenesha.bhoorasingh@gov.ky](mailto:Jenesha.bhoorasingh@gov.ky)

The designate to the Information Manager for the Portfolio is:

Marilyn Brandt  
P.O. Box 2328  
Grand Cayman – KY1-1106  
Cayman Islands  
Tel: 1-345-949-7712  
Fax: 1-345-949-7183  
e-mail: [marilyn.brandt@gov.ky](mailto:marilyn.brandt@gov.ky)

• Link to FOI Unit Website: [www.foi.gov.ky/](http://www.foi.gov.ky/)

How to make an FOI request: [FOI Online Application](#)

Section 7 of the Freedom of Information Law outlines the process by which an application is to be made:

(1) A person who wishes to obtain access to a record shall make an application to the public authority which holds that record.

(2) An application under subsection (1)-

(a) may be made in writing or transmitted by electronic means other than telephone;

(b) shall provide such information concerning the record as is reasonably necessary to enable the public authority to identify it..

(3) A public authority to which an application is made shall-

(a) upon request, assist the applicant in identifying the records to which the application relates;

(b) acknowledge receipt of every application made in the prescribed manner;

(c) grant to the applicant access to the record specified in the application if it is not an exempt record.

(4) A public authority shall respond to an application as soon as practicable but not later than-

(a) thirty calendar days after the date of receipt of the application; or

(b) in the case of an application transferred to it by another authority pursuant to section 8, thirty calendar days after the date of the receipt by that authority, so, however, that an authority may, for good cause, extend the period of thirty calendar days for a further period, not exceeding one period of thirty calendar days, in any case where there is reasonable cause for such extension.

(5) The response of the public authority shall state its decision on the application, and where the authority or body decides to refuse or defer access or to extend the period of thirty calendar days, it shall state the reasons therefore, and the options available to an applicant.

# **THE MINISTRY OF FINANCE, TOURISM AND DEVELOPMENT – PUBLIC FINANCE PUBLICATION SCHEME**

**(Produced in accordance with the Deputy Governor’s Code of Practice)**

## **ABOUT THE PUBLICATION SCHEME**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into the different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Ministry of Finance, Tourism and Development – Public Finance to making information available to the public as part of its normal business activities.

The Ministry of Finance, Tourism and Development – Public Finance will:

- specify the information held by the authority, which falls within the categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public; and
- regularly review and update the information made available under this scheme.

## **INFORMATION THAT MAY BE WITHHELD**

The Ministry of Finance, Tourism and Development - Public Finance will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Finance, Tourism and Development – Public Finance, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive’s *Redaction Standard*.



In maintaining this publication scheme, our aim is to be as open as possible.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Ministry of Finance, Tourism and Development – Public Finance (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **METHODS OF ACCESS**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

**Online** - Some of our documents will be published electronically on the Ministry of Finance, Tourism & Development – Public Finance website once it becomes operational and will be downloadable in PDF format. In the interim please contact the FOI Information Manager Designate Kristy Watler at 244-2205 or email at [foi.pfe@gov.ky](mailto:foi.pfe@gov.ky).

**Email** - If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.pfe@gov.ky](mailto:foi.pfe@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

**Phone** - Documents listed in the publication scheme can also be requested by telephone. Please call Kristy Watler at 949-7900 or 244-2205 to request information.

**Post** - All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: Kristy Watler, Ministry of Finance, Tourism & Development – Public Finance, 3<sup>rd</sup> Floor, New Government Administration Building, Elgin Avenue, George Town, Grand Cayman, KY1-9000.

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary.

**Personal visits** - In limited cases, you may be required to make an appointment to view information listed in the publication scheme.

**Advice and assistance** - If you experience any difficulty identifying the information you want to access, please contact Kristy Watler at 244-2205 or email at [foi.pfe@gov.ky](mailto:foi.pfe@gov.ky).

The Ministry of Finance, Tourism and Development – Public Finance will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Ministry of Finance, Tourism and Development is legally required to translate any information, it will do so.

## **FEES AND CHARGES**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Ministry of Finance, Tourism and Development – Public Finance strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

**Reproduction costs** - Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size). Computer discs will be charged at a rate of \$2.00 per disc.

**Postage costs** - The Ministry of Finance, Tourism and Development – Public Finance will pass on to the requester the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Ministry of Finance, Tourism and Development – Public Finance has received your payment.

## **REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME**

Information held by the Ministry of Finance, Tourism and Development – Public Finance that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager Kristy Watler at 244-2205 or fax at 949-8650 or email at [foi.pfe@gov.ky](mailto:foi.pfe@gov.ky).

Requests can also be addressed to Kristy Watler, Ministry of Finance, Tourism & Development – Public Finance, 3<sup>rd</sup> Floor, Government Administration Building, George Town, Grand Cayman KY1-9000.

## **COMPLAINTS**

The Ministry of Finance, Tourism and Development – Public Finance aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Kristy Watler at 244-2205 or email at [foi.pfe@gov.ky](mailto:foi.pfe@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Kristy Watler at 244-2205 or email at [foi.pfe@gov.ky](mailto:foi.pfe@gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: 1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **CATEGORIES OF INFORMATION**

**Responsibilities** - The Department under the Ministry of Finance, Tourism and Development – Public Finance includes the Financial Secretary's Office, Budget and Management Unit; Risk Management Unit; Revenue Unit; Economics & Statistics Office; Treasury Department; Internal Audit Unit and Finance Administration

### **Management Team**

**G. Kenneth Jefferson, JP**, Financial Secretary; **Sonia McLaughlin, JP**, Chief Officer and Deputy Financial Secretary; **Deborah Drummond**, Deputy Chief Officer and Deputy Financial Secretary; **Anne Owens**, Senior Assistant Financial Secretary (Public Finance); **Michael Nixon**, Senior Assistant Financial Secretary (Financial Management); **Deloris Gordon**, Director of Internal Audit Unit; **Ronnie Dunn**, Director of Budget & Management Unit; **John Ebanks**, Risk Manager; **Lee Ramoon**, Director Revenue Unit; **Nina Vandine**, Deputy Chief Financial Officer; **Sharmene Bush**, Operational HR Manager; and **Kristy Watler**, Information Manager (Designate).

### **Contact Information**

3<sup>rd</sup> Floor, Government Administration Building,  
Elgin Avenue, Grand Cayman, KY1-9000, CAYMAN ISLANDS  
**Telephone:** (345) 244-2205     **Fax:** (345) 949-8650  
**Email** [foi.pfe@gov.ky](mailto:foi.pfe@gov.ky).  
**Website:** under construction  
**Hours of Work:** 8:30am to 5:00pm, Monday to Friday.

### **Governing Laws, Regulations, Policies, Procedures & Guidelines**

Public Management and Finance Law (2010 Revision) and Financial Regulations, 2010 Revision; Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision); Freedom of Information Law, 2007 Revision; Internal Complaints Process; Human Resource Policy and Procedure Manual; Business Continuity Plan; and Freedom of Information Guidelines

### **List of Forms Used**

Application for First Time Caymanian Buyers; Application for Government Employees Personal Loans; Employment Application Form; Internal Complaints Form; and Freedom of Information.

### **Boards and Committees** - Central Tenders Committee

### **Classes of Information Held**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
Cabinet reports & recommendations	FOI request concerning this type of information should be directed to the Cabinet Officer or the Ministry.
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Tender Contracts	FOI request concerning this type of information should be directed to FOI Manager.

# **The Ministry of Finance, Tourism and Development Publication Scheme**

**Produced in accordance with the Deputy Governor's Code of Practice**

## **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

## **1. ABOUT THE PUBLICATION SCHEME**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Ministry of Finance, Tourism and Development to making information available to the public as part of its normal business activities.

The Ministry of Finance, Tourism and Development will:

- specify the information held by the authority, which falls within the seven (7) categories below;
  - proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
  - describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
  - list any fees charged for access to information described in this scheme;
  - publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;

- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. INFORMATION THAT MAY BE WITHHELD**

The Ministry of Finance, Tourism and Development (F, T&D ) will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Finance, Tourism and Development, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Ministry of Finance, Tourism and Development (or another organization's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. METHODS OF ACCESS**

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### **Online**

Some of our documents will be published electronically on the Ministry of F, T&D website once it becomes operational and will be downloadable in PDF format.

In the interim please contact the FOI Information Manager, Patricia Ulett at 244-2152 or Deputy Information Manager, Judy Powery or at 244-2419 or email at [patricia.ulett@gov.ky](mailto:patricia.ulett@gov.ky) or [judy.powery@gov.ky](mailto:judy.powery@gov.ky); or [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

### **Email**

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.mte@gov.ky](mailto:foi.mte@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### **Phone**

Documents listed in the publication scheme can also be requested by telephone. Please call Patricia Ulett or Judy Powery at 949-7900 ext 2152, 2419 or 244-2419 2458 or direct line at 244-2152 or 244-2419 to request information.

### **Post**

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: Patricia Ulett or Judy Powery, Ministry of Finance, Tourism & Development, 4<sup>th</sup> Floor, Government Administration Building, George Town, Grand Cayman

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### **Personal visits**

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### **Advice and assistance**

If you experience any difficulty identifying the information you want to access, please contact Patricia Ulett or Judy Powery at 345-949-7900 ext. 2152 or 2419 or direct line at 244-2152 or 244-2419 email at [patricia.ulett@gov.ky](mailto:patricia.ulett@gov.ky); [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

The Ministry of Finance, Tourism and Development will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Ministry of Finance, Tourism and Development is legally required to translate any information, it will do so.

#### **4. FEES AND CHARGES**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Ministry of Finance, Tourism and Development strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### **Reproduction costs**

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### **Postage costs**

The Ministry of Finance, Tourism and Development will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information of the FOI regulations*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Ministry of Finance, Tourism and Development has received your payment.

#### **5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME**

Information held by the Ministry of Finance, Tourism and Development that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager Patricia Ulett or Deputy FOI Manager Judy Powery at 345-949-7900 ext. 2152 or 2419 or direct line at 244-2152 or 244-2419 or fax at 945-1746 or email at [patricia.ulett@gov.ky](mailto:patricia.ulett@gov.ky), [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky). Requests can also be addressed to Patricia Ulett or Judy Powery



Ministry of Finance, Tourism & Development, 5<sup>th</sup> Floor, Government Administration Building, Box 106, George Town, Grand Cayman KY1-9000

## **6. COMPLAINTS**

The Ministry of Finance, Tourism and Development aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Patricia Ulett, or Judy Powery at 244-2152 or 244-2419 direct line or email at [Patricia.Ulett@gov.ky](mailto:Patricia.Ulett@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Patricia Ulett or Judy Powery at 244-2152 or 244-2419 or email at [Patricia.Ulett@gov.ky](mailto:Patricia.Ulett@gov.ky); [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: 1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **CATEGORIES OF INFORMATION**

- About Us
- Ministry
  - Strategic Management
  - Finance & Administration
  - Laws & Regulations
- Organization and Function
- MOT Laws & Regulations
- MOT Guidelines
- Board and Committees
- MOT Policies & Procedures
- Permits Granted
- Inspections & Recommendations
- List of Information Held

## **ABOUT US**

The Ministry consists of the core ministry office and has responsibility for Tourism, Planning, Financial Services, Fire, Public Transport, e-Business, the Cayman Islands Investment Bureau, Planning, the London Office, General Registry, Financial Services Secretariat (including the PR Unit), and Liquor Licensing.

In addition the Ministry oversees (on the Minister's behalf) the performance of the following statutory authorities and Government companies (Tourism Attractions Board, Cayman Airways, Cayman Turtle Farm, C.I. Port Authority, C.I. Airports Authority, C.I. Development Bank, C.I. Monetary Authority, Tax Information Authority and C.I. Stock Exchange).

The financial services portfolio within the Ministry consists of the Financial Services Secretariat, General Registry, Cayman Islands Investment Bureau, and the London Office.

The financial services sector accounts for approximately 40% of GDP.

There are 6 sub-sectors in the financial services sector (banking, securities, companies, insurance, trusts and investment funds).

There is a significant amount of financial services related legislation which requires constant updating for regulatory and commercial reasons.

### **Strategic Management**

The Ministry of MFTD administers the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

### **Finance & Administration**

The Ministry of FTD administers the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws that regulate the function of government entities.

#### **Financial management\***

- Finance and Accounting
- Annual Budget
- Financial statements; Half-yearly / quarterly reports
- Sources of revenue; Investments; Capital programme
- Accounting procedures; Contracting procedures
- Board members allowances and expenses
- Ministerial expenditure
- List of current tenders, contracts or quotations; Recently-awarded contracts

\*Copies can be obtained upon request from Information Manager

#### **Administration\***

- Insurance policies
- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme
- Training and Safety
- Human Resources

\*Copies can be obtained upon request from Information Manager

## **LAWS & REGULATIONS FOR CIVIL SERVICE**

### **Financial Management**

- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- July 2008 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.
- 2008 Pay Schedule Monthly and weekly pay dates for 2008
- 2007 Pay Scales Annual Salary Scale for Salaried Staff - January 2007

### **Administration & Human Resource Management**

- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants 05-Dec-2007
- Labour Law (1996 Revision)

### **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law 2007
- National Achieve and Public Records Law

\*Copies can be obtained upon request from Information Manager

## **Ministry of Finance, Tourism and Development**

### **The Premier & Minister for Financial Services, Tourism and Development**

Hon. W. McKeever Bush, OBE, JP

#### **Acting Chief Officer**

**Mr. Leonard Dilbert, JP**

#### **Address**

5<sup>th</sup> Floor, Government Administration Building,  
133 Elgin Avenue  
George Town, Grand Cayman

#### **Mailing Address**

5th Floor, Government Administration Building,  
Box 106, Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2458 **Fax:** (345) 945-1746

**Email** [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

**Website:** under construction

**Hours of Work:** 8:30am to 5:00pm, Monday to Friday.

## **MOT Principle officers**

**Dr. Dax Basdeo**

Chief Officer: Financial Services

**Mr. Samuel Rose**

Deputy Chief Officer: Financial Services

**Mr. Dalton Watler-Lyons**

Deputy Chief Officer: Tourism

**Miss Patricia Ulett**

Deputy Chief Officer: Development

**Mr. Leonard Dilbert**

Senior Strategic Advisor

**Mr. Kenneth Dilbert**

Senior Strategic Advisor

**Mrs. Dawn McLean-Sawney**

Chief Human Resources Officer

**Miss Josephine Sambula**

Senior Chief Financial Officer (Tourism & Development)

**Mrs. Wendy Manzanares**

Chief Financial Officer (Tourism & Development)

## **MOT Contact Details**

### **Grand Cayman Office Address:**

#### **Physical Address**

5<sup>th</sup> Floor, Government Administration Building,  
133 Elgin Avenue  
George Town, Grand Cayman

#### **Mailing Address**

5th Floor, Government Administration Building,  
Box 106, Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2458 **Fax:** (345) 945-1746

**Liquor Licensing Board**

**Mailing Address**

5th Floor, Government Administration Building,  
Box 106 Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-3168 **Fax:** (345) 946-6627

**Public Transport Unit**

**Physical address:**

Unit 17, 2<sup>nd</sup> Floor, Rankin's Plaza  
21 Eclipse Drive, George Town, Grand Cayman

**Mailing Address:**

P.O. Box 10432, Grand Cayman KY1-1004, Cayman Islands

**Telephone:** contact: 946-1323 **Fax:** (345) 949-5801

**Ministry of Tourism Information Manager and Deputy  
Information Manager:**

Patricia Ulett, FOI Manager, Judy Powery, Deputy FOI Manager:

**Physical Address**

5<sup>th</sup> Floor, Government Administration Building,  
133 Elgin Avenue  
George Town, Grand Cayman

**Mailing Address**

5th Floor, Government Administration Building,  
Box 106, Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2152 & 244-2419 **Fax:** (345) 945-1746

**Email:** [Patricia.Ulett@gov.ky](mailto:Patricia.Ulett@gov.ky), [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky)

# **ORGANISATION AND FUNCTIONS**

## **RESPONSIBILITIES & FUNCTIONS**

- Financial Services Secretariat
- Tourism
- Planning
- Cayman Islands Fire Service
- Public Transport Unit
- e - Business
- Liquor Licensing Unit
- London Office
- Department of Commerce and Investment
- General Registry

## **MOT LAWS & REGULATIONS**

### **LAWS & REGULATIONS**

Ministry of Finance, Tourism and Development is regulated by various laws such as:

- Liquor Licensing Law (2000 Revision);
- The Music and Dancing (Control) Law (1995 Revision);
- Traffic Law (2003 REVISION); The Traffic Law (1999 Revision) Regulations;
- The Public Passenger Vehicles Regulations (1999 Revision);
- The Traffic (Public Transport Appeals Tribunal) Regulations, 2007, The Public Passenger Vehicles (Amendment) Regulations, 2007;
- The Customs (Temporary Provisions) Regulations, 2005;
- Tourism Law (1995 Revision)

### **MOT GUIDELINES**

- Complaints/Requests Procedure Guidelines
- Guidelines for annual renewal of bus and Taxi license

### **BOARDS AND COMMITTEES**

- |                                    |                                   |
|------------------------------------|-----------------------------------|
| • Authorities, Boards & Committees | • Cayman Islands Development Bank |
| • Port Authority                   | • Cayman Turtle Farm Ltd.         |
| • Airports Authority               | • Cayman Airways Board            |

- Hotel Licensing Board
- Liquor Licensing Boards
- Miss Cayman Committee
- Public Transport Board
- Land & Sea Co-op
- Tourism Advisory Council
- Tourism Attractions Board
- Beautification Committees
- Cayman Islands Tourism Association
- Sister Islands Tourism Association
- Tourism Apprenticeship
- Training Programme Council
- National Tourism Management Policy
- Steering Committee
- Go East Committee
- National Festival Committee & District Committees
- Film Commission Advisory Board
- Development Control Board
- Electrical Trade Licensing Board of Examiners
- Planning Appeals Tribunal
- Central Planning Authority
- Private Sector Consultative Committee
- Cayman Islands Monetary Authority
- Cayman Islands Stock Exchange
- Tax Information Authority
- Trade and Business Licencing Board

### **MOT POLICIES & PROCEDURES**

In addition to the laws and regulations listed above the following policies and procedures are used at the Ministry of Finance, Tourism and development.

- Complaints-handling procedure
- Human Resource policies & procedures
- Hurricane Preparedness manual
- Hazardous Materials policy and procedures

### **List of Forms Used (External & Internal)**

- Applications for Liquor & Music Licences;
- Application for bus or taxi operating license
- Employment Application forms
- Complaints Policy & Procedures
- Complaints Report Form
- Freedom of Information - FOI
- Trade and Business Licences

### **PERMITS GRANTED**

The only permits that are granted:-

- Renewal of bus and taxi licenses
- Liquor licenses and renewals
- Trade and Business Licences



Request for information concerning permits not issued by MOT or its departments will have to be directed to the public authority that has responsibilities for issuing a particular permit.

## **INSPECTIONS & RECOMMENDATIONS**

Inspections by Public Transport Unit and Liquor Licenses Officers are documented through reports or recommendation based on their findings. Many of these reports or recommendations can be access by the public under the FOI law.

### **List of inspections carried out**

- Liquor Licensing inspections
  - Bars
  - Restaurants
- Public Transport Unit
  - Spontaneous bus and Taxi inspections
  - Annual License inspections

## **CLASSES OF INFORMATION HELD**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
Cabinet reports & recommendations	FOI request concerning this type of information should be directed to the Cabinet Officer or the Ministry.
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Inspections reports & recommendations	Majority of information can be access by the public using FOI. Access is restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Tender Contracts	FOI request concerning this type of information should be directed to FOI Manager.



## Department of Tourism

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Tourism to making information available to the public as part of its normal business activities.

The Department of Tourism will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Department of Tourism will generally not publish:

- information in draft form;
- information that is not held by the Department of Tourism or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*. Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Tourism's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below. *Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Key information about us and many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can find the information you require either by browsing the “Access to Information” pages on our website [www.caymanislands.ky/foi](http://www.caymanislands.ky/foi) or by using the “Search” facility. If you are still having trouble locating information listed under our scheme, please contact Kyle McLean, Information Manager at [foi@caymanislands.ky](mailto:foi@caymanislands.ky) or (1 345) 949 0623.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@caymanislands.ky](mailto:foi@caymanislands.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Kyle McLean  
Information Manager  
Department of Tourism  
Windward 3, Regatta Office Park  
PO Box 67  
Grand Cayman, KY1-1102

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section. Information on our location and office hours can also be found in *section 7: Categories of information*.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Mr Kyle McLean, Information Manager or Ms Kate Bates, Alternate Information Manager at [foi@caymanislands.ky](mailto:foi@caymanislands.ky) or by phone on (1 345) 949 0623.

The Department of Tourism will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Tourism is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Tourism strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

The Department of Tourism does not offer any publications for sale. However, access to certain statistics requires an online registration. This is free and can be done through our statistics website [www.caymanislands.ky/statistics](http://www.caymanislands.ky/statistics).

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size). Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Cayman Islands Department of Tourism will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*. If a fee applies, you will be advised of the amount and how it has been calculated. The information that you have requested will be provided when the Department of Tourism has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Department of Tourism that is not published under this scheme can be requested in writing. You may submit your written request either in person, by email at [foi@caymanislands.ky](mailto:foi@caymanislands.ky) or by using our information application form which can be found on our website <http://www.caymanislands.ky/foi/formsinfo.aspx> or collected from our offices. Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

---

The Department of Tourism aims to make our publication scheme easy to use, and to ensure our information is accessible to the public. If you wish to complain about any aspect of this

publication scheme, please contact the Information Manager at [foi@caymanislands.ky](mailto:foi@caymanislands.ky) or by phone on (1 345) 949 0623 and we will try to resolve your complaint as soon as possible.

Further information about our general complaints procedures and a complaints form can be found on at the following link: <http://www.caymanislands.ky/foi/contact.aspx>. If you do not have access to the internet, copies of our complaints form can be obtained from our office location between the hours of 8.30am and 5.00pm.

Our internal complaints process allows us to gain valuable information from the people it serves, and allows the organization to improve its reputation as one of the best public authorities. Information given by people complaining often contains useful criticism. Complaints made by the public can provide valuable decision and policy making information to management as well as highlight the challenges faced by employees.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

The Cayman Islands Department of Tourism – sometimes referred to as the Tourism Department

Windward 3  
Regatta Office Park, West Bay Road  
PO Box 67  
Grand Cayman, KY1-1102

Tel: (1 345) 949 0623  
Fax: (1 345) 949 4053

Email address: [foi@caymanislands.ky](mailto:foi@caymanislands.ky)

Website: [www.caymanislands.ky](http://www.caymanislands.ky)  
[www.divecayman.ky](http://www.divecayman.ky)

## **Ministry**

The Ministry of Financial Services, Tourism and Development

## **Chief Officer**

Mr. Carson Ebanks, Ministry of Finance, Tourism & Development, 4th Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands.

## **Department of Tourism Principal Officer**

Acting Director of Tourism - Mr Shomari Scott

## **Key Staff:**

Assistant Director Tourism (Finance and Admin) – Mr Kyle McLean  
Deputy Director International Marketing – Mr Shomari Scott  
Deputy Director Product Development – Vacant  
Public Relations Manager – Ms Gina Matthews  
Human Resources Manager – Ms Jan Peters  
Information Systems Manager – Mr Lloyd McBean  
Manager National Promotions and Events – Mrs Rosa Harris  
Manager E-Business and Research – Mrs Cassandra Morris

US General Manager – Mr Tom Ludington  
Country Manager Canada – Mr Paul Minich  
Country Manager UK – Mr Don McDougall

## **Information Manager**

Information Manager – Mr Kyle McLean  
Alternate IM and Principal Records Officer – Ms Kate Bates  
Records Officer – Vacant

Tel: (1 345) 949 0623  
Email: [foi@caymanislands.ky](mailto:foi@caymanislands.ky)  
Website: [www.caymanislands.ky/foi](http://www.caymanislands.ky/foi)

Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)

## **Organisation and functions**

The Cayman Islands Department of Tourism is a public sector agency charged with short and medium term responsibility for the strategic planning and general destination management for the Cayman Islands tourism industry. It requires business management in the public sector environment and involves a close working relationship with a wide range of stakeholders. To be successful, the Department must maintain a global perspective and parallel local sensitivity in order to meet its broadest objectives as outlined in the National Tourism Management Policy.

The nature of the activities executed by the Department range from research and policy advice to international marketing and sales, from industry training programmes to the development of environmentally responsible management of the tourism industry. At all times, the Department seeks to advance the heritage, culture and values of the Cayman Islands and promote the advancement of sustainable tourism policies for the benefit of future generations.

The scope of the Department of Tourism activities is:

- Strategic planning for the Tourism Industry
- Technical Advice, Research and Policy Input
- Coordinate the implementation of the National Tourism Management Policy;
- Support for Tourism Boards and Committees
- Tourism Public Relations Services
- Crisis and Emergency Communications
- Product Development and Regulatory Activities
- Collection and Audit of Tourism Revenue
- Marketing and Public Relations (International and National)
- Development of Human Capital for the Tourism Industry

The Cayman Islands Department of Tourism holds information and records relating to the following areas of its operations:

#### **Administrative**

- Financial Management
- Human Resources Management
- Operations Management
- Management of Information Systems
- Strategic Management

#### **Operational**

- E-Business
- Familiarisation Trips
- Human Capital Development
- Marketing and Promotions
- Public Relations
- Research
- Tourism Development Services

A copy of the Department of Tourism Organisational Chart can be found on our website at the following link:



Department of Tourism Organisation Chart.pdf

#### **Office locations and addresses**

<u>Location and hours</u>	<u>Matters handled</u>
<b>Head Office, Grand Cayman:</b>  <u>Physical Address:</u>	<ul style="list-style-type: none"><li>• Effective and targeted promotion of the Cayman Islands as a premier tourist destination.</li><li>• Specific event organisation such as Cayman Cookout.</li></ul>



<p>Windward 3, Regatta Office Park West Bay Road Grand Cayman</p> <p><u>Mailing address:</u> PO Box 67 Grand Cayman, KY1-1102</p> <p><u>Opening Hours:</u> Mon-Fri 8.30am-5pm Closed on weekends and all public holidays</p>	<ul style="list-style-type: none"> <li>• Consideration of sponsorship opportunities such as Summer Splash and Free Fallin'</li> <li>• Arranging Cayman Travel Specialist and staff familiarisation trips.</li> <li>• Electronic marketing of the Cayman Islands</li> <li>• Website maintenance and creation of sitelets</li> <li>• Development of new and existing product to enhance the visitor experience</li> <li>• Human capital development through the PRIDE Programme, a customer service standards initiative, and the Tourism Apprenticeship Training Programme.</li> <li>• Inspection and licencing of all tourist accommodations.</li> <li>• Provision of statistical information to the public, creation of an annual survey document, as well as data collection at the airport and cruiseship terminals.</li> <li>• Budget preparation and management for all DOT offices</li> <li>• Accounts payable functions</li> <li>• Collection of Tourist Accommodation Tax and licencing fees</li> <li>• Records management</li> <li>• Departmental HR management</li> <li>• Management of all DOT information systems</li> <li>• Provision of advice to Ministers</li> <li>• Liaison with external tourism partners</li> </ul>
<p><b>Cayman Brac Office:</b></p> <p><u>Physical address:</u> 209 West End Rd West Cayman Brac</p> <p><u>Mailing address:</u> PO Box 194 Cayman Brac, KY2-2001</p> <p><u>Opening Hours:</u> Mon-Fri 8.30am-5pm Closed on weekends and all public holidays</p>	<ul style="list-style-type: none"> <li>• Inspections and Licencing</li> <li>• Tourism Promotions</li> <li>• Finance and Administration</li> </ul>
<p><b>Overseas Offices:</b></p> <p><u>US</u> <b>New York</b> Empire State Building, Suite 1801, 350 Fifth Avenue, New York, New York 10118</p> <p>Opening hours: Mon – Fri: 9am</p>	<p>The main objective of all Department of Tourism overseas offices is the promotion of tourism to the Cayman Islands.</p> <p>This includes the following functions and activities:</p> <ul style="list-style-type: none"> <li>• advertising</li> <li>• direct and internal marketing</li> </ul>

<p>– 5pm Closed on weekends and all US public holidays</p> <p><b><u>EUROPE</u></b> 6 Arlington Street, London SW1A 1RE United Kingdom</p> <p>Opening hours: Mon – Thurs: 9.30am – 5.30pm Friday: 9am – 5pm Closed on weekends and all UK public holidays</p> <p><b><u>CANADA</u></b> 1200 Bay Street, Suite 1101 Toronto, Ontario M5R 2A5</p> <p>Opening hours: 9am to 5pm Mon – Fri Closed on weekends and all Canadian public holidays</p>	<ul style="list-style-type: none"> <li>• attendance at trade and consumer shows arranging training for travel agents</li> <li>• arranging familiarisation visits to the Cayman Islands for travel agents and journalists</li> <li>• promotion of marketing promotions</li> <li>• facilitating visits overseas by Government ministers and senior staff</li> <li>• administration of regional budgets and staff</li> <li>• liaison with head office staff on press issues</li> </ul> <p>Further information about the work of our overseas offices can be found on their country-specific websites:</p> <p><a href="http://www.caymanislands.co.uk">www.caymanislands.co.uk</a>  <a href="http://www.caymanislands.ky/canada">www.caymanislands.ky/canada</a>  <a href="http://www.caymanislands.ky/europe">www.caymanislands.ky/europe</a></p>
--	--

## Boards and committees

Name	Meetings	Minutes
<p><b><u>Hotel Licencing Board</u></b></p> <p>Chairman: Minister of Tourism (as stipulated by Law) – in practice, this responsibility is delegated to the Deputy Chairman  Deputy Chairman: Director of Tourism (as stipulated by Law)  Members:  Mr. Carvin Forbes  Mr. Marshall Levy  Plus two further members to be appointed by the Chairman  Appointees:  Representatives from The Fire Service, Dept of Environmental Health and Dept of Tourism</p>	<p>Meetings are held monthly at DOT</p> <p>Meetings are not open to the public.</p>	<p>The minutes of these meetings are not available online.</p> <p>Please refer to section 3 – Methods of Access for further information.</p>

<u>Tourism Apprenticeship Council</u> Co-Chairperson: Vacant Co-Chairperson: Belinda Blessitt-Vincent  Members: Chevala Burke Wendy Jackson Juliet DeFeu Elsa Cummings Nominees from Dept of Tourism and Ministry of Tourism	Meeting are generally held monthly but on occasion can be held twice or even three times per month depending on the need. Meetings are usually held at the Department of Tourism Head Office  Meetings are not open to the public	The minutes of these meetings are not available online.  Please refer to section 3 – Methods of Access for further information.
---	---	---

## Frequently asked questions

A list of frequently asked questions and answers about the Cayman Islands can be found at the following link: <http://www.caymanislands.ky/faq/default.aspx> with the main areas listed below.

### General

- What time zone do the Cayman Islands operate on?
- Can I bring my pet to the Cayman Islands?
- What is the Legal drinking age in the Cayman Islands?

### Weather

- What about hurricanes?
- Will it rain while I am there?
- What about the heat?

### Internet/E Mail Access

- Where can I find Internet or email access on the Islands?

### Transportation

- Are there Public buses?
- How much would it cost me to get a taxi from Owen Roberts Airport on Grand Cayman to Seven Mile Beach?

### Money / Exchange Rate

- Is the US dollar accepted there & what is the exchange rate?

### Activities

- What is there for my kids to do?
- Where can I play Golf?

### Getting Married

- Can we get married in the Islands?
- What if we just want to renew our vows?

## **Inter Island Travel**

- How can I get to the Sister Islands or Cayman Brac and Little Cayman?

## **Dining Out**

- How much would you expect to pay for a local two-course lunch or dinner?
- 

## **General**

**Question:** What time zone do the Cayman Islands operate on?

**Answer:** The Cayman Islands are GMT - 5 hours.

**Question:** Can I bring my pet to the Cayman Islands?

**Answer:** No dog or cat will be allowed entry into the Cayman Islands unless it is at least ten (10) months old. An Import Permit application for dogs and cats must be completed and submitted with an official health certificate of the pet(s), a rabies laboratory titre report and the processing fee for the import permit. For the procedures required visit [www.customs.gov.ky](http://www.customs.gov.ky)

**Question:** What is the legal drinking age?

**Answer:** 18 years and older. Our Rum Punches can pack a punch, so please remember no drinking and driving.

**Question:** Can we camp in the Cayman Islands?

**Answer:** Visitors are not permitted to camp on the Cayman Islands as there are no designated Camp sites. The Cayman Islands offer a wide variety of accommodations to suit any budget.

**Question:** Are there nude beaches or nudebathing?

**Answer:** You will not find any nude beaches in the Cayman Islands in fact, please note that the Cayman Islands Law prohibits all forms of public nudity, including topless sunbathing. Many business places also request that you wear shoes and an appropriate cover-up before entering.

---

## **Weather**

**Question:** What about hurricanes?

**Answer:** The Atlantic Hurricane season starts June 1st and ends officially on November 30th. The Caribbean is a large region and most storms have shown a tendency to veer to the Northwest (towards the US Mainland) long before reaching the far Western Caribbean area. Consequently, the Cayman Islands have often been spared the full wrath of devastating hurricanes. Nowhere is exempt from hurricanes though and we endured Hurricane Ivan which passed through in September 2004. Prior to Hurricane Ivan the last occurred in 1932, and more recent brushes causing some property damage, were Hurricane Gilbert in 1988, which passed 30 miles south of Grand Cayman, and Hurricane Mitch in 1998 passing about 200 miles to the south.

## **Hurricane Guarantee**

The Cayman Islands' with its *Worry Free Hurricane Guarantee*, is the perfect late summer/early fall destination for some fun in the sun. This unique Hurricane Guarantee covers any cancellations made prior to arrival and compensation if vacation time is cut short because of inclement weather.

**Question:** Will it rain while I am there?

**Answer:** The year divides into two seasons, the summer or "rainy" season, generally from mid-May through October, moving into the winter or "dry" season, from November to April. March and April are our driest months and May and October are traditionally the highest rainfall months.

This of course, does not mean that it rains constantly during either of those months, but reflects the trend within our region. Being in a tropical zone, it is not unusual to have brief afternoon showers during the summer, and, at certain times, brief morning sprinkles too. Similar to most West Indian Islands, rainfall tends to be higher in the western sections.

**Question:** What about the heat?

**Answer:** The average temperature in the winter is 75 degrees Fahrenheit and 85 degrees in the summer. Winter or summer, the temperature generally stays within the range of 70 - 90 degrees. The months with the least humidity and lowest temperatures are December through April, February occasionally recording night-time temperatures in the mid 60's, and March probably being the most "temperate" month of the year.

---

## Transportation

**Question:** Are there Public buses?

**Answer:** There is a daily bus service which runs from 6 am until midnight depending on the route and the day of travel. The bus fare also depends on the route and varies between CI\$1.50 to CI\$3.00 per person.

**Question:** How much would it cost me to get a taxi from Owen Roberts Airport on Grand Cayman to Seven Mile Beach?

**Answer:** On average a taxi would cost from US\$10 to US\$25 depending on what part you are going to.

---

## Money / Exchange Rate

**Question:** Is the US dollar accepted there & what is the exchange rate?

**Answer:** Yes it is widely accepted throughout the islands. CI\$1.00 equals US\$1.25 or, the US dollar equals CI \$.80. This rate may also vary on the company / business doing the exchange.

---

## Activities

**Question:** What is there for my kids to do?

**Answer:** They will enjoy the various watersports like the banana boats, two person parasailing or discovering our fantastic marine world through snorkelling and swimming with colourful tropical fish. Adolescents over 12 years can also learn to dive! View our amazing underwater reefs in submarines, semi-submersibles and glass bottom boats. Not to be missed is our famous Stingray City snorkel trip where everyone becomes a child at heart swimming with tamed southern stingrays in their natural habitat, the open sea.

There is the Turtle Farm located in West Bay where you can find many different species, sizes and ages of turtles in addition to indigenous animals and birds.

Other activities include mini-golf, a visit to the Cayman Islands Museum and the multi-media

theatre at Pedro St. James Historic Site. For kids 10 years and older horseback riding is available, as well as cycling, golf and tennis.

Some hotels also host kid camps for children under the age of 12. If you are visiting for our national festivals Batabano or Pirates Week - there are numerous activities for children as well.

If you are staying at a guest house, condo or other accommodation we have a list of childcare service providers to help you enjoy your time in the Cayman Islands even more.

**Question:** Where can I play Golf?

**Answer:** There are two golf courses in the Cayman Islands, both located on Grand Cayman. The Britannia Golf Course is a unique 18 hole executive with par 3's and 4's. On Mondays, Wednesdays, Fridays and Sunday mornings the course is played Executive format. Otherwise it is played as a very challenging 9 hole regulation course (twice for 18 if you so desire).

---

## **Getting Married**

**Question:** Can we get married in the Islands?

**Answer:** Couples can marry the day they arrive in the Cayman Islands, including visitors arriving by cruise ship. You must first arrange for a marriage officer within the Cayman Islands and apply for a special marriage license for non-residents granted by the Governor. Contact the Deputy Chief Secretary's office for more information.

**Question:** What if we just want to renew our vows?

**Answer:** All you would need is a marriage officer and your proof of marriage. All other details relating to your special moment can be arranged at your discretion.

---

## **Inter Island Travel**

**Question:** How can I get to the Sister Islands or Cayman Brac and Little Cayman?

**Answer:** Cayman Airways Express offers numerous flights daily from Grand Cayman to Cayman Brac and Little Cayman for reservations call 00 1 345.949.2311 or visit [www.caymanairways.com](http://www.caymanairways.com) Cayman Airways also offers a 737 jet service from Grand Cayman to Cayman Brac.

---

## **Dining Out**

**Question:** How much would you expect to pay for a local two-course lunch or dinner?

**Answer:** On average you can expect to pay between US\$16.00-US\$32.00

---

## **Further information**

If you do not have internet access, you may obtain further information about the Cayman Islands and the Department of Tourism by calling our Head Office on (1 345) 949 0623 or by contacting any of our offices overseas. Contact details for our overseas offices can be found in the Office Locations section on pages 7 & 8 of this publication scheme.

## STRATEGIC MANAGEMENT

---

This deals with the development of business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; administering the authority's operations at the organisational level; managing programs to improve business processes and ensure consistent service delivery; and making recommendations that seek to advise on revisions of laws and other regulatory instruments that affect the authority's functions and responsibilities.

The key strategic goals and objectives for the Department of Tourism are:

- Provide high quality products and services for the visitor
- Present a distinctive Caymanian experience
- Adopt a sustainable approach to tourism development
- Protect and enhance the marine and terrestrial environment
- Attracting a more discerning and higher spending visitor
- Develop a highly skilled Caymanian workforce
- Develop nature-based/soft adventure tourism in the Sister Islands and Grand Cayman
- Organise tourism in the Cayman Islands more effectively
- Research, monitor and report on the tourism economy more effectively
- Increase awareness of and positive attitudes towards tourism in the community
- Brand Management - Management and Enhance the Image of the Cayman Island Tourism Brand

### Governance

This section includes high-level documents that inform and direct the functions and activities of the authority. Documents include governing legislation and regulations and corporate policies and documents. These documents are available on our website and are issued to all properties when they apply for a tourist accommodation licence. Copies of the laws and regulations can also be purchased from the Legislative Assembly.

#### Legislation



Tourism Law (1995) Revision (.pdf)



Tourist Accommodation (Taxation) Law (.pdf)



Tourism Regulations (2002) Revision (.pdf)



Freedom of Information Law 2007 and Freedom of Information Regulations 2008



Personnel Regulations



National Archive and Public Records Law 2007



Public Accountants Law (2009 Revision) - International Public Accounting Standards



Public Service Management Law



Labour Law (2007 Revision) and Regulations



Electronic Transactions Law 2003 revision



Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)

## **Corporate management**

This section includes high-level documents that plan and evaluate the work of the authority. Copies of these documents are available either on our website or the website of the relevant government department. Where indicated, copies can also be obtained from the Department of Tourism Head Office.

Available on DOT website or from Head Office



National Tourism Management Plan 2009-2013



Continuity of Operations Plan – Please note that internal and external contact lists and the Appendices to the plan have not been published as these parts of the document contain personal information.



Press releases

Statistics about the Cayman Islands can be found at the following link [www.caymanislands.ky/statistics](http://www.caymanislands.ky/statistics), or by contacting our Research Unit on (1 345) 949 0623.

Available on Cayman Islands Government website or elsewhere



Annual Budget Statement 2010-2011



Annual Plan and Estimates 2011-2012

## **BUSINESS ADMINISTRATION AND FINANCIAL MATTERS**

Administering the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

This section includes documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.



Annual Budget 2011-2012



CTC Open Tender Process

Tourist Accommodation Tax collection reminders





Unpaid tax - First Reminder





Unpaid tax - Final Reminder



-  [Surcharge - First Reminder](#)
-  [Surcharge - Final Reminder](#)

### **Administration**






This section covers records relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management. Documents relating to these subject areas can be found on our website at the links below or by contacting the Department of Tourism on (1 345) 949 0623.

-  [Job vacancies; career opportunities](#)
-  [Records management classification scheme](#)

### **POLICIES & PROCEDURES**



---

These are the current written protocols used by the Department of Tourism for carrying out functions, activities and delivering services.

-  [Complaints-handling procedure](#)
-  [DOT Complaints Form](#)
-  [Intern Programme](#)
-  [Code of Conduct](#)
-  [Information Management Policy](#)

### **DECISIONS & RECOMMENDATIONS**

This section includes information about proposals, resolutions, assessments and results, including decision-making processes.

-  [Licenced Properties 2009-2010](#)
-  [Tourism Accommodation Manual 2009](#)

### **LISTS & REGISTERS**

---

This includes information held in registers required by law and other lists or registers relating to the functions of the authority.





-  [FOI disclosure log](#)

### **OUR SERVICES**



---

This category provides detailed information about the services offered and activities carried out by the Department of Tourism, to fulfil its high-level functions and responsibilities. All of the information can be found on our website [www.caymanislands.ky](http://www.caymanislands.ky) or through the links below. Further information about any of our services and programmes can be obtained by calling the Department of Tourism on (1 345) 949 0623.


### **Programmes and Project Development**

-  Programme and Product Development
-  PRIDE - Personal Responsibility In Delivering Excellence
-  National Tourism Management Policy
-  GO EAST



### **Events, Sponsorships and Partners**

-  International Scuba Diving Hall of Fame
-  Cayman Cookout

### **Inspecting; Investigating; Monitoring; Regulating**

-  Tourist Accommodation - Inspection and Licencing

### **Researching; Advising; Training; Scholarships; Subsidies**

-  Tourism Apprenticeship Training Programme
-  Tourism Awareness

### **Licensing; Applications; Registering**

-  Tourist Accommodation - Licencing and Inspection Process



## Department of Planning

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Planning Department to making information available to the public as part of its normal business activities.

The Department of Planning will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Department of Planning will generally not publish:

- information that is not held by the *Department of Planning*, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; commercially sensitive information; and information that would prejudice the effective conduct of public affairs. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply;

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, or harm the *Department of Planning* customer's commercial interests.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format from [www.planning.gov.ky](http://www.planning.gov.ky). Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are still having trouble locating information listed under our scheme, please contact us by email at [foi.pln@gov.ky](mailto:foi.pln@gov.ky) or Charles Brown at [Charles.Brown@gov.ky](mailto:Charles.Brown@gov.ky) or 345-244-6537.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.pln@gov.ky](mailto:foi.pln@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Information Manager Charles Brown (345-244-6537) to request information. The Department's telephone number is 345-769-7526, and its Fax is 345-769-2922. For information regarding the Sister Islands, contact Andrea Stevens ([Andrea.Stevens@gov.ky](mailto:Andrea.Stevens@gov.ky), or Tel. 345-244-4422, or Fax 345-948-2422).

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to the Information Manager at our mailing address:

Department of Planning  
P. O. Box 113  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

Alternatively, for information regarding Cayman Brac or Little Cayman, requests may be addressed to:

Sister Islands Planning Office  
P.O. Box 235  
Cayman Brac KY2-2100  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

The physical location of the Planning Department on Grand Cayman is:

Government Administration Building  
4<sup>th</sup> Floor  
133 Elgin Avenue  
Grand Cayman  
Cayman Islands

The physical location of the Sister Islands Planning Office is:

District Administration Building  
19 Kirkconnell Street  
Stake Bay  
Cayman Brac  
Cayman Islands

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Information Manager Designate Charles Brown (Charles.Brown@gov.ky or 345-769-1537), or Information Manager Robert Lewis (Robert.Lewis@gov.ky or 345-769-1504). If you require specific clarification from a section or Unit of the Department about information you want to access, please use the contact details below:

<u>Section or Unit</u>	<u>Contact</u>	
Building Control Unit	Tel. 345-244-6528;	Fax. 345-769-2228
Policy Development (Zoning)	Tel. 345-244-6537;	Fax. 345-769-7525
Current Planning	Tel. 345-244-6542;	Fax. 345-769-2922
Administration	Tel. 345-244-6503;	Fax. 345-769-7525
Sister Island Planning Office	Tel. 345-244-4421;	Fax. 345-948-2422

The Department of Planning will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required.

Where a request for inspection of records under the Freedom of Information (FOI) Law has been made, the Department's Information Manager Designate or Information Manager will liaise with the requester to arrange a suitable inspection date and time (in accordance with FOI legislation) at the Planning Department. If the request for inspection is regarding records in the Department available for inspection outside the remit of FOI, please contact the relevant section or unit noted above to arrange for inspection.

#### 4. Fees and charges

---

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Planning strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge. The Department's fee schedules in accordance with applicable legislation are located on the website as follows:

- Development and Planning Law (2008 Revision)
  - Infrastructure Fund (section 38, pages 31-32)  
*[http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Library/The\\_Development\\_and\\_Planning\\_Law\\_\(2008\\_Revision\).pdf](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Library/The_Development_and_Planning_Law_(2008_Revision).pdf)*
  - *[http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Library/Development\\_and\\_Planning\\_Amendment\\_No\\_1\\_Regulations\\_2010.pdf](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Library/Development_and_Planning_Amendment_No_1_Regulations_2010.pdf)*
  - Infrastructure Fees Map  
*[http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Library/Infrastructure\\_Fees\\_Map.pdf](http://www.planning.gov.ky/HTML_BODY/CP/CP_Library/Infrastructure_Fees_Map.pdf)*
- Development and Planning Regulations (2006 Revision)  
*[http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Library/The\\_Development\\_and\\_Planning\\_Regulations\\_\(2006\\_Revision\).pdf](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Library/The_Development_and_Planning_Regulations_(2006_Revision).pdf)*
  - *[http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Library/Development\\_and\\_Planning\\_Amendment\\_No\\_1\\_Regulations\\_2010.pdf](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Library/Development_and_Planning_Amendment_No_1_Regulations_2010.pdf)*
  - Current Planning Application Fees (per First Schedule)  
*[http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Library/Current\\_Planning\\_Application\\_Fees.pdf](http://www.planning.gov.ky/HTML_BODY/CP/CP_Library/Current_Planning_Application_Fees.pdf)*
  - Building Permit Fees Map (per Second Schedule)  
*[http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Library/Building\\_Permit\\_Fee\\_Map\\_-\\_030709.pdf](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Library/Building_Permit_Fee_Map_-_030709.pdf)*
- Electricity Regulations (2005 Revision)  
*[http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Library/Electricity\\_Regulations\\_\(2005\\_Revision\).pdf](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Library/Electricity_Regulations_(2005_Revision).pdf)*
  - Electricity Examination Application (US\$60.00, see instructions at link below)  
*[http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Library/Electrical\\_License\\_Exam\\_Application\\_2009.pdf](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Library/Electrical_License_Exam_Application_2009.pdf)*
  - Electrical Licensing Exams (US\$60.00, see instructions at link below)  
*[http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Library/Electrical\\_Licensing\\_Exams\\_PR\\_-\\_21-Apr-09\\_PD\\_Web\\_Version.pdf](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Library/Electrical_Licensing_Exams_PR_-_21-Apr-09_PD_Web_Version.pdf)*

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications / illustrations which the *Planning Department* offers for sale. This includes maps and plans as follows:

<u>Item</u>	<u>Charge</u>
Zoning map: 11 inch by 17 inch	\$ 25.00
Zoning map: 24 inch by 36 inch	\$ 50.00
Zoning map: 36 inch by 60 inch	\$100.00
Plan / blueprint reproduction (any size)	\$ 3.00

These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service. Of course, there is no charge for collection at the Planning Department.

#### Reproduction costs

Application forms and similar documents are \$1.00 per page. Copies of Minutes of meetings of Boards and Authority are \$0.50 per page. All of these records may be downloaded from the Department's website [www.planning.gov.ky](http://www.planning.gov.ky) at no cost. Computer discs will be charged at a rate of \$2 per disc.

Reproduction costs for records that are the subject of Freedom of Information (FOI) requests are specified in the FOI fee schedule located in Section 7 of this document. Note that 'photocopied information' has a different meaning from maps or blueprint reproduction.

#### Postage costs

The Department of Planning will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Records will be provided when the *Planning Department* has received your payment.

### **5. Requests for information outside the Publication Scheme**

---

Information held by the Department of Planning that is not published under this scheme can be requested in writing by contacting [foi.pln@gov.ky](mailto:foi.pln@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law. Should you wish to submit an FOI application, you may download the relevant form and see the FOI fee schedule at [http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Application\\_Page.htm](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Application_Page.htm)

### **6. Complaints**

---

The Department of Planning aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact at 769-7526 or [foi.pln@gov.ky](mailto:foi.pln@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Information\\_Classes.htm](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Information_Classes.htm)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman



PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: *appeals@ico.gov.ky*

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

### **ABOUT US**

---

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

#### **Name of public authority**

Department of Planning

#### **Ministry**

Ministry of Financial Services, Tourism and Development

#### **Principle officer [or Key staff]**

Haroon Pandohie (Director of Planning), Tel. 345-769-7526

Ron Sanderson (Assistant Director of Planning, Current Planning), Tel. 345-244-6504

Emerson Piercy (Chief Building Control Officer), Tel. 345-244-6521

Linda McLean (Human Resource Manager), Tel. 345-244-6503

Leslie Baptiste (Finance Administrator), Tel. 345-244-6547

Joy Watson (Office Administrator), Tel. 345-244-6512

Andrea Stevens (Planning Officer, Cayman Brac & Little Cayman, 345-244-4422)

#### **Information manager**

Information Manager Charles Brown (Charles.Brown@gov.ky ; 345-244-6537)

Alternatively either person can be reached at *foi.pln@gov.ky*. You may access detailed information about Freedom of Information (FOI) matters from the FOI Unit's website at *www.foi.gov.ky*

#### **Organisation and functions**

The Department of Planning's functions are summarized in its mission statement:

"To ensure that all development applications are processed efficiently, courteously, unbiased and in accordance with the development plans and associated legislation so that the physical development of the Islands is aesthetically pleasing, environmentally friendly, sustainable, technically sound, promotes a strong economy, and provides an unparalleled quality of life for existing and for future generations."

The Department of Planning is comprised of five divisions;  
**Current Planning, Building Control, Policy Development, and Administration.**

Planning functions on the Sister Islands are handled through the **Sister Islands Planning Office** located in the District Administration Building, Stake Bay, Cayman Brac.

All offices are open to the public from 8:30AM to 5:00PM, Monday to Friday, except public holidays

#### **Matters handled**

Each location is the headquarters in the respective Islands for:

- Submission of applications for planning permission and building permits
- Review of applications for planning permission and building permits
- Base for building inspections
- Processing fit-out and Certificate of Occupancy
- Compiling statistics
- Annual reports
- Authority and Board meetings (see next section for names)
- Electrical Examinations (Grand Cayman only)
- Revisions to the Development Plan (Grand Cayman only)
- Process rezone applications (Grand Cayman only)
- Policy advice on planning related matters such as Designating Orders, low cost housing, docks
- Geographic Information Systems (GIS) studies (on Grand Cayman only)
- Appeals Brief

The Building Control Unit (BCU) reviews applications for building permits and inspects the structural, plumbing, electrical and mechanical components of buildings and structures to ensure that Central Planning Authority and Development Control Board approved developments comply with all the codes.

The Current Planning section (CP) is responsible primarily for processing development applications for presentation to the Central Planning Authority (CPA) on Grand Cayman and the Development Control Board (DCB) on the Sister Islands.

The Policy Development section (PD) is responsible for policy preparation and long-range planning issues such as land-use policies, conducting special studies, recommending revisions to the Development Plan, processing rezoning applications, reviewing Designating Order applications and preparing proposed amendments to the Development Plan, Planning Law and Regulations.

The Petroleum Inspectorate is not part of the Planning Department, but has historically maintained a close working relationship with Planning, and thus their website is hosted within the [www.planning.gov.ky](http://www.planning.gov.ky) network.

## **Planning Laws and Regulations**

The Development and Planning Law (2008 Revision)  
The Development and Planning (Amendment) Law 2010  
The Development and Planning Regulations (2006 Revision)  
The Development and Planning (Appeals) Rules  
The Development and Planning (Amendment No 1) Regulations (2010)  
The Development and Planning (Amendment No 2) Regulations (2010)

## **Building Control Unit Laws and Regulations**

The Building Code Regulations (2006 Revision)  
The Electricity Law (2008 Revision)  
The Electricity (Amendment) Law, 2008  
Electricity Regulations (2005 Revision)  
The Dangerous Substances Handling and Storage Law, 2003

## **Builders Board Laws and Regulations**

The Builders Law, 2007  
The Builders Regulations, 2008

**Website:** [www.planning.gov.ky](http://www.planning.gov.ky)

## **FREQUENTLY ASKED QUESTIONS**

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

### **Current Planning FAQs**

The Current Planning division often hears the same questions from applicants repeatedly. Below are some of the most frequently asked questions, and typical answers we respond with. If you have any further questions, please do not hesitate to contact us.

#### **Q: Do I need planning permission to construct a house?**

A: Yes. Almost all development on Grand Cayman requires planning permission, including excavation, land clearing, advertising signs, pools, cabanas, sheds, houses, apartments, commercial buildings, and many more. Please contact the Planning Department to see if your development requires planning permission.

#### **Q: I need to notify neighbours regarding a development proposal. Can the Planning Department provide me with a list of addresses?**

A: No. The Department of Planning can provide you with information on how many of your neighbour's must be polled (i.e. 250 foot radius, neighbouring properties, etc.), but Lands and Surveys is the agency which can provide addresses. Lands and Survey is located right across from the Department of Planning on the 4<sup>th</sup> floor of the Government Administration Building. Notification Distances are typically as follows:

<b>Type/size of Proposed Development</b>	<b>Zone</b>	<b>Notice Radius</b>
Commercial	Commercial	300 ft
Non-residential uses	Residential	500 ft
Industrial	Industrial	300 ft
Institutional	Any	300 ft
Hotel	Hotel	300 ft
Apartments (3- 5 units)	Residential	150 ft
Apartments (6-10 units)	Residential	250 ft
Apartments (11 or more units)	Residential	450 ft
Subdivision (up to 5 lots)	Any	150 ft
Subdivision (6 - 10 lots)	Any	250 ft
Subdivision (11 or more lots)	Any	450 ft

**Q: I suspect my neighbour is building an illegal development. What can I do?**

A: Please contact our enforcement staff immediately. This website has a complaint form you can use, or you can call our enforcement staff at 769-7526.

More Information Available at:

[http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_FAQs\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_FAQs_Text.htm)

### **Building Control Unit FAQs**

The Building Control Unit often hears the same questions from applicants repeatedly. Below are some of the most frequently asked questions, and typical answers we respond with. If you have any further questions, please do not hesitate to contact us.

**Q: Is there a building code for the Cayman Islands?**

A: Yes. There are codes for Building / Structural, Plumbing, Mechanical, Electrical, Gas, Seismic and Wind.

**Q: Do commercial fit-outs require building permits?**

A: Yes. If a fit-out constitutes a change of use, it will also require approval from the Central Planning Authority.

**Q: Do I need a building permit to construct a shed?**

A: Yes. All structures in the Cayman Islands require a building permit, and many also require planning permission

**Q: Do I need to have a license to operate as an electrical contractor in the Cayman Islands?**

A: Yes. The Building Control Unit administers the Electrical Licensing program. Application forms are available at:

[http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Elec\\_Contractor\\_Licensing.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Elec_Contractor_Licensing.htm) or from the Department.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_FAQs\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_FAQs_Text.htm)

## **Policy Development FAQs**

The Policy Development division often hears the same questions from applicants repeatedly. Below are some of the most frequently asked questions, and typical answers we respond with. If you have any further questions, please do not hesitate to contact us.

### **Q: Does the Development Plan address land use and planning issues on Little Cayman and Cayman Brac?**

A: No. The Development Plan only addresses Grand Cayman. Separate legislation is in place to govern planning issues on the Sister Islands.

### **Q: Is the Development Plan the only piece of legislation relating to planning on Grand Cayman?**

A: No. There are a number of pieces of legislation which address planning issues in the Cayman Islands. The 'enabling' legislation, which creates the basis for planning in the Cayman Islands, is the Development and Planning Law (2008 Revision). This law determines what the Government can regulate, powers of enforcement, and how decisions can be appealed.

The Development and Planning Regulations (2006 Revision) is the legislative version of the Development Plan. This legislation addresses permitted land uses, densities, building heights, and a range of other details. In addition to these two core pieces of legislation, there are many other key pieces of legislation, including the Building Code Regulations (2006 Revision), Tree Preservation Orders (1998), the Appeals Tribunal (Development Plan) Procedural Rules 1975, Designating Orders (2005 Revision), and the Development and Planning (Appeals) Rules (1999 Revision).

### **Q: Is there a procedure to change the zoning designation on a piece of land?**

A: Yes. There is a rezoning process which applicants can pursue. The Planning Department recommends that the timeframe for processing these applications is currently about 12 months. An overview of the rezoning process is available at this link: [Overview of the Rezoning Process](#)

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/PD/PD\\_FAQs\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/PD/PD_FAQs_Text.htm)

## **POLICIES & PROCEDURES**

---

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

### **Policy Development Division Overview**

The Policy Development section (PD) is responsible for policy preparation and long-range planning issues such as land-use policies, conducting special studies, making revisions to the Development Plan, processing rezoning applications and preparing proposed amendments to the Development Plan, Planning Law and Regulations.

The Policy section also manages planning-related Geographic Information Systems (GIS).

Available at: [http://www.planning.gov.ky/HTML\\_BODY/PD/PD\\_Overview\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/PD/PD_Overview_Text.htm)

### **Development Plan**

Review of the Development Plan is conducted by the Policy Development Section and updates of the review process are posted in this space.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/PD/PD\\_Development\\_Plan\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/PD/PD_Development_Plan_Text.htm)

### **Policy Development Documents Library**

Below are links to the Policy Development division's online library, which is available to the public free of charge. More information is available in the Development Plan Revisions section of our website.

Overview of the Rezoning Process

2001 Planning Department Annual Report

2002 Planning Department Annual Report

2003 Planning Department Annual Report

Recommendations for the Sustainable Development of Cayman Brac

Agricultural Land Capability of the Cayman Islands - A Report by Dr. N. Ahmad of the University of the West Indies

Central Planning Authority Aggregate Policy (CH2M Hill Study)

National Tourism Management Plan 2009- 2013

Go East - A Strategy for the Sustainable Development of the Eastern Districts of Grand Cayman

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/PD/PD\\_Document\\_Library\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/PD/PD_Document_Library_Text.htm)

## **Draft CPA Policy Documents**

This section of the website will act as a distribution centre for the public and stakeholders to review and provide feedback on in-progress policy initiatives. Anyone looking for adopted Planning policies should consult the Document Library.

Landscape Guidelines  
Fence and Wall Guidelines  
Stormwater Management Guidelines Document  
Stormwater Infrastructure Calculator  
Industrial Design Guidelines  
Sign Design Guidelines

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/PD/PD\\_Policy\\_Drafts.htm](http://www.planning.gov.ky/HTML_BODY/PD/PD_Policy_Drafts.htm)

## **FINANCE & ADMINISTRATION**

---

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

### **Administration Overview**

The Administration Unit is responsible for the processing of Planning Fees, and provides support services for the Building Control Unit (BCU), Current Planning (CP) and Policy Development (PD). The Administration Unit includes front counter staff, processing clerks, and others. Employment and Human Resources is also under the purview of the Administration Unit. More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/ADMIN/ADMIN\\_Overview\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/ADMIN/ADMIN_Overview_Text.htm)

### **Planning Department Employment Opportunities**

Employment Application Forms  
Cayman Islands Government Application Form

Please address all applications to:

Chief HR Officer,  
Ministry of District Administration, Planning, Agriculture & Housing,  
5th floor Government Administration Building,  
133 Elgin Avenue,  
George Town, Grand Cayman KY1-9000  
CAYMAN ISLANDS  
[recruitment.DAPAH@gov.ky](mailto:recruitment.DAPAH@gov.ky)

More Information Available at:  
[http://www.planning.gov.ky/HTML\\_BODY/ADMIN/ADMIN\\_Employment\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/ADMIN/ADMIN_Employment_Text.htm)

## **The Department of Planning Staff Directories**

### **Administration Staff Directory**

Available at: [http://www.planning.gov.ky/HTML\\_BODY/ADMIN/ADMIN\\_Staff\\_Directory\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/ADMIN/ADMIN_Staff_Directory_Text.htm)

### **Current Planning Staff Directory**

Available at: [http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Staff\\_Directory\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_Staff_Directory_Text.htm)

### **BCU Staff Directory**

Available at: [http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Staff\\_Directory\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Staff_Directory_Text.htm)

### **Policy Development Staff Directory**

Available at: [http://www.planning.gov.ky/HTML\\_BODY/PD/PD\\_Staff\\_Directory\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/PD/PD_Staff_Directory_Text.htm)

### **Planning Department Organizational Chart**

Available at: [http://www.planning.gov.ky/HTML\\_BODY/ADMIN/ADMIN\\_Library/Visio-Staff\\_Complement\\_Dec\\_2011.pdf](http://www.planning.gov.ky/HTML_BODY/ADMIN/ADMIN_Library/Visio-Staff_Complement_Dec_2011.pdf)

## **Finance**

### **Budgets allocated to each Public Authority**

Budget statements for the Planning Department can be found at the link below:

[http://www.gov.ky/portal/page?\\_pageid=1142,1593653&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1593653&_dad=portal&_schema=PORTAL)

**Annual Reports** for the Department are located in:

Policy Development Documents Library in the 'Policy and Procedures Section' above.

**Staff Pay and Grading Structures** are available in the:

The Planning Departments Procedures Manual

## **FREEDOM OF INFORMATION APPLICATION FEES**

Schedule 3 (Regulation 14) of The Freedom of Information (General) Regulations, 2008  
(Fees are to be tabulated by the Information Manager or assigned Records Officer)

This Schedule prescribes the fees for standard formats, which shall be supported (as applicable) by all public authorities providing copies of records under the Freedom of Information Law.

Copies may be made available in non-standard formats, at a price to be determined by the public authority, not exceeding the actual material and labour costs incurred to produce the copy.

#### **1. Photocopy:**

(a) Black and white copy (all sizes) - \$1.00 per page;

(b) Color copy (all sizes) - \$1.50 per page.

#### **2. Photographs:**

(a) Black and white / colour (digital photographic print from digital file, scanned hardcopy or existing negative);

(i) 8 ½ x 11 (or smaller) - \$5.00;

(ii) 8 ½ x 14 - \$7.50;

(iii) 11 x 17 - \$10.00;

(b) Black and white (photocopy or standard print-out) - \$1.00;



- (c) Colour (photocopy or standard print-out) - \$1.50.
3. Conversion of an analogue audio or video record (e.g. tape or reel-to-reel) into digital MP3 or DivX file format: an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
4. Microfilm duplication 35 mm (\$ 1, 500.00 per roll of 1, 000 ft microfilm; minimum order of 10ft at a cost of \$ 150.00. Microfilm duplication 16 mm (\$380.00 per roll of 100 ft microfilm. A minimum order of 10ft at a cost of \$ 38.00. Microfilm print-out Black and white copy (all sizes) - \$1.00 per page.
5. Transcripts - an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the transcription.
6. Conversion of a microfilm record into digital JPEG file format: an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
7. Blue print reproduction (\$3.00 per sheet).
8. Maps and plans (\$5.00 per page).
9. Print-out of a digital document or database report Black and White copy (all sizes) - \$1.00 per page.
10. Provision of a digital record (text or image) in standard PDF, JPEG or TIF file format:  
(a) by email -no charge;  
(b) on compact disc or DVD - \$2.00.
11. Conversion of a paper record (text or image) into digital PDF, JPEG or TIF file format: the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
12. Digital text files converted to audio formats for visually impaired the actual costs incurred by the Computer Services Department, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium.
13. Posting of record: Where access to the record to which the request relates is to be given in the form of the provision of a copy of the record and the copy provided is, at the request of the applicant, to be sent by post or courier, a charge in respect of the posting or delivery of the copy not exceeding the actual cost of post or delivery.
14. Shipping cost (actual cost of shipping method chosen by applicant and a preparation charge of \$20.00).
15. Expedited service: \$ 50.00 payable on making the application.

For more on **Fee Structures** please see 'Section 4. Fees and Charges' above.

## **DECISIONS & RECOMMENDATIONS**

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

### **Central Planning Authority (CPA)**

The Central Planning Authority (CPA) is a statutory authority appointed by Cabinet to oversee and review the physical development of Grand Cayman. The primary function of the CPA is to prepare development plans and ensure that development proposals conform to the plan.

The Authority's role is defined by law as "to secure consistency and continuity in the framing and execution of a comprehensive policy approved by Cabinet. With respect to the use and development of the land in the islands which this law applies in accordance with the

Development Plan for the Islands." The Authority consists of 13 members representing all six electoral districts. The Chairman of the Development Control Board is automatically a member of the CPA. To learn more about the Central Planning Authority, please click on any of the links below:

- CPA Overview (Mandate, Members, etc...)
- CPA Meeting Agendas and Minutes (2011)
- CPA Meeting Agendas and Minutes (2010)
- CPA Meeting Agendas and Minutes (2009)
- CPA Meeting Minutes (2008)
- CPA Meeting Minutes (2007)

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_CPA\\_Intro\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_CPA_Intro_Text.htm)

### **Development Control Board (DCB)**

The Development Control Board (DCB) has a similar role to the CPA but oversees development on Cayman Brac and Little Cayman. Please click on any of the links below to learn more:

- DCB Overview (Mandate, Members, etc...)
- DCB Meeting Minutes (2009)
- DCB Meeting Schedule (2009)

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_DCB\\_Intro\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_DCB_Intro_Text.htm)

### **Electrical Board of Examiners**

The Building Control Unit (BCU), in conjunction with the Electrical Board of Examiners (EBE), oversees the assignment and administration of licensing Electrical Contractors in the Cayman Islands. The EBE administers an entry examination, and meets regularly to review candidate's applications. For more information about becoming a licensed Electrical Contractor, please contact the Building Control Unit at (345) 769-7526.

The **Following Information Titles** and more are available at:  
[http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Elec\\_Contractor\\_Licensing.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Elec_Contractor_Licensing.htm)

- EBE Meeting Minutes (2009)
- EBE Meeting Schedule
- EBE Meeting Minutes (2008)
- Wireman Examination Information
- Electrical License Examination Information
- Application Forms and Additional Information
- 2009 Cayman Islands Electrical Examination Application
- June 2009 Wireman Exam Notice
- May 2009 Electrical Licensing Exams Notice
- 2009 Electrical Contractors' License Deadline Extended

### **Builders Board**

Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Builders\\_Board.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Builders_Board.htm)

## Boards and committees

Name	Meetings	Minutes
<i>Central Planning Authority (CPA)</i>	<i>The CPA meets twice monthly at the Regatta Office Park (see above for location). Meetings are open to invited applicants, objectors or other interested parties.</i>	<i>Minutes and agendas of CPA meetings from 2007 to date are available for free at the following link: <a href="http://www.planning.gov.ky/HTML_BODY/CP/CP_CPA_Intro_Text.htm">http://www.planning.gov.ky/HTML_BODY/CP/CP_CPA_Intro_Text.htm</a> Refer to section 3 for accessing Minutes of meetings prior to 2007.</i>
<i>Development Control Board (DCB)</i>	<i>The DCB meets twice monthly at the District Administration Building, Cayman Brac. Meetings are open to invited applicants, objectors or other interested parties</i>	<i>Minutes and agendas of DCB meetings from 2007 to date are available for free at the following link:  <a href="http://www.planning.gov.ky/HTML_BODY/CP/CP_DCB_Intro_Text.htm">http://www.planning.gov.ky/HTML_BODY/CP/CP_DCB_Intro_Text.htm</a></i>
<i>Electrical Board of Examiners (EBE)</i>	<i>EBE Meetings are held on the second Tuesday of every month. At the Regatta Office Park.</i>	<i>Minutes and agendas of EBE meetings from 2008 to date are available for free at the following link: <a href="http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Elec_Contractor_Licensing.htm">http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Elec_Contractor_Licensing.htm</a></i>
<i>Planning Law and Regulations Review Committee</i>	<i>Meets weekly.</i>	<i>Meeting Notes are used for internal processes reviews.</i>

## LISTS & REGISTERS

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

## FOI: Classes of Information

### Classes of Information Held

The Planning Department maintains files related to Planning and Building Control applications, as well as Policy Development records, Strategic Planning records, and Administration records.

Most of these files are maintained in hard copy, although some recent applications may also contain electronic (PDF) files, such as building plans. FOI applicants are encouraged to state the Block and Parcel information for the subject parcel they are interested in prior to making an application, as this is one of the key ways we can search for a file.

### **Information Already Published**

The Planning website ([www.planning.gov.ky](http://www.planning.gov.ky)) contains application forms, Central Planning Authority minutes, meeting schedules, applicable laws and regulations, contact information and annual reports. We recommend FOI applicants to first consult the website to determine whether or not the information they are looking for has already been published.

**Annual Report** - Annual reports for the Planning Department can be found in the Forms and Document section of the Policy Development webpage.

### **Status of Building Permit Applications**

The current status of Building Permit Applications can be determined through the Planning Department's online tracking system, ETrakit. This website is available at <https://www.etrakit.planning.gov.ky>  
Summary statistics are compiled in each year's Annual Report, and sometimes on a monthly / quarterly basis.

### **Complaints Procedure**

An online feedback form is available for users to get in touch with the Planning department and voice any concerns or complaints about the service they have received.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Information\\_Classes.htm](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Information_Classes.htm)

### **FOI: Disclosure Log**

This is a web page that contains a **disclosure log** detailing all the Planning Department's FOI requests, including outcomes. If you have any questions about this material please contact the Planning Department's FOI Information Manager

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Disclosure\\_Log.htm](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Disclosure_Log.htm)

**Planning Applications Register** – 6 Books held with the department detailing applications of the 1990's, 1980's and the late 1970's. Information within these documents are available through the FOI process.

**Planning Applications and Construction Documents** – Retained in physical or electronic formats. Information may be withheld if its release may harm a *Department* customer's commercial interests.

**Trak-IT** – The Department's Electronic Records Database and Document Storage System. Sections of this database are available to the public through ETrakit, other sections are available to Agents of the Department of Planning and some sections of this database are for internal use only.

**Jade** – The FOI Decision and Correspondence Database. This information documents the FOI process for each application and is therefore not public information except where allowable under the FOI Law.

**Asset Register** – The Register of the Department of Planning's physical Assets. This document is for internal use.

## **OUR SERVICES BY SECTION**

---

### **Current Planning Overview**

Available at: [http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Overview\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_Overview_Text.htm)

The Current Planning section (CP) is responsible primarily for processing development applications for presentation to the Central Planning Authority (CPA) on Grand Cayman and the Development Control Board (DCB) on the Sister Islands.

Planning permission is required for a range of developments, including houses, apartments, commercial buildings, land clearing, advertising signs, pools, cabanas, sheds, and many more. Current Planning's primary responsibility is to ensure that development proposals are in accordance with the Development Plan, Planning Law and associated Regulations and Policies. Current Planning is also responsible for code enforcement. Emphasis is on compliancy by preventing rather than removing illegal development and uses through staff contact the issuance of Enforcement and Stop Work Notices.

### **Current Planning Forms and Documents**

Below are lists of the Current Planning's document library, which provides application forms, as well as background information on a number of topic areas. Anyone considering submitting an application is encouraged to read through these documents first.

### **Current Planning Application Forms**

Ancillary and Temporary Buildings, Tents, Containers, Storage, Gazebos, Cabanas - Application Form

Antenna / Wind\_Turbine - Application Form

Sign - Application Form

Clearing Land - Application Form

Docks, Seawalls, Davits and Boat Landings - Application Form

Excavation and / or Filling - Application Form

Fence, Pool, Satellite Dish, Wall - Application Form

Generators & Storage Tanks - Application Form

House, Duplex - Application Form

Major Application - Commercial, Institutional, Apartment, Hotel, Industrial, Modification, Change of Use - Application Form

Modification of Planning Permission - Application Form

Planned Area Development - Application Form

Polling Form for 1000 feet

Rezoning - Application Form

Subdivision - Application Form  
Notice of Application for Planning Permission - Notification Template

### **Current Planning Application Information Sheets**

Antenna - Application Application Fees Information  
Information  
Apartments - Application Information  
Cabana - Application Information  
Change of Use - Application Information  
Commercial Building - Application Information  
Container or Storage Building - Application Information  
Docks and Seawalls - Application Information  
Excavation and / or Filling - Application Information  
Hotels - Application Information  
House Additions (10% Rule) - Application Information  
House, Duplex - Application Information  
Industrial Buildings - Application Information  
Planned Area Development - Application Information  
Pools - Application Information  
Rezoning - Application Information  
Satellite Dishes - Application Information  
Sign or Advertisement - Application Information - Application Information  
Storage Tanks - Application Information  
Subdivision - Application Information  
Tents - Application Information  
Walls and Fences - Application Information

### **Current Planning Other Documentation**

Zoning Guidelines  
Current Planning Applications - External Agency Circulation List  
Infrastructure Fees Map  
Trade and Business License - Request for Planning Department Reference Letter  
October 30th, 2008 - Planning Department Presentation to Industry Partners  
Polling Requirements for Special Projects 1000 feet  
Notification Requirements for Planning Applications

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Document\\_Library.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_Document_Library.htm)

### **Current Planning E-Project (ETrakIT)**

The Planning Department is currently testing a project tracking system called ETraKit which will allow applicants to follow their planning application online. A draft of this system is available at <https://www.etrakit.planning.gov.ky>

For telephone inquiries regarding Planning Project status, please call the Planning Department at (345) 769-7526. Ensure that you have your block and parcel number ready prior to calling.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_E-Project.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_E-Project.htm)

## **Zoning Inquiry**

The link on this page will open up a PDF file containing zoning information for all parcels on Grand Cayman, including information on overlay zones (such as the Historic Overlay and Water Lenses). Use the instructions on the initial page to jump to your Block, and then search for your Parcel to preview your zoning.

Please be patient as the document may take up to 1 minute to load.

This information is intended only as an initial reference, and does not replace the Development Plan (1997), its Schedules or subsequent revisions, the Development and Planning Law (2005 Revision), the Development and Planning Regulations (2006 Revision), or any other adopted Law or associated Schedule. Please note that properties may also be affected by other legislation including but not limited to Lands for Public Purposes (LPP). For an official zoning inquiry, please contact the Planning Department at (345) 769-7526.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Zoning\\_Inquiry\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/CP/CP_Zoning_Inquiry_Text.htm)

## **BCU Overview**

The Building Control Unit (BCU) reviews applications for building permits and inspects the structural, plumbing and electrical components of buildings and structures to ensure that Central Planning Authority and Development Control Board approved developments comply with all the codes. Typical inspection areas include Structural, Plumbing, Electrical and Mechanical.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Overview\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Overview_Text.htm)

## **BCU Forms & Documents**

Below are links to the BCU's document library, which provides application forms, as well as background information on a number of topic areas. Anyone considering submitting an application is encouraged to read through these documents first.

### **BCU Application Forms**

Building Permit - Application Form  
Certificate of Occupancy - Application Form  
Electrical Contractor Application and Renewal Form  
Electrical License Renewal Form  
Electrical License Application Form  
Liquid Petroleum Gas Application Form  
Generators & Storage Tanks - Application Form  
Special Electrical Service Connection - Application Form  
Revisions and Resubmittals Form

### **BCU Inspection Forms**

Typical BCU Inspection Process  
Procedure to Obtain a CO

Government\_Agency\_Final\_Inspection\_Form  
Final\_Building\_Inspection\_Checklist  
Interim\_Building\_Inspection\_Checklist  
Building Inspection Request Form  
Liquor\_License\_Form\_with\_Electrical\_Checklist  
Liquor\_License\_Form with Plumbing Checklist

## **Elevator Documents**

Elevator Conveyance Permit Application  
Elevator System Accident Report  
Elevator Variance Request Form  
Elevator Permit Submittal Guidelines  
Guidelines for Applying for Approval of new Elevator Systems  
Pre-Inspection Checklist Form  
Request for Elevator Field Inspection

## **ETrakit Documents**

Contractor Database Registration Form  
Electronic Submittal Guidelines

## **Maps**

Building Permit Fee Map  
Infrastructure Fee Map

## **BCU Other Information**

Commercial Building Code Review Form  
Fit-out Check List Form  
Submittal Checklist - Commercial & Multi-Family  
Submittal Checklist - Houses and Duplexes  
Main Electrical Panel Template  
Agricultural Power Application Checklist  
Electronic Submittal Guidelines  
Electronic Submittal - How To Create A Bookmarked PDF Document  
Generators and Storage Tanks Procedure Information  
Building Codes in use in the Cayman Islands  
BCU 'Blue Sheets' - Local Amendments to Adopted Building Codes  
BCU Policy Statements  
Electrical Equipment Support Requirements (revised\_21-Apr-09)  
Residential Egress Window Guidelines  
Magazine Article - Building Permits by the numbers  
October 30th, 2008 - Planning Department Presentation to Industry Partners



More information Available at:

[http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Document\\_Library\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Document_Library_Text.htm)

### **BCU E- Permit (ETrakIT)**

The Planning Department is currently testing a permit tracking system called ETrakit which will allow applicants to follow their application online.

A draft of this system is available at <https://www.etrakit.planning.gov.ky>

If you are a contractor / architect / agent, please email [etrakit@gov.ky](mailto:etrakit@gov.ky) for a log-in PIN. You may need to be added to the Contractor Database. If so, please complete the Contractor Database Registration Form and submit it to BCU.

For telephone inquiries regarding Building Permit status, please call the Building Control Unit at (345) 769-7526. Ensure that you have your block and parcel number ready prior to calling.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_EPermit\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_EPermit_Text.htm)

### **BCU Links**

Below is a list of websites which may be of interest for BCU clients. Click on these links to open their websites in a new window. Please note that the Planning Department takes no responsibility for content posted on these sites.

1. International Code Council [www.iccsafe.org](http://www.iccsafe.org)
2. National Fire Protection Association [www.nfpa.org](http://www.nfpa.org)
3. U.S. Green Building Council [www.usgbc.org](http://www.usgbc.org)

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Links\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Links_Text.htm)

### **FOI: Application Information**

FOI applications to the Planning Department can be made using the following form:  
Planning Department FOI Application Form

An FOI application can be made to amend or annotate a personal record using the following form:

Planning Department FOI Amendment or Annotation Form

Please note that there may be fees associated with your application. Details can be obtained by viewing the  
FOI Fee Schedule under the Administration and Finance heading of this section above.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Application\\_Page.htm](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Application_Page.htm)



## Cayman Islands Government in the United Kingdom

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Cayman Islands Government Office in the United Kingdom to making information available to the public as part of its normal business activities.

The Cayman Islands Government Office in the United Kingdom will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Cayman Islands Government Office in the United Kingdom will generally not publish:

- information in draft form;
- information that is not held by the Cayman Islands Government Office in the United Kingdom, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Cayman Islands Government Office in the United Kingdom's (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Email

If information is listed in our publication scheme we may be able to send it to you by email. You can email us at [info@cigo.co.uk](mailto:info@cigo.co.uk) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call +44 207 491 7772 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Nadira Lord  
Information Manager  
Cayman Islands Government Office  
6 Arlington Street  
London  
United Kingdom  
SW1A 1RE

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Nadira Lord, Information Manager at +44 (0)207 7491 7772 or via email at [nlord@cigo.co.uk](mailto:nlord@cigo.co.uk).

The Cayman Islands Government Office in the United Kingdom will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Cayman Islands Government Office in the United Kingdom is legally required to translate any information, it will do so.

## **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Cayman Islands Government Office in the United Kingdom strives to ensure that fees and charges are clearly explained and kept to a minimum. Information which is sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of £0.75 per page (black and white; any size) and £1.00 per page (colour; any size).

Computer discs will be charged at a rate of £1.25 per disc.

#### Postage costs

The Cayman Islands Government Office in the United Kingdom will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Cayman Islands Government Office in the United Kingdom has received your payment.

### **5. Requests for information outside the Publication Scheme**

---

Information held by the Cayman Islands Government Office in the United Kingdom that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

### **6. Complaints**

---

The Cayman Islands Government Office in the United Kingdom aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Nadira Lord at +44 (0)207 7491 7772 or [nlord@cigo.co.uk](mailto:nlord@cigo.co.uk), and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

### **ABOUT US**

---

#### **Name of public authority:**

CAYMAN ISLANDS GOVERNMENT OFFICE IN THE UNITED KINGDOM

#### **Location and Hours:**

4<sup>th</sup> Floor, 6 Arlington Street, London, United Kingdom SW1A 1RE

Open: Monday – Friday 9:00am – 5:00pm (GMT); Closed: Public Holidays

#### **Ministry**

Ministry of Financial Services, Tourism & Development

#### **Chief Officer**

Mr. Dax Basdeo, Financial Services, Ministry of Finance, Tourism & Development

Suite 126, Government Administration Building

Grand Cayman KY1-9000

CAYMAN ISLANDS

#### **Principal Officer**

Lord Blencathra

Director

Cayman Islands Government Office in the United Kingdom

6 Arlington Street

London

United Kingdom

SW1A 1RE

Telephone: +44 (0)207 7491 7772

Fax: +44 (0) 207 7491 7944

Email: blencathra@cigo.co.uk

#### **Information Manager**

Nadira Lord

Assistant Representative (Consular Services)/Information Manager

Cayman Islands Government Office in the United Kingdom

6 Arlington Street

London

United Kingdom

SW1A 1RE

Telephone: +44 (0)207 7491 7772  
Fax: +44 (0)207 7491 7944  
Email: nlord@cigo.co.uk

### **Organisation and Functions**

The Cayman Islands Government Office in the United Kingdom performs a semi-consular function. The Office represents the Cayman Islands Government in the UK and acts upon instructions received from the Cayman Islands. It provides an important link between the Cayman Islands and the UK, it is responsible for improving and promoting the image of the Cayman Islands and it builds relations with the UK Government and the private sector. The Office responds to enquiries and disseminates information about the territory. In particular, it promotes the Cayman Islands as an offshore financial centre and takes its part in organisations such as the UK Overseas Territories Association (UKOTA), the All- Party Parliamentary Group (APPG) and EU Overseas Countries & Territories Association (OCTA). The Office also provides support and consular assistance to Caymanians in the UK, in particular to students. The Office assists with recruitment for Cayman Islands Government vacancies as and when required.

### **History**

Thomas Russell, the former Governor who left Cayman in January 1982, was asked by the Cayman Islands Government to set up a Government Office in London and he started work in June 1982. He was accommodated at 17b Curzon Street together with the Tourism Office and had just one other staff member to assist him.

The Cayman Islands Government Office was the second British Overseas Territory to have a London Office and it set the trend for other territories to follow suit. The Office proved its worth, as it took on an ever-expanding range of duties. In 1986 a fire in the basement of the building caused the office to move from 17b Curzon Street to 100 Brompton Road, Knightsbridge.

The Government Office handled a range of enquiries such as would be expected in a small Embassy or High Commission; it promoted Financial Services and dealt with recruitment of staff from the UK to fill positions in the Cayman Islands Civil Service which could not be filled locally. Mr Russell established the Cayman Islands All Party Parliamentary Group and strengthened links with Commonwealth organisations

Since its establishment in 1993, the United Kingdom Overseas Territories Association (UKOTA) has developed as more territories appointed a London-based Representative and consequently the Association has more influence and is very active.

In 1994 the Government Office moved to its current location at 6 Arlington Street, which it shared with the Cayman Islands Department of Tourism, the Cayman Islands Shipping Registry and the Cayman Islands Civil Aviation Authority (CAA). (The CAA are no longer at this location.)

In 2000 Mr Russell retired after a total of 18 years as Representative and was replaced by Jennifer Dilbert, the first Caymanian Representative. Jennifer Dilbert established the Friends of Cayman group and an Annual Reception for Caymanian students. She completed her term of office and returned to the Cayman Islands in December 2008.

From 2008 to July 2011, the office was headed by Mary Chandler-Allen, Acting Representative. Mrs. Chandler-Allen joined the London Office in 1982 and retired after 28 years in July 2011. Mr. Charles Parchment was appointed Acting Representative in August 2011 and the new Director of the London Office, Lord Blencathra was appointed in November 2011.

### **Frequently Asked Questions**

1. Do I require a visa to enter the Cayman Islands and how to I go about obtaining it?

Depending on the passport you hold you may require a visa. If you live in the U.K. you should contact the Visa Section of the Passport Office in London, the contact number being 020 7901 7542. If you are overseas you will need to contact the British Embassy in your country of residence who will provide information about timing, cost and procedures.

2. How long can I stay as a visitor and may I extend my stay?

Generally the normal visitor entry is a period of one month. However you may request a stay of up to six months maximum, providing you have a return air ticket to your country of residence and can show proof that you have sufficient funds to support yourself without working during the period in question (a copy of a bank statement would probably suffice). It would probably be wise to have an air ticket which allows a change to the return date.

3. How can I transport my pet to the Cayman Islands?

The process for importing animals into Cayman can be a lengthy one, but easy as long as you know the timescales. You will need a Permit to Import your pet. Documentation regarding the import requirements, along with an application form, can be obtained from Veterinary Services, Department of Agriculture, P.O. Box 459, Grand Cayman KY1 1106, Cayman Islands, Tel: +1 (345) 947 3090, Fax +1 (345) 947 2634 or by email to [ciagriculture@gov.ky](mailto:ciagriculture@gov.ky)

Your pet must have an approved type of microchip fitted prior to the rabies vaccination being administered and this vaccination must be an approved vaccination. Your pet must then have a blood test. Not more than 14 days prior to departure you must have a registered veterinarian complete an official health certificate and treat your pet for tapeworms and ticks with an approved product.

All animals travelling to the Cayman Islands must do so by the most direct route and be carried in an approved container.

Owners should check with the airline the differences in consigning a pet as "checked baggage" or "cargo". Persons in the U.K. may wish to consult the Pet Travel Scheme Helpline on 0870 241 1710.

4. How can I obtain permanent residency?



A Permanent Resident is a person who has been granted permission by the Caymanian Status and Permanent Residency Board or Chief Immigration Officer to remain permanently in the Islands.

One way to qualify for Permanent Residence is to have been legally and ordinarily resident in the Cayman Islands for at least eight years immediately prior to your application.

The Board will issue to the successful applicant a Residency & Employment Rights Certificate.

The Permanent Residence Assessment Point System is the means by which the Caymanian Status and Permanent Residency Board assesses an application. You can review the point system in the Immigration (Amendment No.3) Regulations 2007.

Copies of the Immigration Law and Regulations may be purchased at the Legislative Assembly for a nominal fee.

Persons of independent means can apply for a 25 year Residency Certificate. In Grand Cayman, proof of an annual income of at least CI\$150,000 without the need to be engaged in employment in the Cayman Islands is required and an investment of CI\$750,000 (of which CI\$250,000 must be in developed real estate). Details can be found at [www.immigration.gov.ky](http://www.immigration.gov.ky).

5. How can I purchase property in the Cayman Islands?

The real estate market in Cayman is simple and straightforward and apart from a one-time stamp duty, there are no annual property taxes. There are many real estate agencies that will give you advice and help you with all the legalities. Houses, apartments, condos and townhouses are available for purchase. Prices vary on location, size, design and other features.

6. How do I obtain a work permit?

If you wish to take up employment it will be the responsibility of the employer to obtain a work permit for you. If you are offered a job, the employer should give you the relevant forms and will be responsible for submitting the application to the Immigration Board, together with all supporting documentation. The time taken to get a work permit depends on what type of permit the employer applies for. If the employer applies for a short term permit, i.e. for a period of a few months, the permit could be obtained within a couple of weeks. If the employer has applied for a full one year permit, it could take a lot longer to obtain. Short term permits are not designed to be converted into full permits. Work permits are issued for a specific job with a specific employer.

7. Are there any medical regulations involved in obtaining a work permit?

A medical examination will be necessary for employment (along with a blood test and chest x-ray).

8. My partner has been offered a job – we are not married, may I go as his/her dependant?

Only a spouse may be considered as a dependant. You will need to enter as an independent individual, either as a visitor or with your own work permit

9. How do I obtain a Police Clearance Certificate?

Please contact your local police station or check on line at your regional police authority to obtain the form. There is a charge which varies in each authority and the time taken to obtain the certificate can be up to 40 days. A sworn Affidavit of no Criminal Convictions is equally acceptable for persons coming from the U.K. and may be obtained from a Solicitor or Notary Public.

10. Do I need a visa if I am visiting the Cayman Islands on a cruise ship?

No, anyone can enter the Cayman Islands on a cruise ship without a visa providing the stopover is not more than eight hours.

11. How can I apply for a birth certificate in the Cayman Islands?

You can contact the Registry of Births, Deaths & Marriages in the Cayman Islands and they will tell you how to proceed. This can be achieved by email: [cigenreg@gov.ky](mailto:cigenreg@gov.ky), by phone +1 (345) 946 7922 or by fax +1 (345) 949 0969.

12. I have been offered a place St Matthew's University – do I need a visa?

A non-Caymanian who is eighteen years of age or older, seeking to enter the Cayman Islands to attend a recognised educational institution on a full time basis may be granted a student visa. The student should be self sufficient or provide proof of support from other means.

The student visa does not allow the student to work. It is understood that the student is expected to leave the Islands on completion of the programme. Most student visas are granted for a period of four years, but may be extended for a further twelve months.

Please contact the University, who will assist you.

13. What are the processes for getting married in the Cayman Islands?

The minimum age for getting married in the Cayman Islands is 16; however anyone under the age of 18 must have the consent of a parent or guardian. All marriages must be attended by a Marriage Officer and by two other witnesses. The Marriage Officer can advise on making arrangements for your wedding. Also the wedding must take place between the hours of 8 a.m. and 6 p.m. Go to the Government website [www.gov.ky](http://www.gov.ky) and look under 'Getting Married' and go to "About Cayman" and then "Getting Married" for a list of Marriage Officers and people who can help with arranging the services and provide information on appropriate documentation required.

14. Could you please send me a copy of the New Resident and/or Caymanian Compass?  
Yes we can provide both of those publications.

15. Can you tell me about the cost of living in the Cayman Islands including renting an apartment?

The cost of living in Cayman is similar to that in London. Whether renting or buying, all properties come fitted with kitchen appliances. If you are renting, properties are generally fully fitted and come equipped with a small quantity of kitchen equipment, so that they are ready for immediate occupation. Rental costs vary according to location, size and furnishings but information may be obtained through New Resident magazine at [www.caymannewresident.com](http://www.caymannewresident.com) (where you will find real estate agents listed).

## **STRATEGIC MANAGEMENT**

---

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

### **Governance**

High-level documents that inform and direct the functions and activities of the Cayman Islands Government Office in the United Kingdom are within the domain of the Ministry of Financial Services, Tourism & Development and are referenced in the ministry's publication scheme.

### **Corporate Management**

- Monthly and Quarterly reports
- Plans for hazard management and disaster recovery

\*Copies can be obtained upon request.

## **FINANCE & ADMINISTRATION**

---

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial Management\***

- Annual budget
- Monthly accounts

\*Copies can be obtained upon request.

**Administration\***

- Insurance policies
- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme
- Training records
- Information Technology

\*Copies can be obtained upon request.

**POLICIES & PROCEDURES\***

---

- Health and Safety Policy
- Fire Risk Assessment Procedure

\*Copies can be obtained upon request.

**DECISIONS & RECOMMENDATIONS\***

- Minutes of meetings

\*Copies can be obtained upon request.

**LISTS & REGISTERS\***

---

- FOI disclosure log

\*Copies can be obtained upon request.

**OUR SERVICES**

---

The main specific functions of the office are:

To promote Cayman Islands interests and expand contacts in the United Kingdom and Europe by liaison with appropriate UK Ministries, UK Parliament, Commonwealth bodies, the UK Overseas Territories Association (UKOTA), the Overseas Countries & Territories Association of the EU (OCTA) and other international organisations.

To disseminate information on the Cayman Islands to a wide range of enquirers: Government, private sector companies and the general public. Topics include enquiries about living in the Cayman Islands, obtaining permanent residence, visa and immigration requirements, job opportunities, buying property, establishing a business, investment opportunities etc.

To provide the Cayman Islands Government with information and policy advice on events and policies in the UK and Europe.

Make advance arrangements for official visitors and private sector visitors from the Cayman Islands to UK and Europe, e.g. Cayman Islands politicians and senior civil servants; to receive such visitors and provide maximum support.

To provide support and consular assistance to Caymanians and in particular to Caymanian students in the UK, especially in times of crisis (e.g. hurricanes). To maintain a database of Caymanian students in the UK.

To represent the Cayman Islands at official functions, ceremonial occasions, Commonwealth and Parliamentary gatherings, Foreign Office receptions etc, in order to promote the Cayman Islands as an international entity of importance.

To execute the Government's programme of recruitment in the UK, as and when required. This may include the placement of advertisements, dealing with requests for application form and job description, receiving back and acknowledging completed applications, setting up interviews for shortlisted candidates, liaising with the selected candidate/s and handling the arrangements for the new appointee to take up the post.



# GENERAL REGISTRY

## Publication Scheme

Produced in accordance with the Deputy Governor's Code of Practice

---

### CONTENTS:

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### 1. ABOUT THE PUBLICATION SCHEME

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the General Registry to making information available to the public as part of its normal business activities.

The General Registry will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. INFORMATION THAT MAY BE WITHHELD

---

The General Registry will generally **not** publish:

- information in draft form;
- information that is not held by the General Registry, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – e.g. information that is contained in files that have been placed in storage, or is otherwise difficult to access; and
- Information which is exempt under the FOI Law, or otherwise protected from disclosure – e.g. personal information; or corporate sensitive information. In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it. e.g. where disclosure would breach the law of confidentiality, infringe personal privacy, harm the General Registry or another organization commercial interests.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. METHOD(S) OF ACCESS

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides additional details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### ONLINE

Much of the information that is available from our Authority is accessible electronically on our website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant section of the website.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.ciregistry.gov.ky](http://www.ciregistry.gov.ky) If you are still having trouble locating information listed under our scheme, please contact [grace.watson@gov.ky](mailto:grace.watson@gov.ky) or write to Information Manager, General Registry Department, Ground Floor, Citrus Grove Bldg., Box 123, Goring Avenue, Grand Cayman KY1-9000, CAYMAN ISLANDS.

## EMAIL

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You may email us at [cigenreg@gov.ky](mailto:cigenreg@gov.ky) to request information. Please also provide a telephone number so that we can call you to clarify details if necessary.

## FAX

Documents listed in the publication scheme can also be requested by fax. Please send your request by fax to the attention of the Information Manager at (345) 949 0969 to request information.

## POST

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Information Manager, General Registry Department, Ground Floor, Citrus Grove Bldg., Box 123, Goring Avenue, Grand Cayman KY1-9000, CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See Section 4: Fees and charges for further details.)

## PERSONAL VISITS

In limited cases, you may be required to make an appointment to view information listed in the publication scheme.

## ADVICE AND ASSISTANCE

If you experience any difficulty identifying the information you want to access, please contact [grace.watson@gov.ky](mailto:grace.watson@gov.ky) or [cigenreg@gov.ky](mailto:cigenreg@gov.ky).

The [General Registry](#) will adhere to its obligations under Section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held.



#### **4. FEES AND CHARGES**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The [General Registry](#) strives to ensure that the [fees and charges](#) are clearly explained.

Fees may be charged for providing information in paper copy or on computer disc.

Updated [currency rates and currency calculator](#) are available on the [General Registry's](#) website

#### **REPRODUCTION COSTS**

Where fees apply, the General Registry will contact the applicant to obtain agreement as to the cost prior to processing the requested information. We will endeavor to keep the cost to a minimum within the constraints of the various Laws. In addition to any other relevant fee computer discs will be charged at a rate of \$2 per disc. Information will be provided when the General Registry has received your payment.

#### **POSTAGE COSTS**

The General Registry will pass on to the applicant the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the General Registry has received your payment.

## 5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

---

Information held by the General Registry that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Please contact the Information Manager, Grace A. Watson at (345) 946 7922 or by email at [grace.watson@gov.ky](mailto:grace.watson@gov.ky) or [foi.reg@gov.ky](mailto:foi.reg@gov.ky)

## 6. COMPLAINTS

---

The General Registry aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Information Manager, General Registry Department, Ground Floor, Citrus Grove Bldg., Box 123, Goring Avenue, Grand Cayman KY1-9000, CAYMAN ISLANDS or by email [grace.watson@gov.ky](mailto:grace.watson@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [\*Complaints-handling procedures; HR Policies and procedures\*](#)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. CATEGORIES OF INFORMATION

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

### ABOUT US

#### **GENERAL REGISTRY DEPARTMENT**

##### **Principal Officer(s)**

Cindy Jefferson-Bulgin, Registrar General, [cindy.jefferson@gov.ky](mailto:cindy.jefferson@gov.ky) or (345) 946 7922

Grace Watson, Deputy Registrar General, [grace.watson@gov.ky](mailto:grace.watson@gov.ky) or (345) 946 7922

Donnell Dixon, Senior Assistant Registrar, [donnell.dixon@gov.ky](mailto:donnell.dixon@gov.ky) or (345) 946 7922

##### **Information Manager**

Grace A. Watson  
General Registry Department  
Ground Floor Citrus Grove,  
Goring Avenue, Grand Cayman  
Cayman Islands

Email: [grace.watson@gov.ky](mailto:grace.watson@gov.ky)

Freedom of Information website: [www.foi.gov.ky](http://www.foi.gov.ky)

#### **MINISTRY**

Ministry of Financial Services, Tourism and Development

## ORGANISATION MISSION AND FUNCTION

### MISSION STATEMENT

To officially register and maintain key records of corporate and vital activities for all time, ensuring their security and integrity thus enabling transparency and confidence in such activities.

### FUNCTION

The General Registry is responsible for collecting a significant portion of revenue through registry management and the maintenance of public records. The General Registry activities involve the maintenance of a General Register for Companies, Partnerships, Trusts, Birth, Deaths, Marriages, Public Records, Patents, Trademarks, friendly Societies, Building Societies, Trade Unions, as well as services to the public and clients relating to these registers. The Registry further provides Policy advice and services to support the Ministry of Finance, Tourism & Development and Cabinet

Mailing address: General Registry Department,  
Ground Floor,  
Citrus Grove, Goring Ave.,  
Box 123  
Grand Cayman KY1-9000  
Cayman Islands

Telephone number: (345) 946 7922

Fax number: (345) 949 0969

Email address: [cigenreg@gov.ky](mailto:cigenreg@gov.ky)

Website address: [www.ciregistry.gov.ky](http://www.ciregistry.gov.ky)

Location and hours	Matters handled
<i>General Registry</i> Ground Floor, Citrus Grove Bldg. Goring Avenue Grand Cayman CAYMAN ISLANDS  Office Hours: Mon-Fri. 8:30am - 5:00pm Closed on Public Holidays	Registration and maintenance of Companies, Partnerships, Trusts, Patents & Trade Marks, Public records, Births, Deaths, Marriages, Co-Operatives, Trade Unions and Building Societies.

## **BOARDS AND COMMITTEES**

None.

## **FREQUENTLY ASKED QUESTIONS**

See [FAQs](#)

## **STRATEGIC MANAGEMENT**

Administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

## **GOVERNANCE**

Companies Law (2011 Revision)

Companies Winding Up Rules (2008)

Exempted Limited Partnership Law (2011 Revision)

Partnership Law (2002 Revision)

Trust Law (2011 Revision)

Public Recorder Law (2007 Revision)

Patents & Trade Marks Law (2007 Revision)

Births and Deaths Law (2007 Revision)

Cooperative Societies Law (2001 Revision)

The Trade Union Law

Building Societies Law

[Legislation administered](#) by the authority; in development; or under review.

## **CORPORATE MANAGEMENT**

[Annual Reports](#)

### **STATISTICS:**

Up-to-date [statistics](#) are maintained by the General Registry. Further statistics may be obtained from our offices upon request.

## **FINANCE & ADMINISTRATION**

Administering the authority's internal functions and managing its resources efficiently and effectively including the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **FINANCIAL MANAGEMENT**

The Public Management and Finance Law (2003 Revision).

The Financial Regulations, 2004

[Annual Budget](#)

### **ADMINISTRATION**

Public Service Management Law (2007 Revision)

Personnel Regulations - Public Service Management Law, 2005

Public Service Code of Conduct – December 2007

[Press Releases](#)

### **POLICIES & PROCEDURES**

[Complaints-handling procedures; HR Policies and procedures](#)

### **DECISIONS & RECOMMENDATIONS**

None.

## **LISTS & REGISTERS**

The Authority oversees the functions and activities of eleven Registers namely; Companies, Partnerships, Trusts, Patents & Trade Marks, Public records, Births, Deaths, Marriages, Co-Operatives, Trade Unions and Building Societies .

[\*Births, Deaths & Marriages\*](#)

[\*Companies, Partnerships & Trusts\*](#)

## **OUR SERVICES**

A list of services provided by the General Registry relative to the various registers it oversees is shown at [\*\*Our Services\*\*](#)





## Economics and Statistics Office (ESO)

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies and Procedures – How we Make Decisions
  - Decisions and Recommendations
  - Lists and Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

The Economics & Statistics Office (ESO) is covered by the Freedom of Information Law and has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information, which is readily available to the public. The list is divided into seven (7) different categories of information to help you find the documents you are looking for.

This publication scheme commits the ESO to making information available to the public as part of its normal business activities.

The ESO will:

- specify the information held by the office, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available information held by the office that falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public; and
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The ESO will generally not publish:

- information in draft form;
- information that is not held by the ESO, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information or commercially sensitive information.
- Questionnaires and information identifiable to any individual or business in accordance with S.8 (2) and S.(17) of the Statistics Law (1996 Revision) as amended by the Statistics (Amendment) Law 2010. The Freedom of Information Law 2007 as under S.3 (7) of FOI does not abrogate the confidentiality clauses of the Statistics Law and this information is therefore not available under FOI
- Other records containing exempt matter unless in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible. However, ESO records are exempt from disclosure in the following instance where such disclosure:

- is not in accordance with the Statistics Law (1996 Revision) as amended by the Statistics (Amendment) Law 2010;
- constitutes an actionable breach of confidence, for example an opinion, advice or recommendations prepared for another party;

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

- is premature and could reasonably be expected to or have substantial adverse effect on the Caymanian economy or the Government's ability to manage the economy;
- is an opinion, report, advice or recommendations prepared for Cabinet;
- prejudice, or would be likely to prejudice, the effective conduct of public affairs;
- reveal trade secrets, information of commercial value and interests prejudiced or diminished by disclosure; and
- unreasonable exposure of personal information, whether living or dead.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Part III of the FOI Law lists the exemptions to the general right of access to records. These records will only be withheld where the FOI Law expressly permits it.

Information provided to the Economics and Statistics Office is protected by section 8(1A) of the Statistics Law (1996 Revision) as amended by the Statistics (Amendment) Law 2010 which provides that, "individual data collected by the Economics and Statistics Office for statistical compilation, whether they refer to legal or natural persons, are strictly confidential and shall be used exclusively for statistical purposes".



[Statistics Law \(1996 Revision\)](#)



[Statistics \(Amendment\) Law 2010](#)

If you wish to complain about any information, which has been withheld, please refer to Section 6: Complaints.

### **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

#### Online

Many of our documents are published electronically on [www.eso.ky](http://www.eso.ky) and can be downloaded in PDF or Excel format. Where information is available online, a link within Section 7: Categories of information will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.eso.ky>. If you are still having trouble locating information listed under our scheme, please contact: [foi.eso@gov.ky](mailto:foi.eso@gov.ky) or [infostats@gov.ky](mailto:infostats@gov.ky)

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.eso@gov.ky](mailto:foi.eso@gov.ky) or [infostats@gov.ky](mailto:infostats@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 949-0940 to request information.

### Fax

Documents listed in the publication scheme can also be requested by facsimile. The fax number is (345) 949-8782 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Attn: Information Manager  
Economics & Statistics Office  
P.O. Box 127, Government Office Accommodation Building  
KY1-9000, Grand Cayman, Cayman Islands

In your request, please provide your name address telephone number; and full details of the information or documents you would like to receive.

For faster processing, please also include any applicable fee. (See Section 4: Fees and charges for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in Section 7: Categories of information, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact either of the following:

- The Information Manager at [foi.eso@gov.ky](mailto:foi.eso@gov.ky),
- [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky)
- [Shanna.Saunders@gov.ky](mailto:Shanna.Saunders@gov.ky)

The ESO will adhere to its obligations under Section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the ESO is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The ESO strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information published online, downloaded through a website, or sent to you by email is provided free of charge. Please visit our website: [www.eso.ky](http://www.eso.ky) to determine whether the information sought is online.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

The ESO offers some publications for sale. This includes:

Cayman Islands Compendium of Statistics	US\$60.00 or CI\$50.00
1999 Cayman Islands Census	US\$60.00 or CI\$ 50.00
Annual Economic Report (AER)	US\$ 60.00 or CI\$ 50.00
Quarterly Economic Report (QER)	US\$30.00 or CI\$25.00
Labour Force Report (LFS)	US\$30.00 or CI\$25.00
Consumer Price Index (CPI)	US\$30.00 or CI\$25.00
Overseas Trade Report	US\$30.00 or CI\$25.00

These publications are charged at the cover price, and actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2.00 per disc.

##### Postage costs

The ESO will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within Section 7: Categories of information.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the ESO has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Statistical data and economic information produced by the ESO may be obtained without making a request under the FOI Law. Please contact the Information Manager, Julietta Beaupierre or Shanna Saunders-Best to determine whether an FOI request needs to be submitted for the information sought.

However, if you are making an FOI request, it must be done in writing (letter, email, and facsimile). This request will be considered in accordance with the provisions of the FOI Law.

Further details are provided at

<http://www.eso.ky/pages.php?page=freedomofinformationfoi>

## **6. Complaints**

---

The ESO aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager, [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky) (345)-244-1621 or email [foi.eso@gov.ky](mailto:foi.eso@gov.ky) or [Shanna.Saunders@gov.ky](mailto:Shanna.Saunders@gov.ky) and we will try to resolve your complaint as quickly as possible. Further information about our complaints procedures can be obtained from [http://www.eso.ky/freedom of information](http://www.eso.ky/freedom%20of%20information) (Making an FOI Appeal)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response:

Information Commissioner's Office,

Telephone: 345-747-5402

Fax: 345-949-2026

Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

Email: [info@infocomm.ky](mailto:info@infocomm.ky)

Website: [www.infocomm.ky](http://www.infocomm.ky)

Physical Address: Elizabethan Square  
2nd Floor, Building C,  
George Town, Cayman Islands

Mailing Address: P.O. Box 1375  
Grand Cayman KY1-1108  
Cayman Islands

Hours: Monday to Friday, 9:30am - 4:00pm

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services



### ABOUT US

---

The Cayman Islands' Economics and Statistics Office (ESO) provides basic information on the country's people and economy, and is the official national statistics office.

**Name of public authority:**

Economics and Statistics Office (ESO)

**Ministry:**

Ministry of Financial Services, Tourism and Development (Public Finance)

**Chief Officer:**

Mrs Sonia McLaughlin, Ministry of Financial Services, Tourism and Development, 3rd Floor Government Office Accommodation Building, Grand Cayman, Cayman Islands

**Director and Unit Heads:**

Maria Zingapan, Director

Tel: (345) 244-1614, Email: [Maria.Zingapan@gov.ky](mailto:Maria.Zingapan@gov.ky)

Elizabeth Talbert, Deputy Director

Tel: (345) 244-1621, Email: [Elizabeth.Talbert@gov.ky](mailto:Elizabeth.Talbert@gov.ky)

Adolphus Laidlow, Senior Economist – Economics Unit

Tel: (345) 244-1618, Email: [Adolphus.Laidlow@gov.ky](mailto:Adolphus.Laidlow@gov.ky)

Yvonne Newland, Senior Statistician System of National Accounts Unit

Tel: (345) 244-1618, Email: [Yvonne.Newland@gov.ky](mailto:Yvonne.Newland@gov.ky)

Julietta Beaupierre, Senior Statistician Balance of Payments Unit

Tel: (345) 244-1618, Email: [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky)

Crispin Boney, Senior Statistician Social Statistics Unit

Tel: (345) 244-3502, Email: [Crispin.Boney@gov.ky](mailto:Crispin.Boney@gov.ky)

**Information Manager:**

Information Manager: Julietta Beaupierre

Email address: [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky) or [foi.eso@gov.ky](mailto:foi.eso@gov.ky) Telephone number: (345) 244-3500

Information Manager Designate: Shanna. Saunders-Best

Email address: [Shanna.Saunders@gov.ky](mailto:Shanna.Saunders@gov.ky) or [foi.eso@gov.ky](mailto:foi.eso@gov.ky) Telephone Number: (345) 244-1621

Freedom of Information Office website [www.foi.gov.ky](http://www.foi.gov.ky)

**Organisation and functions**

The Cayman Islands' Economics and Statistics Office (ESO) provides basic information on the country's people and economy. The ESO:

- a. Monitors the economy, conducts economic research and advises Government on a range of economic issues to sustain growth and economic stability of the Islands.
- b. Conducts and analyzes social and economic surveys and compiles and publishes statistical data on the Cayman Islands, and provides other government departments with technical advice on data collection and dissemination, and survey design and methodology.

**Mailing address:**

Economics & Statistics Office  
Government Office Administration Building  
P.O.Box 127, KY1-9000,  
Grand Cayman, Cayman Islands

**Telephone number:** (345) - 949-0940

**Fax Number:** (345) - 949-8782

**Email address:** [foi.eso@gov.ky](mailto:foi.eso@gov.ky) or [infostats@gov.ky](mailto:infostats@gov.ky)

**Website address:** <http://www.eso.ky>

**Location and hours**

Economics & Statistics Office  
3rd Floor, Government Office Administration Building  
Shedden Road, George Town

**Opening Hours:** Monday – Friday 8:30 am – 5:00 pm



**What We Do:**

- a. Conduct macro-economic analysis and research;
- b. Monitor the economy and produce quarterly and annual economic reports;
- c. Provide secretariat and technical support services to the Public Sector Investment Programme (PSIP) when convened by the Financial Secretary;
- d. Conduct the Census of Population and Housing approximately every 10 years;
- e. Publish statistical series, which include the annual *Compendium of Statistics* and the *Annual Overseas Trade Report*;
- f. Update the *Household Register* and *Business Register* as needed.
- g. Conduct and publish the results of *Labour Force Surveys*.
- h. Conduct and publish the results of quarterly *Consumer Price Index* surveys.
- i. Develop and implement a macroeconomic compilation program consisting of a *System of National Accounts* and *Balance of Payments* systems as resources permit.
- j. Conduct other household and business surveys to provide the data requirements of statistical publications or socio-economic reports and studies for Government.
- k. Provide technical assistance on economic and statistical matters to other Government Departments and Agencies, as resources permit.
- l. Promote the wider use of statistics in the local community, and facilitate greater community participation in data collection and dissemination.
- m. Provide technical assistance to regional and international agencies on economic and statistical matters related to the Cayman Islands.
- n. Promote and implement the adoption of international standards in the compilation of national statistics, and the participation of the Cayman Islands in relevant initiatives related thereto.

### **ESO Boards and Committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<p><i>Census Advisory Committee (2008– 2010)</i></p> <p>Members:</p> <ul style="list-style-type: none"> <li>▪ Robert Lewis, Department of Planning</li> <li>▪ Ernie Scott, Sister Islands District Commissioner</li> <li>▪ Deanna Lookloy, Department of Children &amp; Family Services</li> <li>▪ Jennifer Smith, Department of Employment Relations</li> <li>▪ Dolores Thompson, Department of Education</li> <li>▪ Sonia Campbell</li> <li>▪ Tammy Ebanks-Bishop, Ministry of District Administration, Works and Gender Affairs</li> <li>▪ Wil Pineau, Chamber of Commerce</li> <li>▪ Elizabeth Talbert, Economics and Statistics Office</li> <li>▪ Maria Zingapan, Economics and Statistics Office</li> <li>▪ Kenneth Ebanks, Ministry of Financial Services, Tourism and Development</li> </ul>	<p><i>Meetings were not open to the public and ceased in 2011 with the completion of census enumeration activity.</i></p>	<p><a href="http://www.eso.ky/UserFiles/File/Advisory%20Links(4">http://www.eso.ky/UserFiles/File/Advisory%20Links(4</a></p> <p><i>Minutes can be requested or accessed</i></p> <p><u>by telephone :</u> Tel: (345) - 949-0940</p> <p><u>by mail :</u> Economics &amp; Statistics Office Government Office Administration Building P.O. Box 127, KY1-9000 Grand Cayman, Cayman Islands</p> <p><u>or by visiting the office:</u> Economics &amp; Statistics Office 3rd Floor, Government Office Administration Building, Shedden Road, George Town, Grand Cayman, Cayman Islands</p>
<p><i>Public Sector Investment Committee - not convened by the Financial Secretary</i></p>	<p><i>Expected to be convened in 2012</i></p>	<p><i>As determined by PSIC Guidebook</i></p>

## **History**

The history of ESO started with the very first official statistics on the Cayman Islands which is the 1802 census conducted by Edward Corbet, a staff aide to the Governor of Jamaica, Lieutenant General George Nugent. For more on ESO's history, please visit <http://www.eso.ky/pages.php?page=esohistory>.

## **Job Vacancies**

<http://www.eso.ky/pages.php?page=jobvacancies>

## **ESO & the Community**

ESO has outreach activities in the community such as among students. Please visit <http://www.eso.ky/pages.php?page=esothecommunity> for additional information on ESO & the Community.

## **Frequently asked questions**

This is a list of frequently asked questions related to ESO's statistical reports, such as definitions of gross domestic product; labor force; consumer price index; census, etc. Please visit <http://www.eso.ky/faq.html> for additional frequently asked questions.

## **STRATEGIC MANAGEMENT**

---

The Cayman Islands' Economics and Statistics Office (ESO) provides basic information on the country's people and economy, and is the official national statistics office.

**Vision.** We envision the Cayman Islands to be on par with other countries having official statistics and economic monitoring systems that are responsive to local needs and compliant with international standards. The latter primarily refer to those of the United Nations (UN) Statistical Commission and the International Monetary Fund's General Data Dissemination System.

**Mission.** ESO's mission is to facilitate decision-making in the public and private sectors by providing relevant, credible, timely and user-friendly statistics and economic analysis.

Our general strategies for implementing our mission includes:

- Adhering to legal mandates, primarily the Statistics Law (1996 Revision);
- Developing new statistics based on local needs and according to international standards;
- Building internal human and statistical resources;
- Promoting community ownership through outreach programs and wider public access to information such as through our website [www.eso.ky](http://www.eso.ky);

- Coordinating with local producers of statistics in promoting the development of a national statistical system underpinned by good statistical practices; and
- Networking with regional and international statistical bodies and economic organizations.

The complete version of ESO's Strategic Plan for 2007-2011 is available on our website: [www.eso.ky](http://www.eso.ky).

## **Governance**



PDF.pdf

[Public Service Management Law \(2007 Revision\)](#)



PDF.pdf

[Financial Regulations \(2008 Revision\)](#)



PDF.pdf

[Personnel Regulations \(2011 Revision\)](#)



PDF.PDF

[Public Service Code of Conduct](#)



PDF.pdf

[The Freedom of Information Law, 2007](#)



PDF.pdf

[Statistics Law \(1996 Revision\)](#)



PDF.pdf

[Statistics \(Amendment\) Law 2010](#)



PDF.pdf

[The Statistics \(System of National Accounts and Balance of Payments\) Regulations 2010](#)



PDF.pdf

[The Census \(Cayman Islands\) Order 2010](#)



PDF.pdf

[The Census \(Cayman Islands\) Regulation 2010](#)



PDF.pdf

[National Archive and Public Records Law \(2010 Revision\)](#)



PDF.pdf

[Evidence Law \(2011 Revision\)](#)



PDF.pdf

[UN Fundamental Principles of Official Statistics](#)



[Cayman Islands Census Order 1999](#)



[Electronic Transactions Law \(2003 Revision\)](#)

## Corporate management



PDF.pdf

[ESO Strategic Plan 2007-2011](#)



PDF.PDF

[Cayman Islands Annual HR Report 2009/2010](#)



Adobe.PDF

[ESO Continuity Plan, July 2011](#)



Adobe.PDF

[Cayman Islands Government Email Policy](#)

## POLICIES & PROCEDURES

---

### Administrative Policies and Procedures



PDF.pdf

[ESO Customer Feedback and Complaints Procedure](#)



Adobe.PDF

[ESO Open Door Policy](#)



Adobe.PDF

[Guidelines for the Selection of Census Enumerators and Field Supervisors](#)



Adobe.PDF

[HR Policies and Procedures](#)

### Manuals:



PDF.pdf

[1999 Census Field Manual](#)



Powerpoint.ppt

[2010 Population and Housing Census: Census Information PowerPoint](#)



PDF.pdf

[2010 Population and Housing Census Enumerator's Manual](#)



PDF.pdf

[Balance of Payments Brochure](#)



PDF.pdf

[System of National Accounts Brochure](#)

[2008 Consumer Price Index Basket Report](#)



PDF.pdf

[2008 Consumer Price Index Report](#)



PDF.pdf

[2009 Labour Force Survey and Pilot Census Interview Field Manual](#)



[Cayman Islands Classification of Individual Consumption According to Purpose \(COICOP\)](#)

## **Decisions & Recommendations**

---

Opinions, advice or recommendations prepared for the Cabinet or a committee thereof is exempt from disclosure under Section 19.1 of the FOI Law.

## **LISTS & REGISTERS**

---

- FOI disclosure log <http://www.eso.ky/pages.php?page=freedomofinformationfoi>
- Business Register – Not covered by FOI Law and disclosure is barred under S.8 (2) and S.(17) of the Statistics Law (1996 Revision) as amended by the Statistics Amendment Law 2010
- Household Register – Not covered by FOI Law and disclosure is barred under S.8 (2) and S. (17) of the Statistics Law (1996 Revision) as amended by the Statistics Amendment Law 2010

- **Organizational Chart** <http://www.eso.ky/organizational-chart.html>

## OUR SERVICES

---

### 1) Official Publications:

- Consumer Price Index  
<http://www.eso.ky/pages.php?page=consumerpriceindex>
- Labour Force Survey  
<http://www.eso.ky/pages.php?page=labourforcesurveys>
- Overseas Trade  
<http://www.eso.ky/pages.php?page=2010populationandhousingcensus.eso.ky/pages.php?page=overseastradereport>
- Compendium of Statistics  
<http://www.eso.ky/pages1.php?page=introductionexplanatorynotes>
- Census  
<http://www.eso.ky/pages.php?page=2010populationandhousingcensus>
- Population & Vital Statistics  
<http://www.eso.ky/pages1.php?page=populationandvitalstatistics>
- National Accounts  
<http://www.eso.ky/pages.php?page=annualnationalaccountssurvey>
- Balance of Payments  
<http://www.eso.ky/pages.php?page=balanceofpayments>
- Annual & Quarterly Economic Reports  
<http://www.eso.ky/pages.php?page=quarterlyandannualeconomicreports>
- Special reports  
<http://www.eso.ky>

### 2) Studies, Advice & Recommendations for Cabinet – Exempt S. 19 (1) FOI Law

### 3) Technical Assistance to Agencies

### 4) Other Socio-Economic Surveys and Statistics

- Survey of Living Conditions and Household Budget Survey  
<http://www.eso.ky/pages.php?page=surveyoflivingconditionshouseholdbudgetsurvey>
- Immigration Data  
<http://www.eso.ky/pages.php?page=immigrationdata>
- Statistical Principle & Methodologies  
<http://www.eso.ky/pages.php?page=statisticalprinciplesclassificationsandmethodologies>



## Treasury Department

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Treasury Department to making information available to the public as part of its normal business activities.

The Treasury Department will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;



- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Treasury Department will generally not publish:

- information in draft form;
- information that is not held by the Treasury Department, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Treasury Department's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Many of our documents are published electronically on the Treasury Department website at [www.treasury.gov.ky](http://www.treasury.gov.ky) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are still having trouble locating information listed using the Treasury Department website, please contact the FOI Information Manager Louella Thompson at 949-7900 or direct line at 244-2120 or email at [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky)

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Louella Thompson at 949-7900 or direct line at 244-2120 or Email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky) to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Ms. Louella Thompson  
Information Manager  
The Treasury Department  
Government Administration Building  
133 Elgin Avenue  
Box 125, Grand Cayman KY1-9000  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Louella Thompson at 949-7900 or direct line at 244-2120 or email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky).

The Treasury Department will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Treasury Department is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Treasury Department strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below..

##### **Reproduction costs**

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### **Postage costs**

The Treasury Department will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information of the FOI Regulations*

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Treasury Department has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Treasury Department that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting the FOI Manager, Louella Thompson at 949-7900 or direct line at 244-2120 or email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky)

Or visit <http://www.treasury.gov.ky> Making a Request.

#### **6. Complaints**

---

The Treasury Department aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Louella Thompson at 949-7900 or direct line at 244-2120 or email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490966&\\_dad=portal&schma=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490966&_dad=portal&schma=PORTAL)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: *appeals@ico.gov.ky*

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of public authority**

Treasury Department

### **Ministry**

Ministry of Finance, Tourism, & Development (Public Finance)

### **Head of Department**

Mrs. Debra Welcome, Accountant General; and  
Mrs. Gloria Ann Myles, Deputy Accountant General  
3<sup>rd</sup> Floor  
Government Administration Building  
133 Elgin Avenue,  
Box 125, Grand Cayman KY1-9000  
Cayman Islands.

### **Information Manager**

Mrs. Louella Thompson  
Information Manager  
Treasury Department  
3<sup>rd</sup> Floor  
Government Administration Building  
133 Elgin Avenue  
Box 125, Grand Cayman KY1-9000  
Cayman Islands  
Direct Line: 1 (345) 244-2120  
Office: 1 (345) 949-7900 Ext. 2120

Fax: 1 (345) 945-2469 or 1 (345) 946-5074  
Email: Louella.thompson@gov.ky  
FOI email: foi.tsy@gov.ky  
Website: www.treasury.gov.ky  
Freedom of Information website: www.foi.gov.ky

## **Organisation and functions**

### **FUNCTION**

The nature and scope of business of the Treasury Department is to prepare annual consolidated core government forecast and financial statements: cash management and forecasting: negotiation, evaluation and management of government borrowings: financial management services for Ministries/Portfolios and the Executive; promote the use of International Public Sector Accounting Standards (IPSAS) in the core government and the management of delegated Trusts Assets (Mutual Legal Assistance Treaty – MLAT; Defunct Companies; Dormant Accounts).

The Treasury Department is also responsible for the collection of environmental protection fees, cruise ship departure charges, debit transaction fees and Stamp Duty on Insurance other than Life.

### **UNITS/SECTIONS**

#### **Cash Management Unit (CMU)**

The Cash Management Unit operates under Part V of the Financial Regulations (2010 Revision). It falls under the auspices of the Financial Secretary and forms part of the Treasury Department within the Ministry of Finance, Tourism & Development. It is responsible for core government's centralized banking system, financing activities, reserves and investments. Its delegation includes the development and application of policies, procedures and processes to facilitate cash management functions.

The unit's functions consist of managing government's suite of bank accounts, working capital and funding activities for ministries, portfolios, statutory authorities and government companies for outputs, capital projects, investments and reserves. It serves as a conduit to the Financial Secretary in negotiating and securing core government's borrowing and provides for the subsequent management and administration of loan instruments. The unit lends itself to planning, organizing and performing financial services on behalf of Ministries and Portfolios, as well as managing and overseeing the Treasury's interest rate regime.

Cash Management Unit is comprised of two senior managers, four professional and technical staff members and one clerical officer.

#### **The full team is:-**

Evelyn McTaggart – Acting Manager, Fund & Cash Flow  
E-mail: evelyn.mctaggart@gov.ky Ext. 244 2114

Susan Smith – Cash Management Officer  
E-mail: susan.mith@gov.ky Ext. 244 2128

Charles McCoy – Systems Accountant  
E-mail: charles.mccoy@gov.ky Ext. 244 2124

David Levy – Cash Management Officer  
E-mail: david.levy@gov.ky Ext. 244 2127

Krista Seymour-Mohammed – Cash Management Officer  
E-mail: krista.seymour-mohammed@gov.ky Ext. 244 2194

Merline Answer-Watkins – Clerical Officer  
E-mail: merline.answer-watkins@gov.ky Ext. 244 2134

### **Entire Public Sector (EPS) UNIT**

The EPS Unit is charged with the responsibility of the Government's financial reporting. To this end, the Unit produces consolidated Financial Statements. A principal support function relates to the maintenance and development of the central accounting system in order to ensure accurate and timely processing and reporting of financial transactions. They assist the Accountant General recommend suitable accounting policies in compliance with International Public Sector Accounting Standards (IPSAS), the Public Management and Finance Law (2010 Revision) and Financial Regulations (2010 Revision) and a general adherence to best practices. The Unit comprises nine (9) persons and is divided into two (2) distinct teams. The Bank Reconciliation Team and the Reporting Team. The Bank Reconciliation team is responsible for the Bank Reconciliation function of all Ministries and Portfolios and is supervised by Jane Ebanks, Senior EPS Reporting Accountant, while the Reporting team reports directly to the Deputy EPS Manager Randy Myles. The overall management of the unit is headed by Sheila Thomas, Manager, EPS Reporting.

The full team is:-

Sheila Thomas – Manager, EPS Reporting  
E-mail: Sheila.thomas@gov.ky Ext. 244-2197

Randy Myles - Deputy Manager, EPS Reporting  
E-mail: Randy.myles@gov.ky Ext. 244-2139

Lorna Jackson – Senior EPS Accountant  
E-mail: Lorna.jackson@gov.ky Ext. 244-2100

Jane Ebanks - Senior EPS Accountant  
E-mail: Jane.carias@gov.ky Ext. 244-2129

Carlene Watler-Scott - Senior EPS Accountant  
E-mail: Carlene.watler-scott@gov.ky Ext. 244-2126

Delane Hurlston – Bank Reconciliation Officer  
E-mail: delane.hurlston@gov.ky Ext. 244-2122

Jacqueline Miranda - Bank Reconciliation Officer  
E-mail: jacqueline.miranda@gov.ky Ext. 244-2107

Dale Connor - Bank Reconciliation Officer  
Email: Dale.connor@gov.ky Ext. 244-2123

Edith Prendergast - Bank Reconciliation Officer  
E-mail: Edith.prendergast@gov.ky Ext. 244-2144

## **DEBT RECOVERY UNIT**

This unit is charged with the responsibility to monitor, manage and collect government's arrears of revenue and bad debts. Functions also include taking legal action to recover overdue accounts on behalf of Ministries, Portfolios, Departments and other government related entities and to recover overdue executive revenue on behalf of Cabinet. Manage and administer all loans made by Government including loans granted to employees, private sector entities and other individuals.

The Unit's Manager is Ms. Nedra Ebanks and she is supported by five members of staff.

### **The full team is:**

Nedra Ebanks – Manager, Debt Recovery Unit

E-mail: Nedra.Ebanks@gov.ky Ext. 244 2141

Shiann Nalty-Palmer – Credit & Debt Administrator

E-mail: Shiann.nalty@gov.ky Ext. 244 2135

Jairia Barton – Debt Recovery Officer

E-mail: Jairia.ramoon@gov.ky Ext. 244 2117

Noel Robinson – Debt Recovery Officer

E-mail: Noel.robinson@gov.ky Ext. 244 2116

Georgina Williams – Debt Recovery Officer

E-mail: Georgina.williams@gov.ky Ext. 244 2140

## **PAYMENTS & PAYROLL UNIT**

The Payments and Payroll Unit provide financial management services to Ministries and Portfolios including processing of payroll related payments to all government employees and cheque processing for creditor payments as requested by Ministries and Portfolios.

The Unit is supervised by the Payments and Payroll Manager who is assisted by four Payments and Payroll officers.

### **The full team is:**

Ruthann Campeau – Payments & Payroll Manager

E-mail: Ruthann.campeau@gov.ky Ext. 244 2103

Eric Smith – Payments & Payroll Officer

E-mail: Eric.smith@gov.ky Ext. 244 2101

Camillee Beckford - Payments & Payroll Officer

E-mail: Camillee.beckford@gov.ky Ext. 244 2142

Temar Clarke - Payments & Payroll Officer

E-mail: Temar.clarke@gov.ky Ext. 244 2104

Jenny Miller - Payments & Payroll Officer

E-mail: Jenny.miller@gov.ky Ext. 244 2118

<b>Location and hours</b>	<b>Matters handled</b>
<i>Treasury Department 1st Floor Government Administration Building 133 Elgin Avenue Grand Cayman KY1-9000 Cayman Islands <b>9:00 am to 4:00 pm – Monday to Friday</b></i>	<b><i>Treasury Cashier - Receipt of Funds</i></b>
<i>Treasury Department (Main Office) 3<sup>rd</sup> Floor Government Administration Building 133 Elgin Avenue Box 125, Grand Cayman KY1-9000 Cayman Islands <b>8:30 am to 5:00 pm – Monday to Friday</b></i>	<b><i>Treasury Admin.</i></b> Providing Administrative and technical support for the overall function of the Department <b><i>Cash Management</i></b> – responsible for core Government's centralised banking system, financial activities, reserves and investment which includes processing requests for drafts, wires, funding, deposit slips, exchange rates, requests for Corporate Credit Cards etc. <b><i>Debt Recovery Services</i></b> – Responsibility to monitor, manage and collect government arrears of revenue and bad debts, to manage and administer all loans made by Government. <b><i>EPS Unit</i></b> – Bank Reconciliations & Financial Reporting <i>Payments and Payroll - Processing of Governments payroll and Creditor Payments</i>

## **Boards and Committees**

### ***The Accounting Policies Committee***

The Treasury Department has two representatives on this Committee.

### **Background**

The Accounting Policies Committee (APC) is an internal working committee that falls under the remit of the EPS Unit. The APC was established in 2007 with the mandate of reviewing and recommending changes to the accounting policies and procedures of the Public Sector.

The mandate of the APC is embodied in Part 2 – General Accounting of the Accounting Policies for the Financial Statements of Government.

The accounting policies are based on generally accepted accounting practice as defined in the Public Management and Finance Law (2010 Revision) and the Financial Regulations (2010 Revision).

### **Purpose of the Committee:**

To serve the interests of the Entire Public Sector by promoting the use of IPSAS, IAS & IFRS,  
To ensure that the accounting policies are continuously updated to be consistent with IPSAS, IAS & IFRS,



To Facilitate Continuing Professional Education and other related training needs and, Establish relations with IFAC and other like bodies.

The Committee will meet the above objectives by:

- Promoting the acceptance and use of these standards,
- Issuing changes to the accounting policies to be consistent with accounting standards,
- Providing timely information to the EPS on any changes to the accounting policies,
- Providing guidance in the application of these standards to ensure consistency of treatment and,
- Formation of alliance with relevant accounting bodies.

The Committee comprises seven (7) members drawn from departments within Government. The committee members serve for a period of two (2) years.

#### **FREQUENTLY ASKED QUESTIONS**

- **What day is pay day?**  
A schedule of monthly, bi-weekly pay days can be found in the Document Library.
- **Can cheques that are processed from another government department be collected from the Treasury?**  
Cheques are returned to the requesting Ministry or Portfolio for distribution.
- **Is today the beginning of the new fiscal year?**  
The fiscal year begins on July 1, of each year.
- **Can coins be purchased at the Treasury Department?**  
No. These can be purchased from the Cayman Islands Monetary Authority.
- **Is this the department where court funds are processed and issued?**  
No. Court funds are processed and issued at the Courts Office, Judicial Building George Town.
- **What amount of funds can a government employee borrow for a personal loan?**  
The maximum amount of money that can be borrowed by an employee is CI\$5,000.00.
- **When is the next Cost of Living Adjustment (COLA) being paid?**  
COLA payments are determined and published by the Portfolio of Internal & External Affairs.
- **How long does it take to process invoices to be paid by the Government?**  
Government usually processes invoices 21 days net of invoice date but also has the option to pay earlier by quick cheque method.
- **How are payments for deceased persons who are employed by the Cayman Islands Government handled?**  
If the deceased person is employed at the time of his/her death, payment would be handled in the usual way i.e. payable by way of direct deposit or by cheque in the person's name.
- **How can I obtain a copy of my pay slip?**  
Pay slips for both monthly and bi-weekly employees are sent to Ministries/Portfolios and Departments for distribution to employees.

Requests for pay slips must be directed to the various payroll officers in the respective Ministries/Portfolios and Departments. Request to the Treasury will not be allowed unless the pay slips are lost or misplaced or there is a genuine need for a copy.

- **When is Government Pay Dates for the new year available and how can I obtain a copy?**

The Cayman Islands Government Pay Dates for the new year are usually available by the 30<sup>th</sup> of November and may be obtained on the Government's Intra Net, the Treasury Department's web site at: [www.treasury.gov.ky](http://www.treasury.gov.ky) or by contacting the Information Manager at: [Louella.thompson@gov.ky](mailto:Louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky)

## **STRATEGIC MANAGEMENT**

---

*The Ministry of Finance, Tourism & Development (Public Finance) administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.*

### **Governance & Legislation**

*In relation to performing the Treasury function, the primary legislation and regulation are:*

- *Public Management & Finance Law (2010 Revision) (PMFL)*
- *Public Management & Finance Law Regulations (2010 Revision)*

### **Corporate Management**

*High-level documents that plan and evaluate the work of the authority are:-*

- *2011/12 Annual Budget Statements*
- *Treasury's 2011 Continuity Plan*

## **FINANCE & ADMINISTRATION**

---

*Administering the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

### **General Nature of Activities**

The general activities of the Treasury is to prepare consolidated core government forecast and financial statements, cash management and forecasting, loan negotiation, evaluation and management of government borrowings, financial management services for Ministries / Portfolios and the Executive. To promote the use of International Public Sector Accounting Standards (IPSAS) in the entire (EPS).

## **Financial Management\***

- Annual Budget Statements
- Cayman Armoured Courier Services Contract
- Credit Card Policy Doc.

\*Copies can be obtained upon request from the Information Manager

## **Administration\***

- Press Releases
- Job vacancies; career opportunities
- Training
- Staff pay and grading structures – Organizational Chart
- Records Management file plan or classification scheme.

\*Copies can be obtained upon request from the Information Manager.

## **POLICIES & PROCEDURES**

---

In addition to the laws and regulations listed above the following policies and procedures are used at the Treasury Department.

- Complaints-handling procedure;
- HR policies and procedures
- Public Servant's Code of Conduct and Public Service Values (5.12.2007)
- Public Service Management Law (2010 Revision) Law governing the Cayman Islands Civil Service & Personnel Regulations, 2006 (incorporating amendments made in 2009 and 2010 Revisions).
- Draft Operating policies and procedures; standards of service (to be further updated)
- Credit Card Policy
- Information Management policy; Disposal schedule (records retention policy)
- Deputy Governor's Code of Practice on record Management
- Freedom of Information Law 2007
- National Archive and Public Records Law (2010 Revision)
- Freedom of Information Regulations 2008
- Electronic Transactions Law (2003 Revision)
- National Pensions Law (2010 Revision) and Regulations
- Travel (Departure Tax and Environmental Protection Fee) Law (2003 Revision)
- Stamp Duty Law (2010 Revision)
- Dormant Accounts Law (2011 Revision)
- Dormant Accounts (Forms) (Amendment) Regulations, 2010

- Other Local Laws and Regulations

### **DECISIONS & RECOMMENDATIONS\***

- Minutes of Meetings
- Evaluation Procedures
- Assessment criteria

\*Copies can be obtained upon request from the information Manager

### **LISTS & REGISTERS\***

- FOI disclosure log: can be found at:  
[http://www.treasury.gov.ky/portal/page?\\_pageid=3490923&dad=portal&schema=PO RTAL](http://www.treasury.gov.ky/portal/page?_pageid=3490923&dad=portal&schema=PO RTAL)
- Asset Register\*

\*Copies can be obtained upon request from the Information Manager.

### **OUR SERVICES**

The scope of the Treasury Department's activities is as follows:

- Financial advice and support
- Financial reporting
- Forecast and management of core Government's cash flows, loan tendering, evaluation and debt management
- Financial management services for Ministries / Portfolios and the Executive including Payroll processing, Creditor processing, Debt Recovery, Loans Made and Trust Asset management.
- Management of business processes of Government's financial information systems (IRIS)
- To promote the acceptance and use of IPSAS through the Accounting Policies Committee ( APC)

### **Customers and Location of Activities**

Executive and Ministry / Portfolios, general public, statutory authorities and Government owned companies (GOC's) within the Cayman Islands.

General Forms\*

- Complaints Forms
- Create New Accounts receivable (Memo Line)
- Create New Account (IRIS)
- Create New Project (IRIS)
- Create New Category (IRIS)
- Create New Deposit or Cost Centre (IRIS)

- Create New Entity (IRIS)
- Application Form for Salary Advance PFE 2
- Application Form for personal Loans PFE 1
- Employee Bank Details Form
- Inter-Department Transfer Form
- Inter-Org Transfer of Funds Form
- Royal Bank of Canada – Request for Telegraphic Transfer
- Vendor Creation Request Form
- Stamp Duty Reporting Form for Insurance other than Life
- Corporate Credit Card Expense Form
- Dormant Accounts Claim Form

\*Available on our website:

[http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490862&dad=portal&schma=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490862&dad=portal&schma=PORTAL)  
and

[http://it.gov.ky/portal/page?\\_pageid=1185,1547969&\\_dad=portal&\\_schema=PORTAL&page\\_param\\_site=2296363&Find=Display+Documents](http://it.gov.ky/portal/page?_pageid=1185,1547969&_dad=portal&_schema=PORTAL&page_param_site=2296363&Find=Display+Documents)

#### **List of Publications\***

- Government Pay Dates for 2012
- TRS Cut-Off Dates for 2012
- Government Medical Loans

\*Available on our website:

[http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490912&\\_dad=portal&\\_schema=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490912&_dad=portal&_schema=PORTAL)

Copies of the above forms and publications may be obtained in writing or calling our Information Manager at the below address between the hours of 8:30am and 5:00pm, Monday to Friday.

Mrs. Louella Thompson  
Information Manager  
Treasury Department  
3<sup>rd</sup> Floor  
Government Administration Building  
133 Elgin Avenue  
Box 125, Grand Cayman KY1-9000  
Cayman Islands  
Direct Line: 1 (345) 244-2120  
Office: 1 (345) 949-7900 Ext. 2120  
Fax: 1 (345) 945-2469 or 1 (345) 946-5074  
Email: [Louella.thompson@gov.ky](mailto:Louella.thompson@gov.ky)  
FOI email: [foi.tsy@gov.ky](mailto:foi.tsy@gov.ky)

## **Classes of Information Held**

A Class of Information is a way of collecting together similar types of information. The Department of Treasury has grouped its Classes of Information into broad categories, by functions which reflect the Treasury's major areas of responsibility. If you are intending to make a request, the following Classes of Information will help you explain more precisely which records you are seeking, or where the information may be found:

### **Function – Financial Asset Management**

Administering Government cash flows, investments, reserves and trust assets. Managing Executive bank accounts and the movement of funds for core government. Forecasting and reporting on aggregate cash position for Core Government.

Disbursements

Government Savings

Planning

Policy

Reporting

Trust Management

### **Function – Government Accounting**

Preparing financial forecasts and reports for the Entire Public Sector; offering advice to the Financial Secretary with regard to Treasury matters; providing financial management services for Ministries, Portfolios and the Executive and administering Government's financial information systems.

### **For Treasury's internal accounting processes, SEE Financial Management.**

Advising

Bank Reconciliation

Debt Recovery

Financial Services (Payments & Payroll)

Forecasting

Guidance

Iris Management

Planning

Policy

Reviewing

Reporting

Training

### **Function – Public Debt Management**

Administering and reporting on programmes to raise funds to finance government expenditure, in accordance with fiscal policy. Managing the repayment of public borrowings.

loan negotiation

loan management

policy

reporting

### **Function – Secretariat Support**

Administering or providing administrative services and assistance to high-level Committees, Boards, Advisory Councils etc. – as listed in the E-Publication Scheme.

Includes: records of the body's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, and agenda.

Excludes: records of internal committees and general agency meetings. USE the relevant administrative or operational function.

Advising

Arrangements

Establishment

Proceedings

Reporting

Research & Development

[http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490928&\\_dad=portal&\\_schema=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490928&_dad=portal&_schema=PORTAL)







## Maritime Authority of the Cayman Islands

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Maritime Authority of the Cayman Islands to making information available to the public as part of its normal business activities.

The Maritime Authority of the Cayman Islands will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The Maritime Authority of the Cayman Islands will generally not publish:

- information in draft form;
- information that is not held by the Maritime Authority of the Cayman Islands, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Maritime Authority of the Cayman Islands' (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme.

### Online

Many of our documents are published electronically on our website, <http://www.cishipping.com> and can be downloaded in PDF format.

If you have any trouble locating information, please contact [foi.maci@gov.ky](mailto:foi.maci@gov.ky)

Should you not have access to a computer or the internet the Maritime Authority of the Cayman Islands will provide access via an office computer. Please call and organise a visit at:

2<sup>nd</sup> floor, Strathvale House  
90 North Church Street  
George Town  
Tel: +1 345-949-8831  
Fax: +1 345-949-8849  
Email: [foi.maci@gov.ky](mailto:foi.maci@gov.ky)  
Monday – Thursday 8.30am – 5pm | Friday 8.30am to 4pm

### Email

Some information listed in our publication scheme may not be published on our website. This may be an existing chargeable service or this information may be sent by email. You can email us at [foi.maci@gov.ky](mailto:foi.maci@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call +1 345-949-8831.

### Post

All information listed in the publication scheme may be available in hard copy. Requests may be addressed to:

Manager, Information - FOI  
Cayman Maritime  
PO Box 2256  
Grand Cayman KY1-1107  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *Section 4: Fees and charges* for further details)

### Personal visits

If you are required or wish to make an appointment to view information in a physical format, please contact by email at [foi.maci@gov.ky](mailto:foi.maci@gov.ky) or by telephone on +1 345-949-8831.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact by email at [foi.maci@gov.ky](mailto:foi.maci@gov.ky) or by telephone on +1 345-949-8831.

The Maritime Authority of the Cayman Islands will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Maritime Authority of the Cayman Islands is legally required to translate any information, it will do so.

#### 4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Maritime Authority of the Cayman Islands strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on compact disc. Charges will reflect the actual costs of reproduction and postage.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Please refer to *Freedom of Information (General) Regulation 2008, Schedule 3* for a complete list of fees.

##### Postage costs

The Maritime Authority of the Cayman Islands will pass on to the requester the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will then be provided once the Maritime Authority of the Cayman Islands has received your payment.

##### Existing services

Fees will be charged for information that is already an existing service.

Existing services may be viewed on our website:

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684580&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684580&_dad=portal&_schema=PORTAL)

#### SHIP AND MORTGAGE REGISTRATION AND RELATED SERVICES

SERVICE/ACTIVITY	FEE PAYABLE CI\$	FEE PAYABLE US\$
<b>SHIP REGISTRATION:</b>		
(1) Registration of ships- <ul style="list-style-type: none"><li>○ First registration of a ship;</li><li>○ Registration of a Demise Chartered ship transferred IN;</li><li>○ Registration Anew or re-Registration of a ship;</li><li>○ Interim Registration of a ship<sup>1</sup>; or</li><li>○ Transfer of Registration of a ship between British Registers-<ul style="list-style-type: none"><li>of gross tonnage up to 150:</li><li>of gross tonnage over 150 and up to 400:</li><li>of gross tonnage over 400 and up to 1500:</li><li>of gross tonnage of over 1500:</li></ul></li></ul>	328.00 492.00 697.00 984.00	400.00 600.00 850.00 1200.00
( <sup>1</sup> There will be an additional charge for the issue of the final Certificate of Registry- see item A.(14)).		
(2) Registration under the issue of a Provisional Certificate of Registry <sup>1</sup> : ( <sup>1</sup> There will be an additional charge for the issue of the final Certificate of Registry see Item A.13)	205.00 per hour or part thereof	250.00
(3) Registration of a ship under construction:	246.00	300.00

(4) Registration of Transfer or Transmission of Ownership of a ship of gross tonnage-	up to 150:	246.00	300.00
	over 150 and up to 400:	328.00	400.00
	over 400 and up to 1500:	369.00	450.00
	Over 1500:	492.00	600.00
(5) Registration of-			
<ul style="list-style-type: none"> <li>o Alterations to a registered ship:</li> <li>o Change of Name of a registered ship: or</li> <li>o Change of Address or of other particulars of a Registered Owner, other than Change of Owner, including the re-issuance of the Certificate of Registry.</li> </ul>		164.00 for each alteration or change	200.00 for each alteration or change
(6) Authorisation of a "Declaration of Lifeboats and Tenders Attached to a Ship", where applied for other than at the time of initial Registration of the parent ship:		82.00	100.00
(7) Re-issuance of a Certificate of Registry to a ship and recording of changes in the Register with respect to a pleasure yacht changing status from private to commercial use or <i>vice versa</i> :		246.00	300.00
(8) Processing and approval of application for reservation of a name for a ship-			
where application has been made and fees paid for the registration of the ship for which the name is being requested <sup>2</sup> :		No additional charge	No additional charge
where application is otherwise made <sup>2</sup> : ( <sup>2</sup> In either case the name reservation is held for a maximum period of 12 months)		492.00	600.00
<b>MORTGAGE REGISTRATION:</b>			
(9) Registration of-			
<ul style="list-style-type: none"> <li>o A mortgage;</li> <li>o The transfer of a mortgage;</li> <li>o The Transmission of a Mortgage; or</li> <li>o The discharge of a mortgage-</li> </ul>			
In relation to a ship of up to 499 gross tonnage:		246.00	300.00
In relation to a ship of over 499 gross tonnage:		369.00	450.00
(10) Recording of a Priority Notice regarding a Mortgage:		164.00	200.00
<b>TONNAGE MEASUREMENT AND ANNUAL TONNAGE FEE:</b>			
(11) Survey for tonnage measurement and issue of appropriate Tonnage Certificate under the Tonnage Regulations-			
Under 24 metres in length <sup>3</sup> :		369.00	450.00
24 metres in length <sup>3</sup> and over:		738.00	900.00
<sup>3</sup> "length" means the "TL" as defined in Paragraph 2.			
(12) Annual Tonnage Fee <sup>4</sup> -			
(a) For Merchant Ships of any Tonnage <sup>6</sup> :			
Minimum Annual Fee:		820.00	1000.00
For the first 2500 GT: <sup>5</sup>		820.00	1000.00
The remainder will be charged at US\$0.11 per unit gross tonnage:		0.0902	0.11

	Per unit GT	Per unit GT
<p><sup>4</sup> Where, at the discretion of the Authority or otherwise, an Annual Tonnage Fee is refunded, in whole or in part, a service charge of \$123 will be applied.</p> <p><sup>5</sup> The initial Fee will be pro-rated on a monthly basis for commercial ships of over 250 gross tonnage from the month of registration to the end of December for ships coming on to the Register after 31 January.</p> <p><sup>6</sup> For all vessels on the Register prior the 31<sup>st</sup> December 2011, any ATF payable to the 31<sup>st</sup> December 2011 will be computed at the applicable rate to the period in which the ATF was due.</p>		
<p>(b) For Pleasure Yachts (Including Pleasure Yachts engaged in</p> <p style="text-align: right;">Minimum Annual Fee<sup>8</sup>:</p> <p style="text-align: right;">For the First 1000 GT:</p> <p style="text-align: right;">The remainder will be charged at US\$0.20 per unit GT:</p>	<p>328.00</p> <p>492.00</p> <p>0.164</p> <p>Per Unit GT</p>	<p>400.00</p> <p>600.00</p> <p>0.20</p> <p>Per Unit GT</p>
<p><sup>6</sup> Includes Yachts registered as Commercial Vessels</p> <p><sup>8</sup> For vessels up to 500GT</p>		
<b>TRANSCRIPTS, DELETIONS AND MISCELLANEOUS SERVICES:</b>		
<p>(13) Issuance of a-</p> <ul style="list-style-type: none"> <li>○ Transcript of Register (Existing):</li> <li>○ Deletion Certificate;</li> <li>○ Duplicate Certificate of Registry to replace Lost or Damaged Certificate;</li> <li>○ New Certificate of Registry following the lapse of a Provisional Certificate of Registry;</li> <li>○ New Certificate of Registry to extend or replace an Interim Certificate of Registry;</li> <li>○ Certified Copy of a Document relating to the Registration of a Ship or Mortgage;</li> <li>○ Issuance of Certified copies of Documents relating to the Registration of a ship</li> </ul>	<p>164.00</p> <p>Per item</p>	<p>200.00</p> <p>Per item</p>
(14) Transcript of Register (Closed):	287.00	350.00
(15) Inspection of Register Book (per inspection)	82.00	100.00
(16) Re-processing of a Document not executed within the specified time frame (e.g. a Carving and Marking Note)	82.00	100.00
(17) Out of Office Hours Service Surcharge in addition to the normal applicable fee:	205.00 per hour or part thereof	250.00 per hour or part thereof
(18) 24 Hour Service Rush Fee in addition to the normal applicable fee:	75% of the normal applicable fee	
(19) Over-the-Counter Service Surcharge in addition to the normal applicable fee	100% of the normal applicable fee	

## OTHER SERVICES

SERVICE/ACTIVITY	FEE PAYABLE CIS	FEE PAYABLE US\$
<b>CREW COMPLIANCE AND SAFE MANNING:</b>		
(1) Assessment of Application for and initial issuance of a Minimum Safe Manning Document (MSMD)- For a vessel of less than 500 gross tonnage: For a vessel of 500 gross tonnage or more: For a sister ship or near sister ship of less than 500 gross tonnage: For a sister ship or near sister ship of 500 gross tonnage or more:	328.00 492.00 164.00 246.00	400.00 600.00 200.00 300.00
(2) Assessment of Application to vary and re-issue an existing MSMD or the renewal of a MSMD upon its expiration, as appropriate- For a vessel of less than 500 gross tonnage: For a vessel of 500 gross tonnage or more:	164.00 246.00	200.00 300.00
(3) Assessment of Application for an Endorsement or Licence recognising a Certificate of Competence for service in a Cayman Islands ship and the issuance of an Endorsement or Licence as appropriate:	246.00	300.00
(4) Processing of Application for a Seaman's Discharge Book or other Seafarer's Document:	82.00	100.00
(5) Verification of sea service upon request from a seafarer who has served on board a Cayman Islands ship:	82.00	100.00
<b>SUPPLY OF DOCUMENTS AND FLAGS ETC.</b>		
<i>The following Documents and Publications are available at current prices which can be obtained from the Authority's website (<a href="http://www.cishipping.com">www.cishipping.com</a>) or direct from any of the Authority's offices.</i>		
(1) Official Log Book	41.00	50.00
(2) GMDSS Radio Log Book	41.00	50.00
(3) Articles of Agreement	Free	
(4) Oil Record Book (Non-Tankers)	41.00	50.00
(5) Oil Record Book (Tankers)	41.00	50.00
(6) Cargo Record Book (NLS)	41.00	50.00
(7) Garbage Record Book	41.00	50.00
(8) Cayman Islands Merchant Shipping Legislation	Varies	
(9) Cayman Islands Ensign (6 feet by 3 feet)	123.00	150.00
(10) Cayman Islands Ensign (8 feet by 4 feet)	164.00	200.00
(11) Cayman Islands Ensign (10 feet by 5 feet)	205.00	250.00
(12) Cayman Islands Ensign (12 feet by 6 feet)	287.00	350.00
<b>MISCELLANEOUS ADMINISTRATIVE CHARGES</b>		
(1) Faxing of Registration documents overseas (per document)	41.00	50.00
(2) Sending of documents by courier- Where courier costs paid by the Authority: Otherwise (per package):	Cost + 10% \$20.50 Admin. Charge	Cost + 10% \$25.00 Admin. Charge

## 5. Request for information outside the Publication Scheme

---

Information held by the Maritime Authority of the Cayman Islands that is not published under this scheme can be requested in writing and should be addressed to:

Manager, Information - FOI  
Cayman Maritime  
2<sup>nd</sup> floor, Strathvale House  
90 North Church Street, George Town  
PO Box 2256  
Grand Cayman KY1-1107  
Cayman Islands

Fax: +1 345-949-8849  
Email: [foi.maci@gov.ky](mailto:foi.maci@gov.ky)

Monday – Thursday 8.30am – 5pm | Friday 8.30am to 4pm

Requests will only be accepted in writing and can be sent via fax, email, post or hand delivered. Please include a name, mailing or email address. Kindly indicate the format in which you wish to receive the information you have requested, e.g. photocopies or scanned copies. Your request will be considered in accordance with the provisions of the FOI Law.

See: <http://www.cishipping.com/FOI/Making a Request>

## 6 Complaints

---

The Maritime Authority of the Cayman Islands aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme you may contact our Information Manager who will try to resolve your complaint as quickly as possible. Also, if you are dissatisfied with our response, you are entitled to an internal review. Please contact:

Physical address:

Manager, Information - FOI  
Cayman Maritime  
2<sup>nd</sup> floor, Strathvale House  
90 North Church Street,  
George Town

Mailing address:

Manager, Information - FOI  
Cayman Maritime  
PO Box 2256  
Grand Cayman KY1-1107  
Cayman Islands

Tel: +1 345-949-8831  
Fax: +1 345-949-8849  
Email: [foi.maci@gov.ky](mailto:foi.maci@gov.ky)

Monday – Thursday 8.30am – 5pm | Friday 8.30am to 4pm

Please also see [http://www.cishipping.com/portal/page?\\_pageid=1307,3520679&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,3520679&_dad=portal&_schema=PORTAL) for our complaints process

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Physical address:

Information Commissioner's  
Office,  
2nd Floor, Elizabethan Square,  
Building 1  
George Town, Grand Cayman

Mailing address:

Information Commissioner's  
Office,  
PO Box 1375  
Grand Cayman KY1-1108  
Cayman Islands

Tel: +1 345 747 5402  
Fax: + 1 345 949 2026  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

Monday to Friday, 9:30am - 4:00pm



## 7. Categories of information

---

- About us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Our Services & FAQ

### ABOUT US

---

The Maritime Authority of the Cayman Islands (MACI) is a statutory corporation formed as a separate legal entity under the Maritime Authority of the Cayman Islands Law (2005) which came into effect on July 1, 2005. The Authority is wholly-owned by the Government of the Cayman Islands but governed by a Board of Directors appointed by the Governor of the Cayman Islands.

#### Ministry

Ministry of Finance, Tourism & Development.

#### Principal officer and Key staff

Chief Executive Officer: A Joel Walton

Divisional Heads:

Director of Global Operations:	Kenrick Ebanks
Director of Global Commercial Services:	Alfred Powery
Director of Global Safety and Compliance:	Greg Evans

#### Information manager

Information Manager: Nicola Moore-Gothár

Designate: Glenda Dilbert-Davis

#### Organisation and functions

As the national maritime administration for the Cayman Islands, Maritime Authority of the Cayman Islands (MACI) facilitates the development of Cayman as an international maritime centre and helps foster a dynamic environment that supports its clients' efforts to maximise their respective stakeholders' growth opportunities and returns in global shipping; whilst promoting compliance with international standards, regional agreements, and Cayman's legislation in the areas of maritime safety and security, marine environmental pollution prevention, and social responsibility, particularly in respect to seafarers' welfare.

#### Global Network of Offices

Head Office – Grand Cayman	Representative – London
European Regional Office – Southampton	Representative – Japan
Representative Office – Greece	Representative – Hong Kong
Representative Office – Ft. Lauderdale, U.S.A.	Representative – Singapore
Representative Office – Monaco	

#### Boards and committees

Please request information relating to boards and committees in writing. Your request will be considered in accordance with the provisions of the FOI Law see:

[http://www.cishipping.com/portal/page?\\_pageid=1307,3497406&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,3497406&_dad=portal&_schema=PORTAL)

Name	Meetings
Cayman Islands Ship-owners Advisory Committee	Annually
Cayman Island Yacht-owners Advisory Committee	Annually
Marine Patrol Strategy Workgroup	Bi annually
Maritime (Shipping) Sector Consultative Committee	Quarterly
Maritime Authority Board of Directors	Quarterly
National Maritime Security Council	Quarterly
Red Ensign Group	Annually

## STRATEGIC MANAGEMENT

---

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

### ***Copies of all Laws and Regulations available at cost from Cayman Registry.***

- Companies Law (2009 Revision)
- Freedom of Information Law (2007 Revision)
- The Maritime Authority Law (2008 Revision)
- The Merchant Shipping Law (2008 Revision)
- The Merchant Shipping (Marine Pollution) Law, 2001
- The Merchant Shipping (Returns of Births and Deaths) Regulations, 2004
- The Merchant Shipping (Classes of Ships) Regulations, 2002
- The Merchant Shipping (Carriage of Packaged Irradiated Nuclear Fuel Etc.) (INF Code) Regulations, 2003
- The Merchant Shipping (Certification of Ships' Cooks) Regulations, 2004
- The Merchant Shipping (Prevention of Collisions and Use of Distress Signals) Regulations, 2003
- The Merchant Shipping (Counting and Registration of Persons on Board Passenger Ships) Regulations, 2002
- The Merchant Shipping (Entry into Dangerous Spaces) Regulations, 2004
- The Merchant Shipping (Registration Fees) Regulations, 2006
- The Merchant Shipping (Guarding Of Machinery and Safety of Electrical Equipment) Regulations, 2004
- The Merchant Shipping (Load Line) Regulations, 2002
- The Merchant Shipping (Certification, Safe Manning, Hours of Work and Watchkeeping) (Amendment) Regulations, (2004 Revision)
- The Merchant Shipping (Marine Pollution) Regulations, 2004
- The Merchant Shipping (Means of Access) Regulations, 2004
- The Merchant Shipping (Medical Examination) Regulations, 2002
- The Merchant Shipping (Carriage of Nautical Publications) Regulations, 2002
- The Merchant Shipping (Port State Control) Regulations, 2003
- The Merchant Shipping (Registration of Ships) Regulations, 2002
- The Merchant Shipping (Marine Pollution) (Reporting of Incidents Involving Harmful Substances) Regulations, 2004
- The Merchant Shipping (Safety of Navigation) Regulations, 2004
- The Merchant Shipping (Tonnage) Regulations, 2002
- The Merchant Shipping (Vessels in Commercial Use for Sport or Pleasure) Regulations, 2002
- The Merchant Shipping (Maritime Security) Regulations, 2007
- The Merchant Shipping (Control of Pollution by Noxious Liquid Substances in Bulk) (Cayman Islands) Regulations, 1988
- The Merchant Shipping (BCH Code) (Cayman Islands) Regulations, 1988

- The Merchant Shipping (IBC) Code) (Cayman Islands) Regulations, 1988
- The Merchant Shipping (Crew Accommodation) (Cayman Islands) Regulations, 1988
- The Merchant Shipping (Prevention of Pollution by Garbage) (Cayman Islands) Regulations, 1989
- The Merchant Shipping (Submersible Craft Construction, Equipment and Survey) (Cayman Islands) Regulations, 1991
- The Merchant Shipping (Submersible Craft Operations) (Cayman Islands) Regulations, 1991
- The Merchant Shipping (Provisions and Water) (Cayman Islands) Regulations, 1989
- The Merchant Shipping (Repatriation) (Cayman Islands) Regulations, 1989
- The Merchant Shipping (Crew Agreements, List of Crew and Discharge of Seamen) Regulations, 1992

### **Corporate management**

[http://www.cishipping.com/portal/page?\\_pageid=1307,4163079&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,4163079&_dad=portal&_schema=PORTAL)  
[http://www.cishipping.com/portal/page?\\_pageid=1307,4568246&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,4568246&_dad=portal&_schema=PORTAL)

Annual report

Press Releases

Audit reports

Statistics

Plans for business continuity

Disaster recovery

Minutes of meetings

## **FINANCE & ADMINISTRATION**

---

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

Documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684241&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684241&_dad=portal&_schema=PORTAL)

Annual budget

Credit Card Authorisation

Public Management and Finance Law (2005 Revision)

Public Management and Finance (Amendment) Law, 2009

***Copies of all Laws and Regulations available at cost from Legislative Assembly.***

### **Administration**

Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.

Disposal schedule (Draft only)

Records Management file plan (Draft only)

***Copies of these documents will not be available until final.***

## **POLICIES & PROCEDURES**

---

Current written protocols used by the authority for carrying out functions, activities and delivering services.

Complaints-handling procedure

Employee and Office Policies Handbook

Cayman Maritime Employment Application

Information Management policy

## **DECISIONS & RECOMMENDATIONS**

---

This information is covered under MACI Corporate.

## **LISTS & REGISTERS**

---

Information held on the Register, including mortgage details, is considered to be available, for a fee, to anyone. Persons may inspect the Register at Head Office (George Town) between normal office hours or we can provide the information in the form of a document called a "Transcript of Registry".

Shipping Registry

Statistics

Specialized reports can be created to collate specific information when necessary

## **OUR SERVICES**

---

The maritime Authority of the Cayman Islands (MACI) is a statutory corporation formed as a separate legal entity under the Maritime Authority of the Cayman islands Law, 2005, which came into effect on 1 July, 2005.

Below is a list of Publications available listed under MACI Divisions

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684544&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684544&_dad=portal&_schema=PORTAL)

Shipping Notices

### **Registration**

Serving both pleasure yachts and commercial shipping interests

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684241&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684241&_dad=portal&_schema=PORTAL)

[http://www.cishipping.com/portal/page?\\_pageid=1307,4568246&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,4568246&_dad=portal&_schema=PORTAL)

A Guide to Vessel registration

Cayman Registry a brief Overview Presentation

Vessel Name Proposal and Reservation

Appointment of an Authorised Person

Vessel Registration in the Cayman Islands

Application for Miscellaneous Services

### **Crew Compliance**

Ensuring that a ship is safely manned and the crew properly trained, certified and medically fit to work on Cayman ships.

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684241&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684241&_dad=portal&_schema=PORTAL)

Endorsement Application

Seaman's Discharge Book

Safe Manning Application (Ships)

Safe Manning Application (Yachts)

### **Survey and Certification**

Professional survey services to Cayman-registered vessels globally, and to new builds of another Flag, to ensure these ships are built and maintained in accordance with international and domestic legislation

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684241&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684241&_dad=portal&_schema=PORTAL)

Request for Services

Request for the issue of a Continuous Synopsis Record

Shipping Notices

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684544&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684544&_dad=portal&_schema=PORTAL)

Further Information is available on the Maritime Authority of the Cayman Islands' website:

<http://www.cishipping.com>

Should you not have access to a computer or the internet, the Maritime Authority of the Cayman Islands will provide access via an office computer. Please call and organise a visit:

Tel: +1 345 949-8831

Fax: +1 345 949-8849

Manager, Information - FOI

Cayman Maritime

2<sup>nd</sup> floor, Strathvale House

90 North Church Street, George Town

Monday – Thursday 8.30am – 5pm | Friday 8.30am to 4pm

All other information can be purchased through Cayman Registry.

## FREQUENTLY ASKED QUESTIONS

---

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684138&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684138&_dad=portal&_schema=PORTAL)  
**REGISTRATION**

---

### **Can I have an Official Number and Call Sign allocated before vessel registration?**

Yes, provided that Cayman is in receipt of the application forms and relevant fees. This facilitates the simultaneous marking of a vessel, the submission of an application for Ship Radio Station Licence, and other related items.

### **Can you complete the registration of a vessel with a copy of evidence of title documents such as a Bill of Sale for an existing vessel or a Builder's Certificate for a new vessel?**

Yes. All registration documentation may be provided either in original form or in faxed form accompanied by an Undertaking to deliver the originals to Cayman within 7 days.

### **How long does the vessel registration process take?**

Under normal circumstances, transactions are completed within 2 working days of receipt of all of the forms, required documentation and applicable fees. For an additional service charge transactions may be completed on a "rush" basis within 24 hours, on the next working day. E-mail [client.relationships@cishipping.com](mailto:client.relationships@cishipping.com) and use express fax # 1-345-946-7822.

### **Can the Shipping Registry transaction be done today?**

Yes. By pre-arrangement, and for an additional service charge, we also offer an "over-the-counter" service whereby transactions may be completed "on-the-spot" by presenting, in person, the required forms, supporting documentation and applicable fees to Cayman. E-mail [client.relationships@cishipping.com](mailto:client.relationships@cishipping.com) and use express fax # 1-345-946-7822.

### **Can vessel and mortgage registrations be done at any time other than within normal opening hours?**

Yes. Cayman can provide a 24-hour registration and mortgage registration service for all vessels such as tankers, bulk carriers, and commercial yachts, by pre-arrangement with Cayman. For this "out-of-office service", available outside normal office hours, there is an additional fee. E-mail [client.relationships@cishipping.com](mailto:client.relationships@cishipping.com) and use express fax # 1-345-946-7822.

### **Is the Certificate of Survey from a previous Shipping Registry acceptable for vessel registration purposes?**

Yes, provided that it has all of the information required by Cayman and that it has been issued by one of the seven Classification Societies authorised by Cayman.

### **Can I inspect the Shipping Register?**

Yes. All information held on the Register, including mortgage details, is considered to be available, for a fee, to anyone. Persons may inspect the Register at Head Office (George Town) between normal office hours or we can provide the information in the form of a document called a "Transcript of Registry".

### **Can I have a copy of the Certificate of Registry for a vessel?**

The documentation held on a vessel registration file is available only to the registered owner (or his/her authorised representatives) therefore no such documentation is available to third parties except for a "Transcript of Registry"

**Can I submit vessel registration forms, supporting documentation and mortgage documents at locations other than Head Office?**

Yes. All can be faxed to 1-345-946-7822 and supported by a notarised Undertaking to deliver the originals to Cayman within 7 days of the date of registration. Additionally, mortgages and their related documents may be physically delivered at four other depositories worldwide.

**CREW COMPLIANCE**

---

**How do I apply for a Cayman Islands Endorsement and what is the supporting documentation that is required?**

See Applying for an endorsements.

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684629&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684629&_dad=portal&_schema=PORTAL)

**How long does it take for the application for an Endorsement to be processed?**

If all required supporting documents and the relevant fees have been included it may take up to 5 working days from the day an application has been received.

**I have a Yachtmaster Offshore/Ocean ticket, what documents am I required to submit in order to obtain a Cayman Endorsement?**

We do not issue a STCW endorsements in recognition of the Yachtmaster Offshore/Ocean certificates of competency since these are not certificates awarded in accordance with the STCW 1978, as amended. However, we can recognise them as certificates to serve on Cayman vessels up to a certain gross tonnage (for deck watch ratings up to 3,000 GT, unlimited; Master up to 200 GT for less than 150 miles from a safe haven; Chief Mate up to 500 GT for less than 150 miles from a safe haven; and Officer of the Watch up to 500 GT, unlimited distance from a safe haven). In addition, you will need a Seaman's Discharge Book (SDB) and therefore you will need to apply for a SDB in order to obtain the recognition of your certificate.

**May I obtain a Cayman Seaman's Discharge Book (SDB)?**

Yes. A bona-fide seaman may be issued with a Cayman Seaman's Discharge Book to serve on Cayman-registered ships including yachts.

See Applying for a SDB.

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684614&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684614&_dad=portal&_schema=PORTAL)

**Where should I send my completed application for a Cayman Endorsement, Seaman's Discharge Book, Minimum Safety Manning Document or Dispensation?**

Head Office processes all Crew Compliance and related applications.

The ship I am going to join has been issued with a Minimum Safe Manning Document which requires a Second Engineer holding a R.III/2 (Y2) Certificate of Competency. May I obtain some form of dispensation since I possess a MCA C/Eng Y4 (III/3) Certificate of Competency.

Article VIII of the STCW Convention 1978, as amended, regulates the issue of a dispensation by a Flag State, however, the Convention stresses "in circumstances of exceptional necessity" and therefore a continuing difficulty to crew a vessel with fully-qualified personnel does not qualify for dispensation.

## **IMPLEMENTATION OF THE INTERNATIONAL SHIP AND PORT FACILITY SECURITY CODE**

---

### **How do I submit the Ship Security Plans (SSP) for my vessels for approval?**

The Ship Security Plan, and the Ship Security Assessment (SSA) on which it is based, should be submitted to the Cayman Islands Shipping Registry (CISR) in George Town. The SSP and SSA can be submitted either as a hard and electronic copy or purely as an electronic submission. If a hard copy is submitted it will be stamped after approval and returned to the company. If only electronic copies are submitted, the title, index and revision status pages will be printed and stamped and returned to the company for inclusion in the copy of the SSP that is to be forwarded to the vessel. The CISR will only retain an electronic copy of the approved SSP and the SSA. Any additional hard copies that have been submitted will be destroyed by secure shredding after the approval process is complete.

### **How long should records relating to security be retained onboard?**

The CISR requires records to be retained onboard for three years. This is to ensure that all records that have been made since the last verification are available at the next verification.

### **How will the CISR keep companies informed of the current Security Level applicable to ships?**

Current security levels will be available via [www.cishipping.com](http://www.cishipping.com) . In addition, when the Security Level changes the company will be informed by email of the change.

### **What security officer training will be accepted by the CISR?**

Although the CISR will not be approving individual training courses, we will accept security officer training that is approved, accepted or recognized by any Administration on the STCW "White List" as meeting the requirements of the relevant IMO Model Course. It should be noted that the CISR auditors will verify the effectiveness of this training during the onboard verifications.

### **What is the minimum evidence a CISR auditor will need to see in order to issue an International Ship Security Certificate (ISSC)?**

Because of the short time scale ships have to comply with the ISPS Code, the CISR is not requiring a minimum implementation period before an ISSC can be issued. Up until 1 July 2004, the CISR will issue an ISSC if there is satisfactory objective evidence that:

1. All onboard have received appropriate instruction and training and are fully conversant with their roles and responsibilities related to ship security.
2. Both the master and the SSO are fully conversant with all aspects of the Ship Security Plan (SSP).
3. The SSP is onboard and has been approved by the CISR.
4. There are plans to conduct an internal audit within 3 months of the SSP being implemented onboard (if an internal audit has not already been carried out).
5. At least one security drill specified in the SSP has been carried out and any identified corrective action implemented.
6. Security equipment has been included in the ships maintenance system and has been maintained in accordance with the requirements of that system.
7. All security equipment is operational and is fit for its intended service.
8. All security measures indicated for the current security level are being implemented and that the ship is able to implement the security measures for all security levels.



**The ISPS Code talks of “security and surveillance” equipment. What equipment is classed as “security and surveillance” equipment?**

If the operation of any equipment is necessary to fulfill a requirement of the SSP or the ISPS Code it will be classed as “security equipment” for the purposes of the ISPS Code. This will include “dual use” equipment, even when the equipment’s primary function is not related to security. As an example, deck lighting will probably be classed as security equipment as it is required to effectively monitor deck areas during the hours of darkness. Similarly, communications equipment will be classed as security equipment if it is used for security related communications. Conversely, an internal door lock would not normally be classed as security equipment unless, say, it was also used to control access to a restricted area.

**Section 9 of the ISPS Code calls for many procedures to be included in the SSP. What constitutes an acceptable procedure?**

A procedure is not a simple restatement of the requirements of the Code; rather it describes how you will meet these requirements. What is to be done? Who does it? How is it done? What controls do you have in place to ensure it is done? Draw on the experience you have gained in complying with the ISM Code. A simple statement that “internal audits will be carried out annually by persons independent of the area being audited” would not be accepted as an internal audit procedure for ISM, and similarly it would not be considered acceptable as an internal audit procedure for the ISPS Code.

**Do I need to duplicate work I have already done to comply with the ISM Code?**

No! You already conduct internal audits, perform management reviews and prepare for emergencies related safety; it makes sense to employ this knowledge and experience in complying with the ISPS Code. A word of warning though; your existing procedures and practices may need revising to fully meet the requirements of the ISPS Code. One important difference between the ISM and ISPS Codes is that the SSP requires formal approval. When you submit your SSP for approval it must be complete. Common ISM / ISPS procedures and contingency plans must be included in full. The SSP can not state “internal audits will be conducted in accordance with ISM Procedure XXX” unless the full procedure is included in the SSP.

**When should I submit SSPs for approval and offer ships for verification?**

The simple answer is “as soon as possible”. Regardless of the Administration your ships are registered with, or if your Administration has delegated to a RSO, the number of ships to be verified is far in excess of the number of qualified auditors to conduct the verifications. If every ship requires verification in the last few weeks before 1 July 2004, the demand for verifications will outstrip the global capacity to supply the qualified auditors. As well as being a SOLAS requirement, recent reports suggest that failure to obtain an ISSC by the due date will invalidate P&I cover.

**How do I obtain a Continuous Synopsis Record?**

Application forms for the CSR can be obtained from [www.cishipping.com](http://www.cishipping.com)

**Does the Ship Identification Number required by SOLAS XI-1/3 require the prefix “IMO” or is just the seven figure number acceptable?**

The ship identification number must include the prefix “IMO”. That is, the number should be in the form “IMO 1234567” and not just “1234567”. This was decided by IMO at MSC 77 in June 2003. The reasoning lies in IMO Assembly Resolution A.600(15) which covered the adoption of Ship Identification Numbers by IMO. The number “1234567” is legally a “Lloyd’s Register Number”, while “IMO 1234567” is the Ship Identification Number as adopted by IMO.

## **What are the acceptable methods for marking the Ship Identification Number on large yachts?**

The CISR will accept marking of the external Ship Identification Number in line with the requirements for passenger ships. That is, the external marking may be on a horizontal surface visible from the air, providing the marking is clear of awnings and other obstructions. For yachts, transfers will be considered an acceptable method for externally marking the Ship Identification Number; provided these are clearly visible, clear of any other markings on the hull and of a contrasting colour to the hull.

## **When marking the Ship Identification Number internally in the machinery space, the following methods are considered acceptable:**

### **Steel Hull**

Raised lettering by welding or centre punching.

### **Aluminium Alloy Hull**

Raised lettering by welding or centre punching.

### **GRP / FRP Hull**

Raise lettering mechanically fastened to the ships structure by means of bolts, screws etc or laminated.

The size of the markings shall be in accordance with SOLAS XI-1/3.

## **Do yachts over 300 GT require AIS in accordance with SOLAS V/19?**

AIS is to be provided on all yachts which have been issued with a Certificate of Compliance for a Large Charter Yacht, regardless of whether they operate in a purely private capacity. Further, the CISR recommends the fitting of AIS to all yachts engaged on international voyages.

## **Where can I get more information and advice?**

Although CISR is not delegating any responsibilities under the ISPS Code to Classification Societies or other Recognized Security Organizations, most of these organizations have help and advice on their websites. The websites of the major Classification Societies can be found at [www.iacs.org.uk](http://www.iacs.org.uk). Advice from CISR can be obtained from [survey@cishipping.com](mailto:survey@cishipping.com), please ensure you include details of your Cayman Islands registered ships with your enquiry so we can offer the most relevant advice.

## **MERCHANT SHIP SURVEY AND AUDIT**

---

### **How can I contact a surveyor?**

Call Head Office number (+1 345 949 8831) or send an e-mail to [survey@cishipping.com](mailto:survey@cishipping.com).

### **What if I have an emergency?**

Call Head Office number (+1 345 949 8831). Outside of normal office hours, on weekends and public holidays a recorded message will give details of how to contact a Cayman surveyor on duty.

### **Does our commercial vessel require to be surveyed prior to registration?**

Yes. Prior to accepting a commercial vessel for registration, a Merchant Ship Flag-in Matrix "scoring" system is used by Cayman to ensure that the vessel meets minimum safety and operational standards. Generally vessels over 15 years old or those vessels with a medium to high score may require a pre-registration survey, depending on the particular case.

### **What surveys and audits can be carried out by the vessel's classification society at Flag-in?**

Providing the vessel has a low Merchant Ship Flag-in Matrix score (50 or less) surveys and audits at flag-in may be delegated to the relevant classification societies.

**Can “Class” carry out Cargo Ship Safety Equipment and Cargo Ship Safety Radio annual, intermediate or renewal surveys?**

Yes. For those vessels that are not in the Alternative Compliance Scheme (ACS) these surveys may be delegated to classification societies but only after a written request has been made to Cayman by the owner (or authorised representative), manager or master. These requests for delegation are reviewed immediately and approved on a case-by-case basis.

**Can a classification society surveyor/auditor carry out ISM and/or ISPS Code audits on my Company or ships?**

Only in very exceptional circumstances will Cayman authorise classification societies to carry out these audits. Cayman endeavours to carry out all such audits using its own fully trained and experienced auditors.

**How much does a survey cost?**

See Survey Fees.

**Does Cayman issue Ship Radio Station Licences?**

Ship Radio Station Licences for Cayman-registered ships are all issued by the Cayman Islands Information & Communications Technology Authority (ICTA). On-island assistance with your application for a Ship Radio Station Licence is also available from [client.relationships@cishipping.com](mailto:client.relationships@cishipping.com).

**Do I need to report an accident to my vessel?**

Yes. Under Section 159 of The Merchant Shipping Law (2005 Revision) the Owner or Master is required to report any accident resulting in loss of life or serious injury to any person. Also, the Owner or Master is required to report any material damage to the vessel which may affect its seaworthiness.

**Do I need to keep an official log book?**

Yes. Under Section 140 (1) of The Merchant Shipping Law (2005 Revision) all Cayman ships are required to keep an official log book. An official log book can be obtained by shopping online or by contacting our Head Office or our European Regional Office in the UK.

**Where can I get an official log book?**

An official log book can be obtained by shopping online or by contacting our Head Office or our European Regional Office in the UK. In addition to the official log book, we also supply oil record books, garbage record books, and GMDSS log books. We do not supply deck log books or engine room log books but these can be purchased from various maritime documentation suppliers.

## **LARGE COMMERCIAL YACHT AND SURVEY AND AUDIT**

---

**What is the Code of Practice for Safety of Large Commercial Sailing and Motor Vessels?**

This Code of Practice was introduced in 1998 (as an equivalent approach) to address the requirements of SOLAS, International Load Line Convention (LL 66) and the STCW Convention in a yacht-specific manner. IMO Circular letter 1966 dated 27th July 1997 gave effect to the Code as equivalence on an international basis.

**How does the Code of Practice for Safety of Large Commercial Sailing and Motor Vessels relate to the term LY1 and LY2?**

LY1 is the abbreviated term used to refer to the original Large Commercial Yacht Code which came into effect in December 1998. LY2 is the abbreviated term for the revised Code, which came into effect in September 2004. When do I need to comply with the Code of Practice for Safety of Large Commercial Sailing and Motor Vessels?

When the yacht is engaged in trade/commercial activities, such as chartering-out.

**Can I comply with the Code of Practice for Safety of Large Commercial Sailing and Motor Vessels on a voluntary basis?**

Yes, many owners will build to the Code or bring their yachts into the Code, for a number of reasons, including the peace of mind of knowing their yacht complies with an internationally recognised safety standard. Other reasons include vessel resale value maximisation and risk management issues such as risk mitigation.

**What International Conventions apply to Yachts?**

See Matrix of International Conventions Applicable to Yachts.

[http://www.cishipping.com/portal/page?\\_pageid=1307,1684570&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=1307,1684570&_dad=portal&_schema=PORTAL)

**What are the requirements for maintaining Large Commercial Yacht Certificates once these are issued?**

Large Commercial Yacht Certificates are valid for a maximum of 5 years subject to periodic inspections followed by a renewal survey at the end of the 5 years.

**What happens if the periodical vessel inspections are not carried out?**

The periodic inspections can be carried out within 3 months either side of the anniversary date, which corresponds to the expiry date of the certificate otherwise the certificate becomes invalid.

**Does the yacht have to be on the Commercial Vessel Register to be able to Charter?**

No, the vessel may remain on the Pleasure Yacht Register, but the yacht must have valid Large Commercial Yacht Certificates appropriate to the size of the vessel and be manned in accordance with Cayman Manning Regulations and LY2 requirements.

**Can a yacht switch between Commercial Vessel and Pleasure Yacht Registration on a regular basis?**

Yes. However, a yacht can only be issued with one Certificate of Registry at a time. In order for the yacht to be registered as a commercial vessel it must be in possession of valid certificates appropriate to its size. For yachts over 500 GT, this includes, but is not limited to, a Safety Management Certificate, an International Ship Security Certificate, a Continuous Synopsis Record and a Minimum Safe Manning Document. These Certificates must remain valid for the duration of the period that the yacht remains registered as a commercial vessel. The Certificate of Registry which is not in current use must be returned to Cayman but can then be re-issued on application.

**Does the MARPOL Convention apply to Yachts?**

Yes, MARPOL applies to all vessels, commercial and pleasure, however only yachts over 400 GT are required to be certificated.

**Is the COLREG applicable to Yachts?**

Yes, the Convention on the International Regulations for Preventing Collisions at Sea (COLREG), prescribes safe measures for visibility, navigation and sound signalling to ensure safe navigation for all users of the world's oceans.



**Tourism Attraction Board Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Tourism Attraction Board to making information available to the public as part of its normal business activities.

The Tourism Attraction Board will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The Tourism Attraction Board will generally not publish:

- information in draft form;
- information that is not held by the Tourism Attraction Board, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Tourism Attraction Board's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.tab.ky](http://www.tab.ky).

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

If you are still having trouble locating information listed under our scheme, please contact:

**Information Manager**  
Tourism Attraction Board  
Crighton Building, Suite # 203  
PO Box 31783  
Grand Cayman KY1-1207  
Cayman Islands, BWI  
**T: (345) 949-6999**  
**F: (345) 949-6668**

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.tab@gov.ky](mailto:foi.tab@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call **(345) 949-6999** to request information.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**Information Manager**  
Tourism Attraction Board  
PO Box 31783  
Grand Cayman KY1-1207

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the **Information Manager @ (345)949-6999**.

The Tourism Attraction Board will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Tourism Attraction Board is legally required to translate any information, it will do so.



#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Tourism Attraction Board strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Tourism Attraction Board will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Tourism Attraction Board has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the Tourism Attraction Board that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

The Tourism Attraction Board aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our offices.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

Tourism Attraction Board (TAB)

### **Ministry**

Financial Services, Tourism & Development  
4<sup>th</sup> Floor, Gov't Admin Bldg, George Town, Grand Cayman  
Tel: (345) 244-2458 Fax: (345) 945-1746  
Email: [tedc@gov.ky](mailto:tedc@gov.ky) Website: <http://www.caymanfinance.gov.ky>

### **Chief Officer - Ministry FS, T&D**

Mr. Leonard Dilbert

### **Chief Executive Officer - TAB**

Mr. Gilbert Connolly

### **Management - TAB**

Mr. John Lawrus  
▪ General Manager, Queen Elizabeth II Botanic Park

Mr. Carson (Denny) Ebanks  
▪ General Manager, Pedro St. James

Mr. Bernie Bush  
▪ Executive Director, Pirates Week National Festival

Mr. Jean-Eric Smith  
▪ Manager, Cayman Craft Market

Mr. Patrick Thompson  
▪ Financial Controller, Tourism Attraction Board

## Information Manager

Mr. Patrick Thompson  
Mrs. Junilee Brooks (*Designate*)

*Email:* [foi.tab@gov.ky](mailto:foi.tab@gov.ky)

*F.O.I. Website:* [www.foi.gov.ky](http://www.foi.gov.ky)

## Organisation and functions

The Tourism Attraction Board oversees the management of four on island attractions as well as the national festival.

- Queen Elizabeth II Botanic Park
- Pedro St. James
- Cayman Craft Market
- Hell Attraction Site
- Pirates Week National Festival

The Tourism Attraction Board is established under The Tourism Attraction Board Law, 1996. The major responsibilities of the Tourism Attraction Board are defined in this Law and there are currently no accompanying regulations.

Location and hours	Matters handled
<b>Tourism Attraction Board Administrative Offices</b> Suite 203, Crighton Building, George Town, Grand Cayman 8:30 am – 5:00 pm – Monday to Friday (Closed for Public Holidays)	Development and implementation of marketing strategies, personnel management, general accounting & insurance management; preparation of budgets and financial statements, F.O.I. management, Health Insurance and Pensions management, the provision of secretarial services for the Board and implementation of Board Policies.
<b>Queen Elizabeth II Botanic Park</b> 367 Botanic Road North Side Grand Cayman, Cayman Islands <b>October to March:</b> 9 a.m. to 5:30 p.m., last admission at 4:30 p.m. (Closed on Christmas and Good Friday)	Operational management for the display and maintenance of Colour Gardens and Heritage Garden; maintenance of nature trail; plant sales and maintenance; educational seminars; operation of gift shop; promote rental of the site for special events and the propagation of indigenous plants.
<b>Pedro St. James</b> 290 Pedro Castle Road Savannah Grand Cayman, Cayman Islands  Open daily from 9 a.m. to 5 p.m. (Closed Christmas Day and Good Friday)	Operational management and custody of a historic site; operation of gift shop and the theatre audio-visual show; café and bar operation; promote rental of the site for special events; generate revenue from on site activities.

Multi-sensory 3-D presentation begins every hour from 10 a.m. to 4 p.m. (Final seating is at 4 p.m.)	
<b>Cayman Craft Market</b> Corner of Boilers Road and South Church Street George Town Grand Cayman, Cayman Islands  8:30 pm– 3:00 pm – Monday to Friday (weather permitting)  (Occasionally open on Saturdays during high season) (Closed Christmas Day and Good Friday)	Organize and manage the activities of artists and vendors; maintenance of building and site; promote Caymanian arts and craft.
<b>Hell Attraction Site</b> 93 Hell Road West Bay Grand Cayman, Cayman Islands  Site is accessible at all times however the shops and restrooms are open from 8:00 am – 5:00 pm daily	Preservation of natural resources; maintenance of buildings and site; collection of monthly rental fees from gift shops.
<b>Pirates Week National Festival</b> 10 Shedden Road George Town Grand Cayman, Cayman Islands  8:30 am – 5:00 pm – Monday to Friday (Closed for Public Holidays)	Organise and schedule units of the festival; generate revenue from events, sponsorship, and donations; assist District Heritage Days presentations.

### Boards and committees

Name	Meetings	Minutes
<b>Tourism Attraction Board</b>  Chairman - Kirkland Nixon Deputy Chairperson - Ezeithamae Bodden Member - Deirdre Seymour Member - Rollin Jackson Secretary - Gilbert Connolly (CEO) Ex-Officio (DOT) Ex-Officio (Ministry)	Meets quarterly. Not opened to the public.	Minutes are only available in hard copy and can be obtained by requesting a copy in writing from the Information Manager
The Pirates Week Committees	Meets on demand. Not opened to the public.	Minutes are only available in hard copy and can be obtained by requesting a copy in writing from the Information Manager.

## **Frequently asked questions**

### ***When do the theatre shows run at Pedro St. James?***

Pedro St. James features a multi-sensory theatre experience. The show touches all the senses as it takes viewers through the history of the Great House.

Showing for the show start daily at 10:00 am and run throughout the day on the starting on the hour. The final showing of the day is at 4:00 pm.

Special viewing times for special groups or functions can be set up. Contact the administrative offices at Pedro St. James for more information – (345) 947-3329.

### ***Do I have to pay an entry fee to enter the Hell attraction site?***

No, the Hell attraction site is open free to the public. There are 3 gift shops on the property as well as public washrooms which are open daily from 8:30 am – 5:00 pm.

Please note that there is limited lighting and no on-site security, therefore after hours visits are discouraged and done so at the visitors own risk.

### ***Can I hold my wedding ceremony at the Botanic Park?***

Yes, the Botanic Park has been the venue for many weddings and private functions. There are several locations on the site that are suitable for events. For more information contact the Botanic Park at (345) 947-9462.

### ***When is the Cayman Craft Market open?***

The Cayman Craft Market is officially open Monday – Friday from 8:30 am to 3:00 pm. There are however other times that you may see vendors selling at the market and this is due to individual vendors choosing to extend or add to the normal hours when large numbers of cruise ships are in port. The market is also sometimes open on weekends during the high season to accommodate cruise visitors.

Please note that on days where the weather and conditions are extreme, the Craft Market will be closed. For more information contact the Craft Market at (345) 949-0049.

### ***Can I book a special function at Pedro St. James?***

Yes. The Pedro St. James site is used regularly for weddings, parties, conferences and special events. These functions can be as small as 2 to over 1000 people.

There are several locations available and include; the Great Lawn, the Gazebo, the Resource Centre, the Cafe and the Courtyard.

The site also employs a full-time events coordinator who can help with any questions or queries you may have. The events coordinator can be contacted at (345) 947-3329 for more information on what is available.

***Can I purchase plants from the Botanic Park?***

Yes. The Botanic Park operates a plant nursery which is open to the public. The nursery houses many different types of plants including; native trees, fruit trees, flowering plants and orchids. Several times a year the nursery holds plant sales. The dates for these sales are set based upon the inventory that is available to sell.

The Botanic Park also partners with the Cayman Islands Orchid Society once a year (usually in the first quarter of the year) to put on an Orchid Show. During and following the show, a large selection of orchids is also available for purchase.

New to the nursery is a separate ‘Native Tree’ section which features for sale many species of plants/trees native to the Cayman Islands. Funding for this project was from a partnership with the Department of Agriculture and a private sector donation.

For more information on specific types of plants available for sale, please contact the Botanic Park at (345) 947-9462.

***How do I find out more about the Blue Iguanas?***

The Blue Iguana Recovery Project is run by the Cayman Islands National Trust. They are also responsible for the Captive Breeding Programme. While the programme is based on the Botanic Park site, all iguana related activities are carried out by the National Trust.

For more information on the Blue Iguana’s please contact the Program Director at (345) 947-6050 or [www.blueiguana.ky](http://www.blueiguana.ky).

***How can I become a vendor at the Cayman Craft Market?***

The Cayman Craft Market on the corner of Boilers Road and South Church Street features a group of crafty and artistic vendors. In order to obtain a licence to do business at the market you must complete the following steps:

- 1) Complete and return the ‘Vendor Application Form’ to the TAB Admin Offices in the Crighton Building on Crewe Road. Forms can be downloaded from the Craft Market website ([www.tab.ky/craftmarket](http://www.tab.ky/craftmarket)) or picked up from the TAB

Administrative Offices. Photographs of the products you wish to sell must accompany the application form.

- 2) The application is passed on to the Manager of the market for feedback.
- 3) A meeting time is set with the CEO to discuss the application with the prospective vendor. At this time it is advised that the applicant bring samples of the products they wish to sell in order to better illustrate their proposal.
- 4) The CEO decides if a licence should be issued.
- 5) If a licence is issued, the applicant must pay the prescribed fee(s) and sign a formal licence agreement.
- 6) Once the licence is issued, the new vendor contacts the Craft Market manager to arrange a date to start at the market.

## **STRATEGIC MANAGEMENT**

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

The key strategic goals and objectives (from an ownership perspective) for The Tourism Attraction Board for the 2010/11 financial year are as follows:

- Increase the attendance at and profitability of the attractions and national festival, ensuring their sustainability as tourism products in the Cayman Islands.
- Preserve and enhance the environment and history of the attractions through physical renovations and social awareness.
- Provide research to assess visitor expectations, human capital requirements, and commercial opportunities.
- Improve the visitor experience through education, improved signage, and technological enhancements.

## **Governance**

- The Tourism Attraction Board Law, 1996
- Employee Hand Book & Office Policies Manual
- Public Accountants Law (2009 Revision) - International Public Accounting Standards
- Information Management Policy; Disposal Schedule (records retention policy)
- Labour Law (2007 Revision) and Regulations
- Public Service Management Law
- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008

- Electronic Transactions Law 2003 revision
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- Workmen's Compensation Law (1996 Revision)
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- Environmental Health Laws and Regulations

### **Corporate management**

- Annual reports
- Audit reports on overall operations or major projects
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics
- Risk management assessments
- Plans for business continuity, hazard management and disaster recovery

### **FINANCE & ADMINISTRATION**

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- Annual budget
- Financial statements; Half-yearly / quarterly reports
- Sources of revenue; Investments; Capital programme
- Accounting procedures; Contracting procedures
- Ministerial expenditure
- List of current tenders, contracts or quotations; Recently-awarded contracts

### **Administration**

- Insurance policies
- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme

### **POLICIES & PROCEDURES**

- The Tourism Attraction Board Law, 1996
- Complaints-handling procedure; HR policies and procedures



- Information management policy; Disposal schedule (records retention policy)
- Operating policies and procedures; Standards of service
- Employee Hand Book & Office Policies Manual

### **DECISIONS & RECOMMENDATIONS**

- Board Meeting
- Minutes of meetings
- Evaluation procedures
- Assessment criteria

### **LISTS & REGISTERS**

- FOI disclosure log

### **OUR SERVICES**

ADMINISTRATIVE OFFICE – Development and implementation of marketing strategies, personnel management, general accounting & insurance management; preparation of budgets and financial statements, F.O.I. management, Health Insurance and Pensions management, the provision of secretarial services for the Board and implementation of Board Policies.

BOTANIC PARK – Operational management for the display and maintenance of Colour Gardens and Heritage Garden; maintenance of nature trail; plant sales and maintenance; educational seminars; operation of gift shop; promote rental of the site for special events.

PEDRO ST. JAMES –Operational management and custody of a historic site; operation of gift shop and the theatre audio-visual show; café and bar operation; promote rental of the site for special events; generate revenue from on site activities.

PIRATES’ WEEK OFFICE – Organise and schedule units of the festival; generate revenue from events, sponsorship, and donations; assist District Heritage Days presentations.

CAYMAN CRAFT MARKET – Organize and manage the activities of artists and vendors; maintenance of building and site; promote Caymanian arts and craft.

HELL ATTRACTION – Preservation of natural resources; maintenance of buildings and site; collection of monthly rental fees.

### **Customers and Location of Activities**

The customers come from three markets – residents, stay-over tourists, and cruise ship passengers.

The services provided by the Tourism Attraction Board are supplied through its attractions sites located at; Pedro St. James, Savannah; the Queen Elizabeth II Botanic Park, Frank Sound Rd, North Side; Cayman Craft Market, George Town; Hell Attraction, West Bay; Pirates' Week Office in George Town. The Tourism Attraction Board Administrative office is located at Suite # 203, Crighton Building, Crewe Road, Grand Cayman.



## **CAYMAN ISLANDS AIRPORTS AUTHORITY**

### **Publication Scheme**

**Produced in accordance with the Deputy Governor's Code of Practice**

#### **CONTENTS:**

1. About the Publication Scheme
2. Information which may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

#### **1. About the Publication Scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a Publication Scheme.

The purpose of a Publication Scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The Publication Scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This Publication Scheme commits the **CAYMAN ISLANDS AIRPORTS AUTHORITY** to making information available to the public as part of its normal business activities.

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

- list any fees charged for access to information described in this Scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this Scheme;
- make this Publication Scheme available to the public;
- regularly review and update the information made available under this Scheme.

## 2. Information which may be withheld

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** will generally not publish:

- information in draft form;
- information which is not held by the **CAYMAN ISLANDS AIRPORTS AUTHORITY** or which has been disposed of in accordance with a legally authorised disposal schedule;
- information which is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this Publication Scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **CAYMAN ISLANDS AIRPORTS AUTHORITY's** (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

Information available under our Publication Scheme will usually be accessible through the methods described below:

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on our website: <http://www.caymanairports.com> and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you experience difficulty locating information listed under our Scheme, kindly contact:

The Information Manager  
Cayman Islands Airports Authority  
298 Owen Roberts Drive  
P.O. Box 10098  
Grand Cayman KY1-1001  
CAYMAN ISLANDS

**Email:** [foi@caymanairports.com](mailto:foi@caymanairports.com)

**Website:** <http://www.caymanairports.com>

**Telephone:** +1345.943.7070

**Facsimile:** +1345.943.7071

#### Email

If information is listed in our Publication Scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@caymanairports.com](mailto:foi@caymanairports.com) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the Publication Scheme can also be requested by telephone. Please call +1345.943.7070 to request information.

#### Post

All information listed in the Publication Scheme will usually be available in hard copy. Requests may be addressed to:

The Information Manager  
Cayman Islands Airports Authority  
298 Owen Roberts Drive  
P.O. Box 10098  
Grand Cayman KY1-1001  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the Publication Scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you wish to access, please contact:

The Information Manager  
Cayman Islands Airports Authority  
298 Owen Roberts Drive  
P.O. Box 10098  
Grand Cayman KY1-1001  
CAYMAN ISLANDS  
**Email:** [foi@caymanairports.com](mailto:foi@caymanairports.com)  
**Telephone:** +1345.943.7070  
**Facsimile:** +1345. 943.7071

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this Publication Scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **CAYMAN ISLANDS AIRPORTS AUTHORITY** is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this Scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **CAYMAN ISLANDS AIRPORTS AUTHORITY** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### Postage costs

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **CAYMAN ISLANDS AIRPORTS AUTHORITY** has received your payment.

## **5. Requests for information outside the Publication Scheme**

Information held by the **CAYMAN ISLANDS AIRPORTS AUTHORITY** that is not published under this Scheme can be requested in writing or via email to [foi@caymanairports.com](mailto:foi@caymanairports.com). Your request will be considered in accordance with the provisions of the FOI Law.

To Make a Request, an application form may be downloaded from our website at:

<http://www.caymanairports.ky/userfiles/file/FOI%20Application%20Form.pdf>

## **6. Complaints**

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** aims to make our Publication Scheme easy to use, and to ensure our information is accessible to the public.

Further information about our Complaints Procedure may be obtained from:

<http://www.caymanairports.ky/ContentDisplay.aspx/customer-service/complaints-policy>

If you wish to complain about any aspect of this Publication Scheme, please contact the **CAYMAN ISLANDS AIRPORTS AUTHORITY** at +1345.943.7070 or via email to [ciaa@caymanairports.com](mailto:ciaa@caymanairports.com) or fax at +1345.943.7071 and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this Scheme, and a right to complain to the **Information Commissioner** if you are dissatisfied with our response. The contact details are as follows:

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town  
P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1345.747.5402

Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

### ABOUT US

#### **Name of public authority:**

**CAYMAN ISLANDS AIRPORTS AUTHORITY** as shown in the list of public authorities at [www.cina.gov.ky](http://www.cina.gov.ky)

#### **Ministry**

Ministry of Financial Services, Tourism & Development

#### **Key Staff:**

For a comprehensive listing with photographs of the Management Team of the **CAYMAN ISLANDS AIRPORTS AUTHORITY**, kindly visit our website:

<http://www.caymanairports.ky/ContentDisplay.aspx/about-us/our-team>

#### **Chief Executive Officer:**

Jeremy L. Jackson

#### **Senior Managers:**

Wendy Jackson	Chief Human Resources Officer
Wayne DaCosta	Information & Communication Services
Walter Ebanks	Air Navigation Services
Kerith McCoy	Airport Operations (Owen Roberts International Airport)
Rohendis Britton	Airports Operations (Gerrard-Smith International Airport)
Shelley Ware	Financial Controller
Andrew McLaughlin	Safety Management Systems
Shane Bothwell	Airport Security

#### **Managers:**

Sheron Ebanks	Human Resources Manager
Bianca Moore-Downey	Airport Operations Manager
Caren Thompson-Palacio	Communications & Marketing Manager
Julian Watler	Information Technology Manager
Chad Yates	Manager Airport Security
Vacant	Accounting Manager
Eimer Powery	Assistant Project Manager

#### **Information Manager:**

Caren A. Thompson-Palacio

Designate:

Liz Lynee

As listed on the Freedom of information website: [www.foi.gov.ky](http://www.foi.gov.ky)



## Organisation and Functions

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** (CIAA) is a statutory authority which owns and operates Cayman's airport facilities comprising two international aerodromes, Owen Roberts International Airport on Grand Cayman and Gerrard-Smith International Airport on Cayman Brac, as well as off-site navigational aids on both islands.

The CIAA was created in June 2004 and is governed by a Board of Directors who oversees its operations in accordance with the Airports Authority Law (2005 Revision).

A Chief Executive Officer (CEO) is appointed by the Board and is responsible for the day to day management, including financial, commercial and operational matters as well as the overall safety and security of airport operations and human resource development. The Management Team consists of the CEO and eight senior managers and seven managers.

### Contact Details:

#### **CAYMAN ISLANDS AIRPORTS AUTHORITY**

298 Owen Roberts Drive

2<sup>nd</sup> Floor – Main Terminal Building

P.O. Box 10098

Grand Cayman KY1-1001

CAYMAN ISLANDS

Email: [ciaa@caymanairports.com](mailto:ciaa@caymanairports.com)

Website: <http://www.caymanairports.com>

Telephone: +1345.943.7070

Facsimile: +1345.943.7071

Locations and hours	Matters handled
<b>Cayman Islands Airports Authority (ORIA)</b> Administrative Offices 298 Owen Roberts Drive 2 <sup>ND</sup> Floor, Terminal Building Grand Cayman 8:30am -5:00pm Monday – Friday Terminal Overview: <a href="http://www.caymanairports.ky/ContentDisplay.aspx/overview-of-owen-roberts-international-airport">http://www.caymanairports.ky/ContentDisplay.aspx/overview-of-owen-roberts-international-airport</a>	Commercial & Private Aircraft Terminals Air Traffic Services & Support Functions Security Access Passes (Vehicles & Personnel) Airline Offices & Passenger Processing Facilities Dispatch Functions for Ground Transportation Commercial Facilities (Concessions/Restaurants) Revenue Parking Facilities (Short & Long Term)
<b>Cayman Islands Airports Authority (G-SIA)</b> Administrative Offices 2 <sup>nd</sup> Floor Terminal Building West End, Cayman Brac 8:30am - 5:00pm Monday – Friday Terminal overview: <a href="http://www.caymanairports.ky/ContentDisplay.aspx/overview-of-gerrard-smith-international-airport">http://www.caymanairports.ky/ContentDisplay.aspx/overview-of-gerrard-smith-international-airport</a>	As outlined above.

## **Boards and Committees:**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Board of Directors:</b> Chairman: Mr. Richard “Dick” Arch Deputy Chairman: Mr. Andrew Johnson Directors: Mr. Roy Grant Mr. Larry Bryan Mr. Arnold Berry Mr. Steve McField Mr. Frank E. Flowers, Sr. Mr. Bruce Smith Mr. Carlon Powery This information is also available at our website: <a href="http://www.caymanairports.ky/ContentDisplay.aspx/about-us/our-team">http://www.caymanairports.ky/ContentDisplay.aspx/about-us/our-team</a>	Meets Monthly  Not open to the public	Hard copies of these Minutes may be requested in writing from the Information Manager at <a href="mailto:foi@caymanairports.com">foi@caymanairports.com</a>  <i>Please refer to section 3: Methods of Access</i>
<b>Aerodrome Safety Committee</b> Provides advice to airport management on airside and apron safety matters and provides a forum for airport management to work with its users and staff to consider and address safety related issues.	Meets Monthly	Hard copies of these Minutes may be requested in writing from the Information Manager at <a href="mailto:foi@caymanairports.com">foi@caymanairports.com</a> <i>Please refer to section 3: Methods of Access</i>
<b>Wildlife Hazards Working Group</b> Addresses wildlife problems at the aerodrome. The group considers hazards and techniques for wildlife mitigation, future anticipated hazards such as migratory patterns, and impact of local projects that will have an effect on the wildlife present on the airport.	Meets Annually or as needed	Hard copies of these Minutes may be requested in writing from the Information Manager at <a href="mailto:foi@caymanairports.com">foi@caymanairports.com</a> <i>Please refer to section 3: Methods of Access</i>
<b>Apron Management Sub-Committee</b> Discusses and develops policies and procedures for airside operations.	Meets as needed	Hard copies of these Minutes may be requested in writing from the Information Manager at <a href="mailto:foi@caymanairports.com">foi@caymanairports.com</a> <i>Please refer to section 3: Methods of Access</i>
<b>Airport Security Committee</b> Provides a forum for airport partners for the coordination of policies and procedures for aviation security.	Meets Quarterly	Hard copies of these Minutes may be requested in writing from the Information Manager at <a href="mailto:foi@caymanairports.com">foi@caymanairports.com</a> subject to FOI Exemptions. <i>Please refer to section 3: Methods of Access</i>
<b>Airport Facilitation Committee</b> Provides a forum for CIAA Management and airport partners to address matters relating to passenger servicing; aircraft handling and associated fees as well as other relevant airport matters.	Meets Monthly	Hard copies of these Minutes may be requested in writing from the Information Manager at <a href="mailto:foi@caymanairports.com">foi@caymanairports.com</a> <i>Please refer to section 3: Methods of Access</i>

### Frequently Asked Questions:

**Q:** What are the functions of the CIAA (Cayman Islands Airports Authority) versus the CAACI (Civil Aviation Authority Cayman Islands)?

**A:** The CIAA owns and operates the two commercial terminals: Owen Roberts International Airport on Grand Cayman and Gerrard-Smith International Airport on Cayman Brac, whereas, the CAACI is the statutory authority responsible for providing technical and economic regulatory oversight for the Cayman Islands' aviation industry.

For a list of other frequently-asked questions, kindly refer to:

<http://www.caymanairports.ky/ContentDisplay.aspx/customer-service/faq>

### **STRATEGIC MANAGEMENT**

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** (CIAA) is a statutory authority which owns and operates Cayman's airport facilities comprising of two international aerodromes, Owen Roberts International Airport on Grand Cayman and Gerrard-Smith International Airport on Cayman Brac, as well as off-site navigational aids on both islands.

The CIAA was created in June 2004 and is governed by a Board of Directors who oversees its operations in accordance with the Airports Authority Law (2005 Revision).

A Chief Executive Officer is appointed by the Board and is responsible for the day to day management, including financial, commercial and operational matters as well as the overall safety and security of airport operations and human resource development. The Management Team consists of the CEO and eight senior managers and six managers.

**Our Vision:** To Bring Excellence to All Levels of Your Airport Experience

**Our Mission:** To provide our customers with professional, innovative airport services and facilities in a safe efficient manner.

#### **Our Core Values:**

**Safety:** We are dedicated to a strong safety culture.

**Excellence:** We are committed to ensuring excellence in all we do.

**Innovation:** We embrace innovative solutions and are always ready for change.

**Integrity:** We are dedicated to honest and ethical practices.

**Accountability:** We accept responsibility for our actions.

The strategic goals of the **CAYMAN ISLANDS AIRPORTS AUTHORITY** are as follows:

- Plan, develop and administer airports, and any other vested property;

- Provide and maintain runways, taxiways, aprons, terminals and other services and facilities, including associated lighting fixtures, necessary or desirable for the efficient operation of airports;
- To provide and control air navigation services;
- Make adequate arrangements for the provision of rescue and fire fighting equipment and services;
- Formulate, test and implement measures to comply with international requirements for airport emergency planning;
- Administer prescribed or approved commercial levies, including rent, aeronautical fees, parking revenues and other charges;
- Ensure that airports conform to the standards and recommended practices of the International Civil Aviation Organization; and to
- Provide and maintain airport facilities to meet the requirements of the travelling public, service providers, border control authorities, employees and other airport users.

## **Governance**

The **CAYMAN ISLANDS AIRPORTS AUTHORITY** is governed by the following Laws, which can be accessed at: (<http://www.caymanairports.ky/ContentDisplay.aspx/laws>)

- Airports Authority Law (2005 Revision)
- Departure Tax and Environment Protection Fee Law (2003 Revision)
- Civil Aviation Law (1997 Revision) Airports (Security Tax) Regulations (2003 Revision)
- Aircraft (Landing and Parking Fees Regulations) Regulation (1995 Revision)
- The Air Navigation (Fees) (Amendment) Regulations, 1991
- Airport Regulations (2005 Revision)

Note: Copies of the above Laws are available at cost from the Cayman Islands Legislative Assembly.

## **Corporate management**

### **FINANCE & ADMINISTRATION**

This category applies to internal support functions relating to the Authority's finance, personnel and business administration.

### **Financial management**

Copies of financial records can be obtained by requesting in writing from the Information Manager. *Please refer to Methods of Access in Section 3.*

## **Administration**

- Our Team:  
<http://www.caymanairports.ky/ContentDisplay.aspx/about-us/our-team>

- Vision Mission & Core Values:  
<http://www.caymanairports.ky/ContentDisplay.aspx/about-us/overview-vision-mission-strategic-objectives>
- Press Releases:  
<http://www.caymanairports.ky/ContentDisplay.aspx/DisplayNewsSection/news-room/1>
- Employment Opportunities:  
<http://www.caymanairports.ky/ContentDisplay.aspx/at-the-airports/employment-opportunities>

## **POLICIES & PROCEDURES**

Information or documents may be accessed on the Authority's website at the links provided below in respect of the procedures and/or policies which govern our operations:

Airport Advertising Procedures:

<http://www.caymanairports.ky/ContentDisplay.aspx/business-information/airport-advertising>

Banner Placement Application Forms (Grand Cayman and Cayman Brac airports):

[http://www.caymanairports.ky/userfiles/file/CIAA%20Banner%20Placement%20Form%202010\(1\).pdf](http://www.caymanairports.ky/userfiles/file/CIAA%20Banner%20Placement%20Form%202010(1).pdf)

<http://www.caymanairports.ky/userfiles/file/CIAA%20Banner%20Placement%20Form%20G-SIA.pdf>

Concessions & Service Policy:

<http://www.caymanairports.ky/ContentDisplay.aspx/business-information/contracts-concessions>

Ground Transportation Overview:

<http://www.caymanairports.ky/ContentDisplay.aspx/ground-transportation>

Taxi Rates & Conditions:

<http://www.caymanairports.ky/userfiles/file/Taxi%20Rates%20and%20Conditions.pdf>

Complaints Procedure:

<http://www.caymanairports.ky/ContentDisplay.aspx/customer-service/complaints-policy>

Requests for Proposals:

<http://www.caymanairports.ky/ContentDisplay.aspx/business-information/requests-for-proposals>

Overview of Airport Identification Requirements:

<http://www.caymanairports.ky/ContentDisplay.aspx/airport-security-services>

Access to the Restricted Zone & Controlled Zone:

<http://www.caymanairports.ky/ContentDisplay.aspx/airport-security-services/granting-access-to-the-rz-and-cz>

Identification & Security Access Control Cards Application & Fees

[http://www.caymanairports.ky/userfiles/file/Access%20Pass%20Application%20\(2009-10-15%20Revision\).pdf](http://www.caymanairports.ky/userfiles/file/Access%20Pass%20Application%20(2009-10-15%20Revision).pdf)

Overview of Aerodrome Vehicle Operators Permit:

<http://www.caymanairports.ky/ContentDisplay.aspx/airport-security-services/aerodrome-operator-vehicle-permit>

Aerodrome Vehicle Operators Manual:

<http://www.caymanairports.ky/userfiles/file/CIAA%20AVOM%20Manual%202009.pdf>

Aerodrome Vehicle Operator Permit Application Form:

<http://www.caymanairports.ky/userfiles/file/CIAA%20Aerodrome%20Vehicle%20Operator%20Permit%20Application%20Form.pdf>

Safety Management Systems:

<http://www.caymanairports.ky/ContentDisplay.aspx/safety-services>

Safety Management Systems Manual:

<http://www.caymanairports.ky/userfiles/file/CIAA%20SAFETY%20MANAGEMENT%20MANUAL.pdf>

Cargo & Courier Services:

<http://www.caymanairports.ky/ContentDisplay.aspx/at-the-airports/cargo-facilities>

Lost & Found Services:

<http://www.caymanairports.ky/ContentDisplay.aspx/lost-and-found>

## **LISTS & REGISTERS**

A list of the Airlines which currently serve the Cayman Islands may be obtained at the following link:

<http://www.caymanairports.ky/ContentDisplay.aspx/passenger-information/airlines>

Contact information in relation to Border Control Authorities may be obtained at:

<http://www.caymanairports.ky/ContentDisplay.aspx/passenger-information/border-control-and-tourism-authorities>

A list of companies who operates Concessions & Dining facilities at Owen Roberts International Airport may be accessed at: <http://www.caymanairports.ky/ContentDisplay.aspx/passenger-information/shopping-and-dining>

A list of companies who operate car rental agencies across from the airport terminals on Grand Cayman and Cayman Brac may be accessed at:  
<http://www.caymanairports.ky/ContentDisplay.aspx/ground-transportation/car-rental-agencies>

A list of companies who provide pre-booked limousine service at the Owen Roberts International Airport on Grand Cayman may be accessed at:  
<http://www.caymanairports.ky/ContentDisplay.aspx/ground-transportation/limousine-services>

A list of companies who operate taxi services at both airports may be accessed at:  
<http://www.caymanairports.ky/ContentDisplay.aspx/ground-transportation/taxi>

A list of companies who provide pre-booked bus service may be accessed at:  
<http://www.caymanairports.ky/ContentDisplay.aspx/ground-transportation/tour-operators>

## **DECISIONS & RECOMMENDATIONS**

Hard copies of the Minutes of the Meetings of the **CAYMAN ISLANDS AIRPORTS AUTHORITY**'s Board of Directors may be requested in writing from the Information Manager. *Please refer to Methods of Access in Section 3.*

## **OUR SERVICES**

This category provides links to other documents which may be accessed on our website:

Airport Master Plan: Note: 40MB document which may be downloaded.  
<http://www.caymanairports.ky/userfiles/file/GCM%20Master%20Plan%202007.pdf>

Overview of Owen Roberts International Airport:  
<http://www.caymanairports.ky/ContentDisplay.aspx/overview-of-owen-roberts-international-airport>

Overview of Gerrard-Smith International Airport:  
<http://www.caymanairports.ky/ContentDisplay.aspx/overview-of-gerrard-smith-international-airport>

Overview of Air Navigation Services:  
<http://www.caymanairports.ky/ContentDisplay.aspx/air-navigation-services/overview>

Air Traffic Services:

<http://www.caymanairports.ky/ContentDisplay.aspx/air-navigation-services/air-traffic-services>

Aeronautical Information Publication:

<http://www.caymanairports.ky/userfiles/file/AIP%20Document.pdf>

Aerodrome Charges & Payment Policy:

<http://www.caymanairports.ky/ContentDisplay.aspx/air-navigation-services/aircraft-fees>

Aircraft Information & Licensing:

<http://www.caymanairports.ky/ContentDisplay.aspx/air-navigation-services/aircraft-information-and-licensing>

Air Navigation Services:

Cuban Over-Flight Form:

<http://www.caymanairports.ky/userfiles/file/Cuban%20Overflight.pdf>

Flight Plan Form:

[http://www.caymanairports.ky/userfiles/file/Flight%20Plan\(4\).pdf](http://www.caymanairports.ky/userfiles/file/Flight%20Plan(4).pdf)

Operating Slot Times Application:

<http://www.caymanairports.ky/userfiles/file/Operating%20Slot%20Times.pdf>

Pre Flight Information Request Form:

<http://www.caymanairports.ky/userfiles/file/Pre%20Flight%20Information%20Request.pdf>

NOTAM:

<http://www.caymanairports.ky/ContentDisplay.aspx/air-navigation-services/notam>

End



**Cayman Airways Limited Publication Scheme**  
**Produced in accordance with the Hon Chief Secretary's Code of Practice**

**CONTENTS:**

1. The Publication Scheme
2. Information that may be withheld
3. Methods of Access
4. Fees and Charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of Information

**1. ABOUT THE PUBLICATION SCHEME**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This Publication Scheme commits Cayman Airways Limited to making information available to the public as part of its normal business activities.

Cayman Airways Limited will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;

- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. INFORMATION THAT MAY BE WITHHELD**

Cayman Airways Limited will generally not publish;

- information in draft form;
- information that is not held by Cayman Airways Limited, or which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the **FOI Law**, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of Information*.

Information will only be withheld where the **FOI Law** expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm Cayman Airways Limited (or other organizations) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*

### 3. METHODS OF ACCESS

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of Information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed. Website address: [www.caymanairways.com](http://www.caymanairways.com)

#### Online

Some of our documents are published electronically on [www.caymanairways.com](http://www.caymanairways.com), and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of Information* will direct you to the relevant page or document.

If the link is broken, you may contact our Information Manager Pamela Watler directly at 743-8228 or Abbey Glasgow Information Manager Designate directly at 743-8443 or alternatively via e-mail to [foi@caymanairways.net](mailto:foi@caymanairways.net)

#### E-mail

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by e-mail. You can e-mail us at [foi@caymanairways.net](mailto:foi@caymanairways.net) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please contact Ms. Pamela Watler at (345)743-8228 or, Ms. Abbey Glasgow at (345)743-8443, to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to;

Ms Pamela Watler  
Information Manager  
Cayman Airways Limited  
P.O. Box 10092  
Grand Cayman KY1-1001  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *Section 4: Fees and Charges* for further details).

#### Personal Visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *Section 7: Categories of Information*, and relevant contact details will be provided in that section.

#### Advice and Assistance

If you experience any difficulty identifying the information you want to access, please contact Pamela Watler at 743-8228 or Abbey Glasgow at 743-8443 or alternatively e-mail them at [pamelawatler@caymanairways.net](mailto:pamelawatler@caymanairways.net); [abbeyglasgow@caymanairways.net](mailto:abbeyglasgow@caymanairways.net).

Cayman Airways Limited will adhere to its obligations under Section 10 of the **FOI Law**, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where Cayman Airways Limited is legally required to translate any information, it will do so.

### **4. FEES AND CHARGES**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. Cayman Airways Limited strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by e-mail will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction Costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2.00 per disc.

### Postage Costs

Cayman Airways Limited will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of Information of the FOI Regulations*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when Cayman Airways Limited has received your payment.

## **5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME**

Information held by Cayman Airways Limited that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Manager Pamela Watler at 743-8228 or by e-mailing [pamelawatler@caymanairways.net](mailto:pamelawatler@caymanairways.net).

## **6. COMPLAINTS**

Cayman Airways Limited aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, or would like to request further information regarding our complaints procedures, please contact Pamela Watler at 743-8228 or Abbey Glasgow at 743-8443 or alternatively, an email to: [foi@caymanairways.net](mailto:foi@caymanairways.net) and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

P.O. Box 10727  
Grand Cayman KY1-1007  
CAYMAN ISLANDS  
Telephone: 1(345)747-5402  
E-mail: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. CATEGORIES OF INFORMATION**

- About Us
- Ministry
- Mission Statement
- Vision Statement
- Values
- Governance
- Organization & Functions
- Management, Board and Committees
- Destinations/Gateways
- Location/Opening Hours
- Policies and Procedures
- Departments
- Rates/Schedule of Fees
- Flight Schedules



## **ABOUT US**

### **Name of Public Authority**

Cayman Airways Limited, National Flag Carrier of the Cayman Islands

## **MINISTRY**

Cayman Airways Limited operates under the Ministry of Financial Services, Tourism & Development

## **MISSION STATEMENT:**

To be the premier choice of safe, reliable, and enjoyable air transportation to all markets we serve, in the best interests of the Cayman Islands.

## **VISION STATEMENT:**

To be the most efficient Airline in the region

## **VALUES:**

- Caymanian
- Dynamic
- Easy to do business with
- A great place to work
- A participative and team oriented Organization
- Leveraging technology
- A good Corporate Citizen
- Committed to Safety and Security
- Dignified and respectful in all relationships
- Devoted to continuous improvement
- Dedicated to Customer satisfaction every time



## **GOVERNANCE:**

The Companies Law  
Trade & Business Law  
Public Management & Finance Law  
Civil Aviation Authority Cayman Islands  
Federal Aviation Authority

## **ORGANIZATION AND FUNCTIONS:**

Cayman Airways is the national flag carrier of the Cayman Islands. With our head office in Grand Cayman, we operate mainly as an international and domestic scheduled passenger carrier, with cargo services available on all routes and a limited charter service offered. Our operations are based at Owen Roberts International Airport, Grand Cayman.

Cayman Airways was established and started operations on August 7, 1968. It was formed following the Cayman Government's purchase of 51 percent of Cayman Brac Airways, from LACSA, the Costa Rican flag carrier, and became wholly government owned in December 1977.

## **MANAGEMENT, BOARD & COMMITTEES**

### **Chief Officer:**

Mr. Leonard Dilbert, Ministry of Financial Services, Tourism & Development,  
4<sup>th</sup> Floor, Government Administration Building,  
Grand Cayman KY1-9000,  
CAYMAN ISLANDS.

### **Name and Title of Head:**

Mr Fabian Whorms, President and Chief Executive Officer





**Information Manager:**

Ms Pamela Watler  
Information Manager  
Cayman Airways Limited  
91 Owen Roberts Drive  
Airport Road  
P.O. Box 10092  
Grand Cayman KY1-1001  
CAYMAN ISLANDS  
Direct: (345)743-8228  
Mobile: (345)925-0618  
Reception: (345)949-8200  
[Pamelawatler@caymanairways.net](mailto:Pamelawatler@caymanairways.net)  
[www.caymanairways.com](http://www.caymanairways.com)

**Information Manager, Designate**

Ms Abbey Glasgow  
Information Manager Designate  
Cayman Airways Limited  
91 Owen Roberts Drive  
Airport Road  
P.O. Box 10092  
Grand Cayman KY1-1001  
CAYMAN ISLANDS  
Direct: (345)743-8443  
Reception: (345)949-8200  
[abbeyglasgow@caymanairways.net](mailto:abbeyglasgow@caymanairways.net)  
[www.caymanairways.com](http://www.caymanairways.com)

**BOARD OF DIRECTORS**

Ms Pilar Bush, Acting Chairperson

Dr Dax Basdeo, Secretary

Captain Wilbur M. Thompson, Director

Mr George Hunter, Director

Mr Nathaniel S. Tibbetts, Sr. JP, Director

Mr Phillip Rankin, Director

Mr Joseph Imparato, Director

Mr Anthony Akiwumi, Director

Mr Norman Klein, Director

Mr Shomari Scott, Director

Mrs Sonia McLaughlin, Director

Mr Leonard Dilbert, Director

**ADMINISTRATIVE OFFICERS:**

Fabian Whorms, President and Chief Executive Officer

Direct: 345.743.8301

E-mail: [fabianwhorms@caymanairways.net](mailto:fabianwhorms@caymanairways.net)

Paul Tibbetts, Executive Vice President

Finance & Commercial Affairs

Direct: 345.743.8223

E-mail: [paultibbetts@caymanairways.net](mailto:paultibbetts@caymanairways.net)

Pamela Watler, Executive Assistant

Direct: 345.743.8228

Mobile: 345.925.0618

E-Mail: [pamelawatler@caymanairways.net](mailto:pamelawatler@caymanairways.net)



## **DEPARTMENTS**

### HUMAN RESOURCES

Mrs Sheena Sigsworth, Director  
E-mail: [sheenasigsworth@caymanairways.net](mailto:sheenasigsworth@caymanairways.net)  
Telephone: 345.743.8287

### FINANCE

Paul Tibbetts, Executive Vice President  
Finance & Commercial Affairs  
Direct: 345.743.8223  
E-mail: [paultibbetts@caymanairways.net](mailto:paultibbetts@caymanairways.net)

### COMMERCIAL

Paul Tibbetts, Executive Vice President  
Finance & Commercial Affairs  
Direct: 345.743.8223  
E-mail: [paultibbetts@caymanairways.net](mailto:paultibbetts@caymanairways.net)

### BAGGAGE

Mr Ivan Forbes  
Executive Vice President Airport Operations  
E-mail: [ivanforbes@caymanairways.net](mailto:ivanforbes@caymanairways.net)  
Telephone: 345.743.8365 or  
Telephone: 345 743 8686 (Baggage Line)  
Email: [gcmuggage@caymanairways.net](mailto:gcmuggage@caymanairways.net)

### CLAIMS

Ms. J. Gay McKee  
Baggage/Cargo Claims Manager  
Email: [gaymckee@caymanairways.net](mailto:gaymckee@caymanairways.net)  
Telephone: 345 743 8359

### RESERVATIONS and CITY TICKET OFFICE (CTO)

Ms. Martha Forbes  
Manager, City Ticket Office and Reservations and Corporate Sales  
Email: [marthaforbes@caymanairways.net](mailto:marthaforbes@caymanairways.net)



Telephone: 345 743 8442

#### MAINTENANCE AND ENGINEERING

Mr. Wayne Miller  
Vice President Maintenance and Engineering  
E-mail: [waynemiller@caymanairways.net](mailto:waynemiller@caymanairways.net)  
Telephone: 345.743.8307

#### AIRPORT

Mr Ivan Forbes  
Executive Vice President Airport Operations  
E-mail: [ivanforbes@caymanairways.net](mailto:ivanforbes@caymanairways.net)  
Telephone: 345.743.8365

#### CARGO

Mr Tyrone Welds  
Senior Manager Cargo  
E-mail: [TyroneWelds@caymanairways.net](mailto:TyroneWelds@caymanairways.net)  
Telephone: 345.743.8551

#### FLIGHT OPERATIONS

Captain Dave Scott  
Vice President Flight Operations (Acting)  
E-mail: [davescott@caymanairways.net](mailto:davescott@caymanairways.net)  
Telephone: 345.743.8250

#### SAFETY AND SECURITY

Captain Christopher McTaggart  
Director, Safety, Security and Operations QA  
E-mail: [christophermctaggart@caymanairways.net](mailto:christophermctaggart@caymanairways.net)  
Telephone: 345.743.8220



## **DESTINATIONS/GATEWAYS**

As of September 2011, Cayman Airways operates scheduled flights to and from the following destinations:

### Cayman Islands:

- Grand Cayman (Owen Roberts International Airport)
- Cayman Brac (Gerrard Smith International Airport)
- Little Cayman (Edward Bodden Airfield)

### Cuba:

- Havana (Jose Marti International Airport)

### Honduras:

- La Ceiba (Goloson International Airport)

### Jamaica:

- Kingston (Norman Manley International Airport)
- Montego Bay (Sangster International Airport)

### United States:

- Chicago, Illinois (O'Hare International Airport) Seasonal\*
- Miami, Florida (Miami International Airport)
- New York, New York (John F. Kennedy International Airport)
- Tampa, Florida (Tampa International Airport)
- Washington DC (Washington Dulles International Airport) Seasonal\*

## **Cayman Airways Future Destinations:**

## **Cayman Airways Past Destinations:**

### United States:

- Boston, Massachusetts (Logan International Airport)
- Houston, Texas (George Bush Intercontinental Airport)



## **HEADQUARTERS LOCATION**

Cayman Airways Headquarters Building  
91 Owen Roberts Drive  
P.O. Box 10092  
Grand Cayman KY1-1001  
CAYMAN ISLANDS  
Telephone: 345.949.8200  
Facsimile: 345.949.7607

## **OPENING HOURS:**

### **ADMINISTRATION OFFICES:**

MONDAY – FRIDAY  
8:30AM – 5:00PM

### **RESERVATIONS OFFICES:**

MONDAY – FRIDAY  
7:00AM – 9:00PM

SATURDAY & SUNDAY  
7:00AM – 9:00PM

### **PUBLIC HOLIDAYS**

9:00AM – 5:00PM  
(Subject to change)

### **CITY TICKET OFFICES:**

MONDAY – FRIDAY  
8:00AM – 6:00PM  
SATURDAY –  
8:00AM – 4:30PM

### **SUNDAY: CLOSED**

### **PUBLIC HOLIDAYS: CLOSED**

\*(subject to change)

## **CARGO**

### **MONDAY - FRIDAY:**

Imports 8:30AM - 5:00PM

Exports 8:30AM - 5:00PM \* (Cargo acceptance closes at 3:00PM)

### **SATURDAY:**

Imports 8:30AM - 12:00PM

Exports 8:30AM - 12:30PM \* (Cargo acceptance closes at 10:30AM)

## **SUNDAY: CLOSED**

## **POLICIES AND PROCEDURES**

### **HR Policies and Procedures:**

- Policy 101: Nature of Employment
- Policy 102: Employee Relations
- Policy 103: Hiring of Relatives
- Policy 104: Employee Medical Examinations
- Policy 105: Outside Employment
- Policy 106: Job Posting & Transfers
- Policy 104: Re-Hire Eligibility

### **Employee Status and Records:**

- Policy 201: Employment Applications
- Policy 202: Employment Reference Checks
- Policy 203: Personnel Data Changes
- Policy 204: Performance Evaluations
- Policy 205: Access to Personnel Files

### **Employee Benefit Programs:**

- Policy 301: Employee Benefits
- Policy 302: Vacation
- Policy 303: Holidays
- Policy 304: Maternity Leave
- Policy 305: Sick Leave
- Policy 306: Time off to Vote
- Policy 307: Compassionate Leave

- Policy 308: Relocation
- Policy 309: Jury Duty
- Policy 310: Health Insurance
- Policy 311: Life Insurance
- Policy 312: Workers' Compensation Insurance
- Policy 313: Educational Assistance

#### Non-Revenue Travel:

- Policy 350: Free and Reduced Rate Transportation
  - Definitions
  - Penalties for violation of free and reduced rate privileges
  - Company Policy
  - Ticket/Trip Pass not transferable
  - Authorization and control of access
  - Dress Code

#### Timekeeping/Payroll:

- Policy 401: Timekeeping
- Policy 402: Paydays
- Policy 403: Separation from Employment
  - Notice
  - Layoffs
  - Severance Pay
  - Suspension
  - References
- Policy 404: Administrative Pay Corrections

#### Work Conditions & Hours:

- Policy 501: Safety
- Policy 502: Work Schedules/Attendance
- Policy 503: Smoking
- Policy 504: Rest and Meal Periods
- Policy 505: Overtime
- Policy 506: Emergency Closings
- Policy 507: Business Travel Expenses
- Policy 508: Visitors in the Workplace
- Policy 509: Workplace Monitoring
- Policy 510: Workplace Violence Prevention

#### Leaves of Absence:

- Policy 601: Personal Leave
- Policy 602: Pregnancy related issues

#### Employee Conduct and Disciplinary Action:



- Policy 701: Employee Conduct and Work Rules
- Policy 702: Employee Responsibilities
  - Standards of Professionalism
  - Productivity
  - Housekeeping
  - Telephone Courtesy
  - Misrepresentation
  - Professional Conduct
  - Business Ethics and Conduct
  - Conflicts of Interest
  - Non-Disclosure
  - The Media
- Policy 703: Drug and Alcohol Use
- Policy 704: Sexual and Other Unlawful harassment
- Policy 705: Attendance and Punctuality
- Policy 706: Personal Appearance
- Policy 707: Use of Company Property
  - Use of Telephones
  - Use of equipment and vehicles
  - Computer and Email Usage
  - Internet Usage
- Policy 708: Return of Property
- Policy 709: Resignation
- Policy 710: Retirement
- Policy 711: Security Inspections
- Policy 712: Solicitation
- Policy 713: Drug Testing
- Policy 714: Progressive Discipline
- Policy 715: Problem Resolution
- Policy 716: Casual Days

Miscellaneous:

- Policy 800: Life-Threatening Illnesses in the Workplace
- Policy 801: Employee Activities and Programs

Employee Acknowledgement Form: NonU.S.

- Policy 901: Immigration Law Compliance
- Policy 902: Employment Categories
- Policy 903: Probation Period
- Policy 904: Adoption Leave Benefits
- Policy 905: Witness Duty
- Policy 906: Benefits Continuation
- Policy 907: Pension Plan
- Policy 908: Pay Deductions and Setoffs
- Policy 909: Family and Medical Leave
- Policy 910: Political Activities
- Policy 911: Union Associations/Activities

Employee Acknowledgement Form: U.S.

- Policy 950: Nature of Employment

- Policy 951: Equal Employment Opportunity
- Policy 952: Immigration Law Compliance
- Policy 953: Disability Accommodation
- Policy 954: Employment Categories
- Policy 955: Introductory Period
- Policy 956: Witness Duty
- Policy 957: Benefits Continuation
- Policy 958: 401k Savings Plan
- Policy 959: Pay Deductions and Setoffs
- Policy 960: Family and Medical Leave
- Policy 961: Military Leave

\*Copies can be obtained upon request from the Information Manager/Designate\*

## RATES/SCHEDULE OF FEES

### CARGO RATES:

GRAND CAYMAN					
	<i><b>JIFFY (from Miami Only) Under 5lbs</b></i>	<b>MIN 5lbs - 70lbs</b>	<b>71 lbs to 100lbs</b>	<b>Over 100 lbs</b>	<b>Over 1100 lbs</b>
<b>Grand Cayman - Miami</b>	\$35.00	\$50.00	.60 per lb	.55 per lb	.50 per lb
<b>Grand Cayman - Tampa</b>	-	\$55.00	.70 per lb	.65 per lb	.60 per lb
<b>Grand Cayman - Kingston</b>	-	\$45.00	.52 per lb	.45 per lb	.42 per lb
<b>Grand Cayman - Cayman Brac</b>	-	\$30.00	.31 per lb	.27 per lb	.25 per lb
<b>Grand Cayman - Havana</b>	-	\$44.00	.51 per lb	.45 per lb	.42 per lb
<b>Grand Cayman -</b>	-	\$30.00	.31 per lb	.27 per lb	.25 per lb

<b>Little Cayman</b>					
All rates <b>excluded</b> Air waybill \$10.00, Collect Fee \$10.00, Security Charge \$10.00 (MIA-GCM)/ \$18.00 (GCM-MIA)					
CAYMAN BRAC					
	<i><b>JIFFY (from Miami Only) Under 5lbs</b></i>	<b>MIN 5lbs - 70lbs</b>	<b>71 lbs to 100lbs</b>	<b>Over 100 lbs</b>	<b>Over 1100 lbs</b>
<b>Cayman Brac - Miami</b>	\$35.00	\$55.00	.55 per lb	.60 per lb	.55 per lb
<b>Cayman Brac - Tampa</b>	-	\$70.00	.75 per lb	.70 per lb	.65 per lb

## EXPRESS RATES:

Package weight :	GCM to/from CYB/LYB:	CYB to/from LYB:
Up to 3 oz	\$6.00	N/A
Up to 2 lbs	\$15.00	\$10.00
3 to 30 lbs	\$25.00	\$15.00
31 to 60 lbs	\$37.00	\$25.00
Over 60 lbs	\$37.00	\$25.00

Plus \$0.50/lb each additional lb Plus \$0.25/lb each additional lb  
(Subject to change)

## BAGGAGE RATES:

<b>Weight :</b>	<b>Description :</b>	<b>Fees:</b>
56 – 70 pounds	(Overweight Bag)	\$ 50.00
71 – 99 pounds	(Overweight Bag)	\$175.00



Over 99 pounds

\*Not Permitted

### **Quantity:**

### **Fees:**

Additional bag up to 55 pounds (excess bag 3 – 5)

\$100.00

Additional bag up to 55 pounds (excess bag 6 – 8)

\$200.00

Additional bag (excess over 8)

\*Not Permitted

Fees and charges for weight and quantity are cumulative.

### **SIZE:**

63 – 80 inches	(length + height + width)	up to 55 pounds	\$100.00
63 – 80 inches	(length + height + width)	up to 70 pounds	\$150.00
63 – 80 inches	(length + height + width)	up to 99 pounds	\$225.00
Over 80 inches	(length + height + width)		*Not Permitted

Contact a Cayman Airways Representative at 345 949 8200 for any questions or clarification of allowance, charges, fees, as they may be subject to change.

### **FLIGHT SCHEDULES:**

Flights are subject to change. Please contact a Cayman Airways representative at 345. 949. 8200 for any questions or confirmations regarding all flight schedules.



## **Cayman Turtle Farm (1983) Ltd.**

### **Publication Scheme**

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### **CONTENTS:**

1. About the Publication Scheme
2. Information that may be Withheld
3. Methods of Access
4. Fees and Charges
5. Requests for Information outside the Publication Scheme
6. Complaints
7. Categories of Information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### **1. About the Publication Scheme**

Every Public Authority covered by the Freedom of Information Law has a legal duty to maintain a Publication Scheme.

The purpose of a Publication Scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage Authorities to proactively publish information and to develop a culture of openness and participation.

The Publication Scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information to help you find the documents you are looking for.

This Publication Scheme commits Cayman Turtle Farm (1983) Ltd. to making information available to the public as part of its normal business activities.

Cayman Turtle Farm (1983) Ltd. will:

- specify the information held by the Authority which falls within the seven (7) categories below;
- proactively publish, or otherwise make routinely available, information which is held by the Authority and falls within the categories below;

- describe the methods by which specific information is made available so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this Scheme;
- publish or otherwise make information available in accordance with the methods and fees stated in this Scheme;
- make this Publication Scheme available to the public;
- regularly review and update the information made available under this Scheme.

## **2. Information that may be withheld**

---

Cayman Turtle Farm (1983) Ltd. will generally not publish:

- information in draft form;
- specific scientific papers or documents;
- information that is not held by Cayman Turtle Farm (1983) Ltd., or which has been disposed of in accordance with a legally authorised Disposal Schedule;
- information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matters will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this Publication Scheme, our aim is to be as open as possible, however, there may be limited circumstances where information will be withheld from one (1) of the categories of information listed in *Section 7: Categories of Information*.

Information will only be withheld where the FOI Law expressly permits it, for example: where disclosure would breach the Law of Confidentiality, infringe personal privacy, harm the Cayman Turtle Farm's commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

## **3. Methods of Access**

---

Information available under our Publication Scheme will usually be accessible through the methods described below.

*Section 7: Categories of Information* provides more details on the information available under the Scheme, along with additional guidance on how the information within each category may be accessed.

Online:

Many of our documents are published electronically on our website and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of Information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.turtle.ky](http://www.turtle.ky). If you are still having trouble locating information listed under our Scheme, please contact Ms. Katherine Jackson, Information Manager.

Email:

If information is listed in our Publication Scheme but is not published on the website, we will send it to you by email. You can email us at [foi@turtle.ky](mailto:foi@turtle.ky) to request information. Please provide a telephone number so that we can call you to clarify details, if necessary.

Phone:

Documents listed in the Publication Scheme can also be requested by telephone. Please call 345 949 3894 to request information.

Post:

All information listed in the Publication Scheme will be available in hard copy. Requests may be addressed to:

P.O. Box 812, Grand Cayman, KY1-1303, Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details, if necessary. For faster processing, please also include any applicable fee. (See *Section 4: Fees and Charges* for further details.)

Personal Visits:

In limited cases, you may be required to make an appointment to view information listed in the Publication Scheme. Appointments may be made from Mondays to Fridays, 10:00 a.m. to 4:00 p.m. A reading area will be provided in the Finance and Administration Offices.

Advice and Assistance:

If you experience any difficulty identifying the information you want to access, please contact Mrs. Katherine Jackson, Information Manager.

Cayman Turtle Farm (1983) Ltd. will adhere to its obligations under Section 10 of the FOI Law, and any requirements relating to disability or discrimination when providing information in accordance with this Publication Scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where Cayman Turtle Farm (1983) Ltd. is legally required to translate any information, it will do so.

#### **4. Fees and Charges**

---

The purpose of this Scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. Cayman Turtle Farm (1983) Ltd. strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

**Reproduction Costs:**

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).  
Computer discs will be charged at a rate of \$2 per disc.

**Postage Costs:**

Cayman Turtle Farm (1983) Ltd. will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section*

*7: Categories of Information.*

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when Cayman Turtle Farm (1983) Ltd. has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by Cayman Turtle Farm (1983) Ltd. that is not published under this Scheme can be requested in writing. Each request will be considered in accordance with the provisions of the FOI Law. Listed below are the methods of contact:

**Contact Methods and Detail**

- Email your request or comments to [foi@turtle.ky](mailto:foi@turtle.ky)
- Post your letter to P.O. Box 812 KY1-1303 WB Grand Cayman, Cayman Islands
- Fax your letter with the Attn: Katherine Jackson to 345-949-1387
- Hand deliver your written request to our receiving department in the Executive Offices at 786 NW Point Road, West Bay
- In Person at our office and fill out a FOI Request Form, 786 NW Point Road, West Bay

## **6. Complaints**

---

Cayman Turtle Farm (1983) Ltd. aims to make our Publication Scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this Publication Scheme, please contact Mrs. Katherine Jackson at [katherinejackson@turtle.ky](mailto:katherinejackson@turtle.ky) or [foi@turtle.ky](mailto:foi@turtle.ky) and we will try to resolve your complaint as quickly as possible.



Further information about our complaints procedures can be obtained from our Complaints Procedures document and is available online at [foi@turtle.ky](mailto:foi@turtle.ky) or in hard copy.

You have legal rights to access information under this Scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

P O Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of Public Authority**

Cayman Turtle Farm (1983) Ltd.

### **Ministry**

Ministry of Financial Services, Tourism and Development  
Government Administration Building, 4<sup>th</sup> Floor,  
George Town, Grand Cayman  
Tel: (345) 244 2458  
Fax: (345) 945 1746  
E-mail: [foi.mte@gov.ky](mailto:foi.mte@gov.ky)

### **Principal Officers**

Timothy Adam, Managing Director  
Christopher Jackson, Chief Infrastructure Manager  
Raymond Hydes, Chief Sales Officer  
Phillip Fourie, Head of Finance  
Walter Mustin, Chief Research Officer

### **Other Key Personnel**

Sean Glidden, Finance Manager  
Joelle McCrae, Human Resources Manager

Mary McCoy, Merchandise Manager  
Geddes Hislop, Curator, Terrestrial, Exhibits & Educational Programmes  
Brian Dann, Senior Aquarist  
Carla DeSouza, Box Office Manager  
Katherine Jackson, Office Manager/Information Manager  
Gary Franklin, Information Technology Manager  
Thomas Pennington-Lowe, Food & Beverage Manager

### **Information Manager**

Katherine Jackson  
Tel: 345 949 3894  
Mobile: 345 925 8652  
Email: *katherinejackson@turtle.ky*

Simon Cook-Bodden (IM Designate)  
Tel: 345 949 3894  
Mobile: 345 925 8579  
Email: *simonbodden@turtle.ky*

### **Organization and Functions**

Cayman Turtle Farm (1983) Ltd. was first opened in July 1968 as Mariculture Ltd., the home of the green sea turtle (*Chelonia mydas*), by a group of investors from the United States and Great Britain as a facility to raise the green sea turtle (*Chelonia mydas*) for commercial purposes. It was first located at the Salt Creek inlet in the North Sound, and then relocated to the current Goat Rock area in the early 1970s.

The intention was to supply the market with a source of product that did not deplete the wild populations further. By releasing turtles and facilitating research, any harm created by removing turtles and eggs from the wild would be mitigated.

After much work was put into pioneering the requirements of domesticating this wild animal, regulations designed to protect the sea turtle prevented the sale of even the farmed turtle products to overseas markets. Mariculture Ltd. was eventually bought out by a group from Germany in 1975 and renamed Cayman Turtle Farm Ltd. After eight (8) years, this new company gave up and the Cayman Islands Government then purchased the Farm in 1983 and continued operations as a private company, Cayman Turtle Farm (1983) Ltd.

At the Farm, the entire life cycle of the green sea turtle (*Chelonia mydas*) can be observed, and once per year, young green sea turtles (*Chelonia mydas*) of 12 – 18 months are released into our ocean as part of our conservation of the living breed.

In 2001, the Island encountered a terrible hurricane, Michelle, which wrought much damage to the Turtle Farm, and, because of the extensive renovations needed, it was decided that a marine park, Boatswain's Beach would be designed to become the new home of Cayman Turtle Farm and located on the land side. Boatswain's Beach was opened in November 2005 which added greatly to the Island's tourism product.

In September 2010, as part of a new strategic planning exercise, the Board of Directors of Cayman Turtle Farm (1983) Ltd. announced its decision to drop the trading name "Boatswain's

Beach” and to proceed instead with the trading name: “Cayman Turtle Farm : Island Wildlife Encounter”. A new logo has also been produced to be used along with the new trading name.

Cayman Turtle Farm : Island Wildlife Encounter is a marine-themed park which carries a predator tank with Brown or Sandbar sharks and Nurse sharks, a 1.3 million gallon salt-water snorkel lagoon with a variety of fish and small turtles, a fresh water lagoon with its own waterfall, a free-flight aviary showcasing Caymanian and Caribbean bird life with a nearby Nature Trail, the turtle tanks containing various ages of the green sea turtle or *Chelonia mydas* including a touch tank, the Cayman blue iguanas, agoutis, and a 4-year old crocodile which we adopted from Old Man Bay, North Side. The Hawksbill, Loggerhead and Kemp Ridley turtles are also kept on display.

In addition to all our facilities, we also have the Marine/Turtle Education Centre which houses a new state-of-the-art turtle hatchery. a restaurant and bar serving the local delicacy, Turtle Meat and many other Caymanian dishes, Splash - the retail shop, three (3) rented retail kiosks and our own Cayman Street. We also lease a retail kiosk at the Royal Walter Port Terminal to greet our cruise guests.

Eighty-seven (87) persons are employed to ensure that this facility operates efficiently.

**Company’s Vision Statement:**

To be the Cayman Islands’ premiere tourism attraction where visitors and residents enjoy a world class experience, showcasing Caymanian wildlife and heritage while hosting an internationally renowned research and conservation centre for Sea Turtles.

**Company’s Mission Statement:**

To be a world-renown Caymanian attraction where guests enjoy a quality interactive experience with animals, all served by friendly professional well-trained personnel in a culturally rich and safe environment while promoting public awareness and involvement in conservation through research, utilization and education.

**Mailing Address:**

P O Box 812,  
Grand Cayman KY1-1303  
Cayman Islands

Telephone Number: 1-345-949-3894

Fax Number: 1-345-949-1387

E-mail Address: [foi@turtle.ky](mailto:foi@turtle.ky)

Website Address: [www.turtle.ky](http://www.turtle.ky)

**Here is also a link to the Freedom of Information Website:**

[www.foi.gov.ky](http://www.foi.gov.ky)

**Location and Hours**

Cayman Turtle Farm (1983) Ltd. is located at 786 Northwest Point Road, West Bay, Grand Cayman. Opening hours are from Monday to Saturday – 8:00 a.m. to 5:00 p.m. Sundays: 11a.m. to 4:00 p.m.

Name of Departments	Matters Handled
<b>Executive</b>	<i>Evaluates the Company's overall performance and progress towards established targets. Revises regulatory instruments that affect the Company's functions and responsibilities. Manages Government relations with the Governor, Ministers, Members of the Legislative Assembly and Board of Directors. Obtains legal advice from external sources. Includes executive support, internal policy development, corporate planning and annual reporting activities.</i>
<b>Administration and Finance</b>	<i>Administers the Company's monetary resources, managing funds allocated through Cabinet and other revenues. Establishes internal controls and procedures for financial management, operating account systems, financial planning and budget management. Develops business plans and corporate policy. Sets long-term goals and objectives.</i>
<b>Operations (Mechanical, Electrical, Plumbing)</b>	<i>Manages Company's material resources, buildings, equipment and vehicles to facilitate normal business operations. Acquires and maintains premises that are built, purchased or leased by public sector agencies. Acquires and maintains equipment and stores – major and minor -. Acquires and maintains all mechanical, electrical and plumbing elements. Maintains a reliable and effective Animal Life Support System (ALSS) to produce the most clean and clear water to facilitate a wonderful experience for guests while enjoying peace and tranquillity in a serene environment. Manages all lagoon works, including scheduling of lifeguards, while seeking alternate energy sources. Includes motor vehicle accident reporting and security activities.</i>
<b>Human Resources Management</b>	<i>Administers Company's human resources, establishing new positions, recruiting and transferring personnel. Manages salaried, waged and volunteer staff, employed under the Public Service Management Law 2005 or General Orders, and the Public Service Pensions Law. Develops staff skills through training and other programmes. Reviews remuneration and employment conditions. Ensures the health and safety of staff and visitors to the Company's premises. Includes performance management and work place relations activities.</i>
<b>Strategic Management</b>	<i>Manages the Company's operations at the</i>

<b>(Box Office, Retail, Terrestrial &amp; Education, Marine, Turtles, Tours, Food &amp; Beverage)</b>	<i>organizational level. Evaluates the Company's overall performance and progress towards established departmental targets. Manages programmes to improve business processes and ensure consistent service delivery. Revises regulatory instruments that affect each Department's functions and responsibilities to ensure top quality in delivering excellence in customer service while supporting education and animal interaction.</i>
<b>Communications (Marketing and Special Events through Tower Marketing Ltd.)</b>	<i>Manages the Company's relationships with its clients, Government and the public. Maintains customer relations and handling of complaints. Contributes to formal inquiries or investigations. Develops public relations through community events, media campaigns and official functions. Designs and produces publications in any format (e.g. paper, online and multimedia). Includes marketing, promotional activities and special events. Presently outsourced to Tower Marketing Ltd.</i>
<b>Information and Technology Management (includes Freedom of Information)</b>	<i>Administers the Company's information resources and systems. Designs, procures and implements systems for managing and communication business information. Maintains and disposes of software or hardware. Creates or acquires, stores and disposes of information resources. Provides reference services and handling of Freedom of Information requests. Develops policies, tools and procedures for managing technology and information. Ensures that the Company has the necessary leadership, resourcing, planning and training in place for the successful implementation and execution of the FOI Law. Ensures that the Company has a comprehensive Publication Scheme for access by the public. Includes records management, library management and technical intranet or website maintenance activities.</i>

#### **Boards and Committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
-------------	-----------------	----------------

Mr. Kenneth Hydes	<i>Chairman</i>	Board Meetings are held at Cayman Turtle Farm's Conference Room on a monthly basis unless otherwise dictated by urgent matters arising.	Minutes of Board Meetings or Management Meetings are available, upon request, in hard copy with the exception of information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information or commercially sensitive information. Records containing exempt matters will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.
Mr. Armando Ebanks	<i>Deputy Chairman</i>		
Mr. Dale Bodden	<i>Director</i>		
Mrs. Pamela Small	<i>Director</i>		
Mrs. Laura McLaughlin	<i>Director</i>		
Mrs. Dara Flowers-Burke	<i>Director, Chamber of Commerce Representative</i>		
Mr. Michael Nixon	<i>Director, Financial Secretary's nominee</i>		
Mr. Carson Ebanks, MBE, JP (Retiring)	<i>Director, Permanent Secretary for Tourism</i>		
Mr. Kearney Gomez, MBE, JP (Retiring)	<i>Director, Permanent Secretary for Agriculture</i>		
Mr. Timothy Adam	<i>Managing Director/Secretary</i>		

## Frequently Asked Questions

- What kinds of sharks are in Predator Reef?

The Cayman Turtle Farm has two species of sharks at this time. They are **Brown or Sandbar Sharks** (*Carcharhinus plumbeus*) and **Nurse Sharks** (*Ginglymostoma cirratum*).

- **How do you tell the difference between the two species?**

*The Brown Sharks are all approximately 4' at this time and will reach a length of 7'. The Brown Sharks are very sleek looking with a single prominent dorsal fin in the middle of their backs and a much smaller dorsal fin near the caudal fin or tail. You will see the Brown Sharks continually swimming the majority of the time.*

*The Nurse Sharks are quite a bit different. They will spend a great deal of their time lying on the bottom. They have two distinct dorsal fins on their backs and two sensory barbels found on either side of their mouths like a cat fish. The barbels are used to help the nurse sharks find prey under the sand and rocks. The smallest of the nurse sharks is named Freddy and he is approximately 6' in length and he is the best trained of the nurse sharks. The other Nurse Sharks are over 8' in length. Our largest is named Macca and he is more than 9' in length.*

- **Are the Sharks males or females and how do you tell the difference?**

*You will see both males and females in Predator Reef. To tell the difference you have to look at their lower bellies behind their anal fin. If they are males you will see two finger-like projections running along behind the anal fins. These projections are called Claspers. If you see nothing like that then the Shark is a female, though the claspers can be very difficult to see in adolescent male Sharks. All of the nurse sharks are males and have very large, easily seen claspers.*

- **Will the Sharks breed?**

*That is a possibility but we will have to wait and see.*

- **How many Sharks live in Predator Reef?**

*7, 3 nurse sharks and 4 brown sharks.*

- **Are the Sharks dangerous?**

*Sharks can be dangerous; however we treat them with respect and they do the same for us when we are in the water with them.*

*The Brown Sharks are closely related to Bull Sharks (*Carcharhinus leucas*), which is considered by most Shark experts to be the most dangerous of all the Shark species. The Brown Sharks are also cousins to the Great White Shark (*Carcharodon carcharias*); however, Brown Sharks are not considered to present that much danger to humans as long as they do not feel threatened.*

*The Nurse Shark probably bites more humans than any other Shark. The reason is most likely due to most people considering them harmless and toothless and therefore will harass them to the point of aggression. Nurse Sharks do have teeth and can deliver a good bite if provoked. SO DON'T PROVOKE THEM.*

- **Do the Sharks eat the other fish in Predator Reef?**

*Not typically, however, they could and mostly likely will on occasion. Sharks will be Sharks! These sharks are well fed by the biologists so they will usually not waste the energy in hunting.*

- **When are the Sharks fed?**

*Typically the biologists will feed them every day at 11:00 am, except Saturdays.*

- **Can the guests swim with the Sharks?**

*Not at this time, however, a program is being worked on for the future where the guests would be allowed to sign up for a supervised SCUBA dive or snorkel. Check back with us in a few months.*

- **How many fish are found in the Lagoon and Predator Reef?**

*At this time there are approximately 1200 in the Salt-Water Lagoon and 150 in the Predator Reef. Fish of several different species are found in both lagoons. In the near future, a lot more fish will be introduced.*

- **How are the fish fed?**

*The biologist feed the fish in the Lagoon and Predator Reef around 9:30 am - 5 days a week. After the food is prepared for the fish the biologists will throw the food into the Lagoon. This occurs from certain points around the Lagoon by scattering the small chunks of chopped fish over wide areas to give all of the fish a chance to eat.*

- **Can the guests feed the fish?**

*The biologists need to keep a close watch over the diets of all of the fish to insure they are getting only high quality food in the correct amounts and varieties. The guests are invited to enjoy watching the feeds and ask questions about the feeding but to, please, not feed the animals.*

Brian Dann

Senior Aquarist

Updated: November 30<sup>th</sup> 2010

## **FAQs**

### **Where is Cayman Turtle Farm : Island Wildlife Encounter?**

*Cayman Turtle Farm: Island Wildlife Encounter is located on the Northwest tip of Grand Cayman in the district of West Bay, just 8 miles from George Town. On the way, visitors are treated to the scenic vista of the world-famous Seven Mile Beach as well as authentic Caymanian architecture.*

### **I'm a cruise ship passenger. How do I avail myself of a tour?**

*Grand Cayman allows a maximum of 6,000 cruise ship visitors daily, which means there can be as many as three to five ships at one time. Being one of the most popular ports of call in the Caribbean, there is at least one cruise ship in port on most days.*

*The cruise lines most frequently seen calling in the Cayman Islands include: Carnival Cruise Lines, Celebrity Cruises, Crystal Cruises, Cunard Cruise Line, Holland America, Norwegian Cruise Line, Princess Cruises, Radisson Seven Seas Cruises and Royal Caribbean International.*

*All ships call at the capital of George Town in Grand Cayman. As there is no cruise ship dock, all ships anchor off shore and visitors are brought ashore by tenders. Whilst on board the ship, passengers are given a variety of choices pertaining to available activities to do during their day*



*in Grand Cayman. This includes a trip to the Turtle Farm. Buses will be waiting at the North or South terminal for those on pre-booked excursions.*

### **I have no pre-booked tour. How do I get to and from Cayman Turtle Farm?**

#### **Taxis**

*Taxis are readily available from the taxi stand at the cruise ship dock, all resorts and Owen Roberts International Airport. They offer a fixed rate per vehicle or per person. The cost of a taxi from George Town to the Cayman Turtle Farm is CI\$16.00/ US\$20.00 for up to three people (subject to change).*

#### **Buses**

*Visitors may also opt to take the official public bus transportation system first launched in October 1998. The new bus terminal is located adjacent to the Public Library on Edward St. in downtown George Town and serves as the dispatch point for buses to all districts.*

*There are 38 mini-buses operated by 24 licensed operators, serving eight routes. Daily service starts at 6:00 am from the depot to West Bay every 15 minutes and the schedule is as follows:*

<b>Route</b>	<b>Colour Code</b>	<b>Time</b>	<b>Fare</b>
<b>Route 1 (Directly to Cayman Turtle Farm)</b>	<b>Yellow</b>	<b>6:00am – 11:00pm Sunday-Thursday</b>	<b>CI \$2.00 – (subject to change)</b>
<b>Route 2</b>	<b>Lime Green</b>	<b>6:00 am - 12 midnight Friday &amp; Saturday</b>	<b>CI\$2.00 + extra CI\$1.00 to stop at the Turtle Farm (subject to change)</b>

*To maintain consistency in fares, each bus must display a fare table outlining standard government-authorized fares. The hotline number for public comment and feedback is 945-5100.*

#### **Limousine Services**

*There are several private limousine services on Grand Cayman for special events and airport transfers.*

#### **Rental Cars**

*Rental cars can be pre-booked before arriving in Grand Cayman. This is advisable during our busy winter season. Most cars can be picked up at the airport or driven to your hotel. Cayman has one of the Caribbean's most extensive modern fleets of rental cars at competitive rates, and many feature right hand drive.*

*In addition, most rental jeeps and vans are right hand drive, left hand stick shift. Driving is on the left side of the road throughout the Cayman Islands and it is the law to wear seat belts. Visitors must obtain temporary driver's licenses from the car rental agency, easily granted upon presenting a valid driver's license from their home state, county or parish.*

*You must be 21 to rent a car in the Cayman Islands, and some rental agencies' insurance will not cover renters under 25. Please check with your rental company in advance to determine.*

*This info can also be found on our website at [www.turtle.ky](http://www.turtle.ky)*

## **Implementation**

### **STRATEGIC MANAGEMENT**

---

The key strategic goals and objectives (from an ownership perspective) for the Cayman Turtle Farm (1983) Ltd. are as follows:

#### **Turtle Herd**

- Increase hatchlings by 230%
- Reduce hatchling mortality rate by 20%
- Grow herd number by approximately 5,000 turtles

#### **Turtle Meat production**

- Maintain production at 400 lbs. live weight per day, 4 days per week.
- Adjust meat product retail price to achieve desired level of production and to optimize the turtle herd.

#### **Retail & Tours**

- Increase Turtle Farm Tour customer arrivals by 2% to 5%.
- Review commercial viability of different tours / business segments and adopt a long term sustainable option.

#### **Governance**

- Endangered Species Protection Law
- Marine Conservation (Marine Parks) Regulations (2007 Revision)
- Environmental Health Laws and Regulations
- Labour Law (2007 Revision) and Regulations
- Public Service Management Law
- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Electronic Transactions Law 2003 revision
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- Public Service Pensions Law
- Public Health Law
- Liquor Licensing Law (2000 Revision)
- Music and Dancing (control) Law (1995 Revision)
- Workmen's Compensation Law (1996 Revision)
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- HR policies and procedures
- Public Accountants Law (2009 Revision) - International Public Accounting Standards

#### **Corporate Management**

Cayman Turtle Farm (1983) Ltd. has fourteen (14) departments, each of which has a Head of Department.

Listed below are documents, procedures and policies which are used to plan, implement and evaluate the work of each Department:

**Executive**

- Minutes of Board Meetings
- Minutes of Management meetings
- Articles of Association
- Memorandum of Association
- Company Registers – Shareholder's Register and Directors' Register
- Lease Documents on rented Kiosks (3)
- Schedule of Owned Property (Block and Parcel Number)
- Contract with private Tour partner
- Dolphin Discovery (Cayman) Ltd. Lease
- Ownership Agreement between Cabinet of CI Gov't and Cayman Turtle Farm (1983) Ltd.
- Summary of Board and Delegated Authorities 2010

**Administration & Finance Department**

- 2010 – 2011 Annual Budget templates
- Purchasing Notes
- Cheque Requisition Template
- Payroll Amendment Requisition form
- Wristband Reconciliation form
- Standard of Procedure for Accounts Staff
- Inventory Count Guidelines
- PC Request form
- Inter-Dept. Expenses Allocation form
- Signed Annual Audited Financial Statements (2002 – 2009)
- Unaudited Financial Statements (2010)
- Monthly Management Accounts (from 2007/2008)
- Port Authority Lease Document

**Operations Department**

- Request for Proposal letter
- Logbooks for all Company Vehicles
- Insurance Policies for all Company Vehicles
- Insurance Policy for Company
- Hurricane Preparedness Plan (updated)
- Wire Transfer Requisition
- Credit Card Explanation form
- Employee Performance Evaluation
- Janitorial Log – Daily Activity
- Janitorial Appraisal form
- Job Request form
- MEP Appraisal form
- New Vendor Notification
- Sample of Ledger for each of Operations' Vendors
- Sample of Ledger for Operations (July 07 –
- Schedule of Owned Vehicles

Notice of Accident-Public Liability Insurance form  
Employee's Notice of Injury Claim form  
Incident/Accident Report  
Lifeguards' training manual

#### **Human Resources Department**

Employment Application form  
Employee's Handbook  
Public Service Pension Board's Enrolment Form  
Medical Insurance Contract with Cayman First Insurance (Sagicor)  
Benefit Election form – Defined Contribution  
Exit Survey template  
Unsuccessful Application Letter  
Designated Beneficiary form 08  
Absent Form  
HR Work Request form  
New Hire-Computer Work Order  
Bank Reference Letter  
Job Offer Letter  
Incident Accident Report template  
Performance Evaluation  
BB Organizational Chart  
Staff Pay and Grading Structure

#### **Mechanical, Electrical and Plumbing Department**

BB Lagoon Lifeguard Zones  
Absent Form  
Cheque Requisition Form  
Grounds Staff Schedule (Nov. – Dec. 2009)  
ALSS Daily Check List  
Petty Cash Requisition form  
Breakers Pool Lifeguard Zones  
Grounds Reference Map  
Overtime Claim Form  
Special Pool Cleaner Compensation Claim Form  
Aquatic Incident Report  
Work Order template  
Contractor Daily Return  
Grounds Staff Daily Activity Log  
Lifeguard New Daily Supervisor Log  
Pool Testing Log  
Vigilance Awareness Training – Operational Mannequin Drops – Report  
CUC Bill Charts 2009  
Water Authority Discharge Permit Report (monthly)  
Animal Life Support Data Log  
Water Bill Chart 2009  
Lifeguard Cleaning Hours Chart  
Lifeguard Cleaning Hours Log

#### **Box Office Department**

Standards of Procedure (SOP) for Sales Attendants

Refund Policy (draft)

### **Retail Department**

Standards of Procedure (SOP) for Retail Employees

Refund Policy (draft)

### **Terrestrial and Education**

Birds Papers

Budget 2009 – 2010

T&E Brochure

Lagoon and Predator Tank brochure

Treasure Hunt brochure

Visitor's Guide Sheet

Summer Camp Protocol

Education Tour Packages guidelines

Aviary Sections Plan

Animal Stock 2009

School Visitation Guidelines

School Visitation application form

Standards of Procedure – Education

Terrestrial Exhibits Operations Manual

Quarantine Room Cleaning Procedures

Water Protocol

Enrichment Protocol

Nature Trail Protocols

Quarantine Procedures March 08

Animal Guidelines and Procedures

Iguana Feeding Protocol

Aviary Cleaning Protocol

Protocols for Cleaning the Waterfall

Cleaning the Dishes Protocol

Husbandry Manual, Agouti

Husbandry Manual, Parrots

White Crown Pigeons Release Protocol

Feeding Protocol

Other Zoos Protocol

Agouti Training Procedures

Sponsor a Turtle – Conservation Guidelines

Blue Iguana Observations

Green Iguana Notes

### **Marine Department**

Fish Transport and Receipt Protocol

Food Preparation Protocol

Skimmer Box Grating Cleaning Protocol Jan 09

Predator Reef Dive Protocol

Water Pre-treatment Protocol for Chlorine and de-chlorine

Buffering Protocol for Shark Quarantine System

Procedure for Reporting and Delivering Dead Fish

Volunteer Programmes - List of Expectations

**Turtle Department**

- Animal Acquisitions/Dynasty Marine Forrest
- Permit Applications US
- DoE/DoA Correspondence
- Fish Acquisition
- Water Chilling/Deep Well information
- Keys Workshop and Sea Turtle Symposium
- Management Training documents
- Disease Publications
- Nesting Records
- Farm Records
- Breeders - Nov 01
- Pond Watch Reports
- Fish Information
- Effluent Monitoring
- Anti Degradation Study

**Tours Department**

- Carnival Cruise Line Contract
- Disney Cruise Line Contract
- Royal Caribbean Cruise Line Contract
- Princess Cruise Lines Contract
- Norwegian Cruise Line Contract
- Tours Procedures

**Information Technology**

- Information Technology Usage Compliance Policy
- Telephone Contracts with LIME

**Food and Beverage Department**

- License for Sale of Liquor on Premises
- License for Music and Dancing on Premises

**Freedom of Information Department**

- Complaints Form (revised 281008)
- Internal Complaints Procedure (revised 120908)
- File Lists
- Disclosure Log (JADE Tracking System)
- Filing Space Allocation Plan
- Deputy Governor's Paper on Code of Practise on Publishing (111109)

**\*\* Marketing and Special Events Departments** were closed in early 2010, and Tower Marketing Ltd. has since been contracted as the Company's Marketing agent.

**POLICIES & PROCEDURES**

---

Current written protocols used by Cayman Turtle Farm (1983) Ltd. for carrying out functions, activities and delivering services:

- Articles of Association
- Memorandum of Association

Information Technology Compliance Policy  
Refund Policy  
Standards of Procedure  
Employee's Handbook  
Turtle Farm Complaints Procedures (FOI)  
Internal Complaints Procedure  
Purchasing Notes  
Hurricane Preparedness Plan  
Employee Performance Evaluation  
Staff Pay and Grading Structure  
Performance Review form  
Communications Procedures  
Special Events Policies and Procedures  
Grounds Staff Daily Activity Log  
Lifeguard New Daily Supervisor Log  
Pool Testing Log  
Standard of Procedure (SOP) for Sales Attendants  
Refund Policy (draft)  
Disease Publications  
Animal Guidelines and Procedures  
Nesting Records  
Farm Records  
Breeders – Nov. 01  
Pond Watch Reports  
Fish Information  
Effluent Monitoring  
Anti Degradation Study  
Information Technology Usage Compliance Policy  
Telephone Contracts with LIME  
License for Sale of Liquor on Premises  
License for Music and Dancing on Premises  
Education Tour Packages guidelines  
School Visitation Guidelines  
Sponsor a Turtle – Conservation Guidelines  
Fish Transport and Receipt Protocol  
Procedure for Reporting and Delivering Dead Fish  
Volunteer Programmes - List of Expectations  
Tours Procedures  
"Manager on Duty" Roster

## **DECISIONS & RECOMMENDATIONS**

---

Minutes of all Board Meetings and Management meetings are maintained which include any Board Resolutions, policy proposals and changes, recommendations and other executive matters.

Minutes of Board Meetings  
Minutes of Management Meetings  
Schedule of Directors' Fees (2007 to date)

## **LISTS & REGISTERS**

---

### **The following lists and registers are maintained:**

Company Registers – Shareholder's Register and Directors' Register  
Schedule of Owned Property (by Block and Parcel Number)  
Schedule of Vehicles

## **OUR SERVICES**

---

See Section 7: Categories of Information, Point (a), Location and Hours for these details. Also see our website – [www.turtle.ky](http://www.turtle.ky).





## Publication Scheme

Produced in accordance with the Chief Secretary's Code of Practice

### CONTENTS:

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

### 1. About the publication scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Port Authority of the Cayman Islands (PACI) to making information available to the public as part of its normal business activities.

The Port Authority of the Cayman Islands will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The Port Authority of the Cayman Islands will generally not publish:

- information in draft form;
- information that is not held by the Port Authority of the Cayman Islands, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted <sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Port Authority of the Cayman Islands' (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

1

A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.caymanport.com/FOI.php>. If you are still having trouble locating information listed under our scheme, please contact Ms. Julette Wright, Information Manager Designate.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [FOI@Caymanport.com](mailto:FOI@Caymanport.com) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Mr. James C. Parsons at (345)914 3725 or Ms. Julette Wright at (345)914 3702 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Mr. James C. Parsons, Jr.  
Information Manager  
Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Mr. James C. Parsons at (345)914 3725 or Ms. Julette Wright at (345)914 3702.

The Port Authority of the Cayman Islands will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Port Authority of the Cayman Islands is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Port Authority of the Cayman Islands strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the Port Authority of the Cayman Islands offers for sale. This includes: Ship Schedules, etc. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service. Or the Ship Schedules may be downloaded free of charge from <http://www.caymanport.com/shipschedules.php>. Here you able to enter specific search criteria. However, if you wish, you may visit our offices between the hours of 8:30am and 4:30pm and purchased the latest Ship Schedule for \$1.00. Also, all forms can be downloaded free of charge from <http://www.caymanport.com/Forms.php>.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Port Authority of the Cayman Islands will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Port Authority of the Cayman Islands has received your payment.

#### **5. Requests for information outside the publication scheme**

---

Information held by the Port Authority of the Cayman Islands that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

For further details please visit <http://www.caymanport.com/FOI.php#Request>.

#### **6. Complaints**

---

The Port Authority of the Cayman Islands aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please write or call Mr. James C. Parsons at (345)914 3725 or Ms. Juliette Wright at (345)914 3702, and we will try to resolve your complaint as quickly as possible. If you do not have access to the internet, you may collect a copy of our Complaints Policy and form from any of our office locations between the hours of 8:30am and 4:30pm.

Our internal complaints process allows us to gain valuable information from the people it serves, and allows the organization to improve its reputation as one of the best public authorities. Information

given by people complaining often contains useful criticism. Complaints made by the public can provide valuable decision and policy making information to management as well as highlight the challenges faced by employees.

Further information about our complaints procedures can be obtained from <http://www.caymanport.com/cipa/UserFiles/File/Complaints%20Policy%20&%20Procedures.pdf>.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,

Telephone: 345-747-5402

Fax: 345-949-2026

Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

Email: [info@infocomm.ky](mailto:info@infocomm.ky)

Website: [www.infocomm.ky](http://www.infocomm.ky)

Physical Address: Elizabethan Square  
2nd Floor, Building C,  
George Town  
Grand Cayman,  
CAYMAN ISLANDS

Mailing Address: P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Hours: Monday to Friday, 9:30am - 4:00pm

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services



## **ABOUT US**

---

### **Name of public authority**

Port Authority of the Cayman Islands (PACI)

### **Ministry**

Ministry of Finance, Tourism & Development

### **Chief Officer**

Mr. Carson Ebanks, Ministry of Finance, Tourism & Development, 4th Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands.

### **Name and Title of Head**

Mr. Paul W. Hurlston, Port Director

### **PACI Freedom of Information Managers**

#### **Information Manager**

Mr. James C. Parsons, Jr.  
Information Manager

#### **Designate**

Ms. Julette Wright  
Information Manager Designate

Physical Address: 45A Harbour Drive  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address: Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Office: (345)949 2055

Direct Line: (345)914 3725

Email: [jparsons@caymanport.com](mailto:jparsons@caymanport.com)

FOI email: [FOI@caymanport.com](mailto:FOI@caymanport.com) or [foi.poa@gov.ky](mailto:foi.poa@gov.ky)

(345)914 3702

[jwright@caymanport.com](mailto:jwright@caymanport.com)

PACI Web site: [www.caymanport.com](http://www.caymanport.com)

FOI Web site: <http://foi.gov.ky>

## Organisation and functions

The Port Authority of the Cayman Islands is a statutory body established on September 15, 1976 under the Port Authority Law. The Port Authority of the Cayman Islands activities involves the management of the maritime affairs of the Cayman Islands. Our Mission at the Port Authority of the Cayman Islands is to contribute to the economic development of the Cayman Islands by fostering and stimulating waterborne commerce and shipment of freight. We achieve this by effectively managing the maritime affairs of the Cayman Islands and by accommodating the volume of imports by sea through the provision of adequate docking and cargo handling/storage facilities.

Cayman Islands being a very popular tourist destination, we strive to assist in the promotion of tourism through the provision of appropriate arrival and departure facilities for cruise ship passengers.

P.O. Box 1358  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Tel: (345)949-2055  
Fax: (345)949-5820  
Email: [info@caymanport.com](mailto:info@caymanport.com)  
Website: [www.caymanport.com](http://www.caymanport.com)

The scope of the Port Authority of the Cayman Islands activities is:

1. Providing and maintaining facilities for offloading of cargo imports into all three Islands.
2. To contribute to the growth of cruise tourism (and thereby the economy), by providing and maintaining facilities to accommodate the cruise ship passengers.
3. Providing and maintaining navigational markers in Cayman Islands waters.
4. Providing a patrolling presence, using two fully equipped motor vessels, in the immediate harbour area of the Cayman Islands during cruise ship visits.
5. Providing a safe and enjoyable environment for the Port Authority's staff and customers.
6. Carrying out the Port Authority Laws.

Location and hours	Matters handled
<b>Grand Cayman:</b>	
<b>Admin Office</b> 45A Harbour Drive George Town  8:30am to 4:00pm Monday to Friday	<ul style="list-style-type: none"><li>▪ Human Resources</li><li>▪ Accounts Payable/Receivable</li><li>▪ Payroll</li><li>▪ Complaints</li><li>▪ Clearing of Cargo from Non-agent vessels</li><li>▪ Issuance of Port access I.D.</li><li>▪ Seaport Taxi Dispatch</li><li>▪ Small craft/boat sea worthiness</li></ul>

	<ul style="list-style-type: none"> <li>inspection/licensing</li> <li>▪ Voyage clearance permits</li> <li>▪ Purchase of water and/or fuel for vessels</li> </ul>
<b>Billing Office</b> 110 Portland Road George Town  8:30am to 4:00pm Monday to Friday 8:30am to 12pm Saturday	<ul style="list-style-type: none"> <li>▪ Clearing of Cargo**</li> <li>▪ Small craft/boat sea worthiness licensing</li> </ul>
<b>Warehouse - Cargo Distribution Centre</b> 126A Portland Road George Town  8am to 4:30pm Monday to Friday 8am to 12pm Saturday	Pick-up of Cargo
<b>Dock</b> 45A Harbour Drive George Town  6pm to 6am Monday to Sunday (closed on public holidays from 12 midnight before the holiday until 12 AM after the holiday)	Taxi Dispatch
<b>Container Yard</b> 126A Portland Road George Town  8am to 4:30pm Monday to Friday 8am to 12pm Saturday and 6pm to 6am Monday to Sunday (closed on public holidays from 12 midnight before the holiday until 12 AM after the holiday)	Pick-up of Containers Pick-up of Cargo Return of Empty of Containers
<b>Cruise Operations</b> North Terminal, South Terminal, and Royal Watler Terminal Harbour Drive George Town  Spotts Dock* Shamrock Road George Town  6am to 6pm Monday to Sunday	Cruise Operations
<b>Cayman Brac:</b>	
<b>Admin Offices</b> 385 Creek Road Cayman Brac  8:30am to 4:00pm Monday to Friday 8:30am to 12pm Saturday	Clearing of Cargo**



**Warehouse**  
385 Creek Road  
Cayman Brac

Pick up of Cargo

8am to 4:30pm Monday to Friday  
8:30am to 12pm Saturday

\* During rough weather or as instructed by Port Director

\*\* Please note that port charges for cargo can also be cleared via our online facility at <http://www.caymanport.com>

## Boards and committees

Name	Meetings	Minutes
<b>Port Authority of the Cayman Islands Board</b>		
Mr. John Henry Ebanks, Chairman Mr. Nick Freeland, Deputy Chairman Mr. Paul W. Hurlston, Secretary	Meets weekly and is not opened to the public.	Minutes are only available in hard copy and can be obtained by requesting a copy in writing from the Information Manager at the below address:
Members: Mr. Carson Ebanks Mr. Carlon Powery Mr. Rudy Garvin Mrs. Sonia McLaughlin Mr. James A. Bodden Mr. Lee Ramoon Mr. Ashton Bodden Mr. Curley Evans Mr. Anthony Akiwumi		Mr. James C. Parsons, Jr. Information Manager Port Authority of the Cayman Islands P.O. Box 1358 Grand Cayman KY1-1108 Cayman Islands Direct Line: (345)914 3725 Office: (345)949 2055 Email: <a href="mailto:jparsons@caymanport.com">jparsons@caymanport.com</a> FOI email: <a href="mailto:FOI@caymanport.com">FOI@caymanport.com</a> or <a href="mailto:foi.poa@gov.ky">foi.poa@gov.ky</a> Website: <a href="http://www.caymanport.com">www.caymanport.com</a> Freedom of Information Website: <a href="http://foi.gov.ky">http://foi.gov.ky</a>

## Frequently asked questions

- Who owns the Port?
- What size ships can the Port Accommodate?
- What is the maximum lifting capacity of the Port cranes?
- What type of cargo can be handled?
- What is the time of the cargo ship operations?
- What time can cargo be collected?
- What cargo lines service the Cayman Islands?
- From which cities or countries does the majority of our cargo come from?
- What do I need to do in order to collect the cargo I have imported?
- What cruise lines call at the Cayman Islands?
- What is the time of cruise ship operations?
- Why do I need a username/password?
- How do I make an FOI request?

**Who owns the Port?**

The Port is a statutory authority owned by the government of the Cayman Islands and run by an appointed Board of Directors.

---

**What size ships can the Port Accommodate?**

The Port can accommodate vessels up to 120m or 400 ft in length with a water draft of no more than 5m or 16.5 ft.

---

**What is the maximum lifting capacity of the Port cranes?**

The maximum lifting capacity of the cranes is 40 tons.

---

**What type of cargo can be handled?**

Containers, RoRo, Break-bulk and Bulk.

---

**What is the time of the cargo ship operations?**

1800hrs to 0600 hrs (6pm to 6am)

---

**What time can cargo be collected?**

Cargo can be collected from the Cargo Distribution Centre on Portland Road Monday through Friday from 8am to 5pm and Saturdays 8am to 12 noon.

---

**What cargo lines service the Cayman Islands?**

Thompson Shipping/Tropical Shipping  
Seaboard Marine  
West Indian Marine  
Seafreight Ltd

---

**From which cities or countries does the majority of our cargo come from?**

Florida, USA and Jamaica.

---

**What do I need to do in order to collect the cargo I have imported?**

- 1) Pay the freight charges to the shipping company that you shipped with. (If shipped with a broker, pay them directly for shipping, customs, and Port Authority charges.)
  - 2) Pay Customs Duty
  - 3) Pay Port Authority's fees
  - 4) Collect the cargo.
- 

**What cruise lines call at the Cayman Islands?**

All major cruise lines call at the Cayman Islands. These are: Carnival, NCL, RCL, Costa, Princess, Celebrity, Cunard, Disney, Holland and MSC.

---

**What is the time of cruise ship operations?**

Cruise operations occur seven (7) days per week from 0600 hrs to 1800 hrs (6am to 6pm), except Good Friday and Christmas Day. The Port is closed for these two days each year.

---

### **Why do I need a username/password?**

You will need a username/password only if you are bringing in cargo or releasing cargo and wish to clear it online.

---

### **How do I make an FOI request?**

If you wish to make a request for information then you should contact the Information Manager listed above or in his absence, the Information Manager Designate. Requests may also be made through our Government assigned email address [foi.poa@gov.ky](mailto:foi.poa@gov.ky) or the Port Authority's own FOI email address [foi@caymanport.com](mailto:foi@caymanport.com). Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request immediately. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We are obligated by law to always acknowledge receipt of all FOI requests made to the Information Manager and we are also obligated to let you know if there is a need to extend the deadline. For detailed advice on what sorts of information is exempt please see the [FOI Unit website](#).

---

## **STRATEGIC MANAGEMENT**




Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

The key strategic goals and objectives (from an ownership perspective) for The Port Authority of the Cayman Islands are:

1. Improve the image of the Cayman Islands and the experience of the cruise tourists, by upgrading the cruise ship arrival facilities in George Town and Spotts.
2. Improve efficiency of the cargo operations by repairing and enhancing the cargo facility in Industrial Park by purchasing additional property adjacent to CDC as well as expanding and relocating the present dock facility.
3. To fine tune the existing computer system, to meet management's needs for more useful management reports and to serve the customer needs more efficiently.
4. To improve human resource and risk management aspects, through developing and maintaining an operations safety/risk management manual.
5. To improve operations through the purchase of new equipment and the repairs to existing equipment.
6. Improve the efficiency of the administration by constructing additional offices unto the current billing office that will house all administrative and accounting staff in one central location.

## **Governance\***

 Port Authority Law (1999 Revision)

-  Port Authority Regulations (2003 Revision)
-  Complaints-handling procedure
  - HR policies and procedures
  - Public Accountants Law (2009 Revision) - International Public Accounting Standards
  - Information management policy; Disposal schedule (records retention policy)
-  Operating policies and procedures; Standards of service
  - Shipping Laws and Regulations
  - Labour Law (2007 Revision) and Regulations
  - Public Service Management Law
  - National Archive and Public Records Law 2007
  - Freedom of Information Law 2007
  - Freedom of Information Regulations 2008
  - Electronic Transactions Law 2003 revision
  - Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
  - Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
  - Workmen's Compensation Law (1996 Revision)
  - Immigration Law (2006 Revision) and Regulations
  - Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
  - National Pensions Law (2000 Revision) and Regulations
  - Customs Law (2007 Revision) and Regulations
  - Marine Conservation (Marine Parks) Regulations (2007 Revision)
  - Environmental Health Laws and Regulations
  - Other Local Laws and Regulations

\*Copies can be obtained upon request from Information Manager

### **Corporate Management\***

- Corporate plans
- Annual reports
- Audit reports on overall operations or major projects
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics\*\*
- Risk management assessments
- Hurricane Plan - Plans for business continuity, hazard management and disaster recovery: this is found in our Employee Manual

\* Copies can be obtained upon request from Information Manager

\*\* Specialized reports can be created to collate specific information when necessary

## **FINANCE & ADMINISTRATION**

Administering the authority's internal functions and managing its resources efficiently and effectively. This section includes: the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies. Principal accounting policies are adopted and are prepared in accordance with International Public Accounting Standards.

### **Financial management\***

- Finance and Accounting
- Annual Budget
- Financial statements; Half-yearly / quarterly reports
- Sources of revenue; Investments; Capital programme
- Accounting procedures; Contracting procedures
- Board members allowances and expenses
- Ministerial expenditure
- List of current tenders, contracts or quotations; Recently-awarded contracts
- Auction




\*Copies can be obtained upon request from Information Manager

### **Administration\***

- Insurance policies
- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme
- Training and Safety
- Information Technology
- Human Resources
- Insurance Policies
- Press releases
- Staff pay and grading structures
- Records management file plan or classification scheme

\*Copies can be obtained upon request from Information Manager

### **POLICIES & PROCEDURES\***

-  Port Authority Law (1999 Revision)
-  Port Authority Regulations (2003 Revision)
-  Complaints-handling procedure
- HR policies and procedures:
  - Policy No. 01: Absence Notification
  - Policy No. 02: Annual Vacation
  - Policy No. 03: Compensatory Time
  - Policy No. 04: Computer and Technology Resource Usage
  - Policy No. 05: Drug and Alcohol
  - Policy No. 06: Ground Vehicular Transportation Procedures
  - Policy No. 07: Guidelines for Handling Less than Container Loads (LCL Units)
  - Policy No. 08: Handling Applications for Persons Wishing to Solicit Business at the Port Authority's Facilities
  - Policy No. 09: Progressive Discipline Programme
  - Policy No. 10: Punch Clock
  - Policy No. 11: Purchase Orders
  - Policy No. 12: Sale of Fuel
  - Policy No. 13: Selection of Ships at Spotts
  - Policy No. 14: Telephone Calls

- Policy No. 15: Theft
- Policy No. 16: Time off Without Pay
- Policy No. 17: Sexual Harassment
- Policy No. 18: Watersports Operators Soliciting Business on the Port
- Policy No. 19: Cellular Telephone Usage
- Policy No. 20: Travel
- Policy No. 21: Outside Employment
- Policy No. 22: Complaints Policy & Procedures
- Policy No. 23: Lost/Damaged Port Equipment
- Policy No. 24: Paternity Leave
- Policy No. 25: Salary Advances
- Policy No. 26: Unloading Flat rack Policy
- Information management policy; Disposal schedule (records retention policy)
- 📄 Operating policies and procedures; Standards of service
- Labour Law (1996 Revision)
- Public Service Management Law
- Traffic Law (2003 Revision)
- 📄 Port Policies:
  - 📄 LCL Container Loading Regulations
  - 📄 Taxes Applying To Work At The Port
  - 📄 Water Sport Operators Applying To work At The Port
- 📄 Coastal water Regulations:
  - 📄 Collision Rules
  - 📄 Control Of Vessels
  - 📄 General Rules of Navigation in Coastal area for all vessels
  - 📄 Rules for Snorkelers and Divers
  - 📄 Rules for Swimmers
- 📄 Marine Conservation Law
- 📄 Boating Safety:
  - 📄 File a Float Plan
  - 📄 Carry Safety Equipment
  - 📄 Make Sure Your Vessel is Seaworthy
  - 📄 Fuel Management
  - 📄 Radio Etiquette
- 📄 Current Fee Structure – Port Charges

\*Copies can be obtained upon request from Information Manager

### **DECISIONS & RECOMMENDATIONS\***

- Board Meeting
- Minutes of meetings
- Evaluation procedures
- Assessment criteria

\*Copies can be obtained upon request from Information Manager

### **LISTS & REGISTERS**

- 📄 FOI disclosure log: can be a found at <http://www.caymanport.com/FOI.php>
- Asset Register\*










- Register of interests
- Schedule of Property
- Schedule of Vehicles

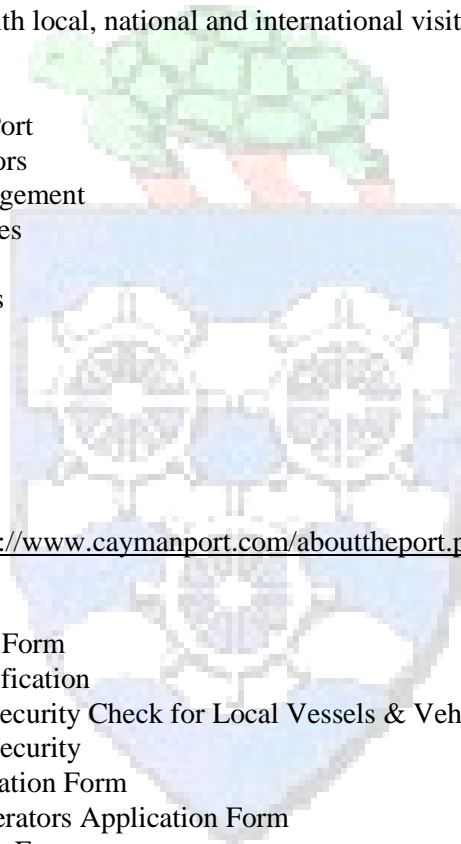
\*Copies can be obtained upon request from Information Manager

## **OUR SERVICES\***

As specified in our mission statement Port Authority of the Cayman Islands is responsible for seaport cargo and cruise operations in the Cayman Islands. Under each of these sections come more specific duties from cargo clearance to Taxi dispatcher service in and within the vicinity of the Seaports. We have two seaport locations in Grand Cayman; Harbour Drive and Spotts, respectively.














Port Authority does business with local, national and international visitors, customers, shipping companies and agents.

-  Mission of the Port
-  Board of Directors
-  Executive Management
-  Human Resources
-  Press Releases
-  Operating Hours
-  Contact Us
-  History
-  Port Statistics
-  FOI
-  FAQ



\*Available on our website: <http://www.caymanport.com/abouttheport.php>

## **General Forms\***

-  Job Application Form
-  Pre-Arrival Notification
-  Declaration of Security Check for Local Vessels & Vehicles
-  Declaration of Security
-  Mooring Application Form
-  Watersports Operators Application Form
-  Taxi Application Form
-  Complaints Policy & Procedures
-  Complaints Report Form
-  Guidelines for Obtaining Port IDs
-  Boat License Application Form
-  Credit Application and Agreement
-  Freedom of Information - FOI

\*Available on our website: <http://www.caymanport.com/Forms.php>

All documents can be obtained by writing or calling our Information Manager or his Designate at the below addresses between the hours of 8:30am and 4:30pm, Monday to Friday.

### **Information Manager**

Mr. James C. Parsons, Jr.  
Information Manager  
Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
Cayman Islands  
Direct Line: (345)914 3725  
Office: (345)949 2055  
Email: [jparsons@caymanport.com](mailto:jparsons@caymanport.com)

### **Designate**

Ms. Julette Wright  
Information Manager Designate  
Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
Cayman Islands

FOI email: [FOI@caymanport.com](mailto:FOI@caymanport.com) or  
[foi.poa@gov.ky](mailto:foi.poa@gov.ky)  
Website: [www.caymanport.com](http://www.caymanport.com)  
Freedom of Information Website:  
<http://foi.gov.ky>

Direct Line: (345)914 3702  
Office: (345)949 2055  
Email: [jwright@caymanport.com](mailto:jwright@caymanport.com)  
FOI email: [FOI@caymanport.com](mailto:FOI@caymanport.com) or  
[foi.poa@gov.ky](mailto:foi.poa@gov.ky)  
Website: [www.caymanport.com](http://www.caymanport.com)  
Freedom of Information Website:  
<http://foi.gov.ky>





# **Cayman Islands Development Bank**

## **Publication Scheme**

**Produced in accordance with the Deputy Governor's Code of Practice**

### **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### **1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the *Cayman Islands Development Bank* to making information available to the public as part of its normal business activities.

The *Cayman Islands Development Bank* will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The *Cayman Islands Development Bank* will generally not publish:

- information in draft form;
- information that is not held by the *Cayman Islands Development Bank*, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the *Cayman Islands Development Bank's* (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Some of our documents will be published electronically on the CIDB website once it becomes operation and will be downloadable in PDF format.

In the interim please contact the FOI Information Manager, Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [CIDBSEC@cidb.ky](mailto:CIDBSEC@cidb.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky) to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

*Rhonda Conolly or Paula Smith*

*P.O. Box 2576*

*Grand Cayman KY1-1103*

*CAYMAN ISLANDS*

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

The *Cayman Islands Development Bank* will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the *Cayman Islands Development Bank* is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The *Cayman Islands Development Bank* strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The *Cayman Islands Development Bank* will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the *Cayman Islands Development Bank* has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the *Cayman Islands Development Bank* that is not published under this scheme can be *requested in writing*.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

#### **6. Complaints**

The *Cayman Islands Development Bank* aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)



## **INTERNAL COMPLAINTS PROCEDURE**

1. A complaint can be received from any member of the public. Once a Cayman Islands Development Bank (CIDB) employee recognizes that a member of the public is not satisfied, they will inform her or him of the internal complaints procedure.
2. The person is initially asked to complete the CIDB Complaints Form and return it to the office. If it is not possible for the complainant to complete the CIDB Complaints Form, then the staff member will write the complainant's details on the form and submit to the General Manager. There is also a section for the staff member to note any observations and additional information about the complaint and complainant on the form.
3. Once the CIDB Complaints Form is received by staff member of the CIDB, it is entered in the Customer Complaints Module (CCM), numbered, stamped with a date and forwarded to the General Manager. If the CIDB Complaints Form was completed in person at the office, then the complainant would receive a photocopy of the stamped complaint form with complaint number. Otherwise a photocopy of the stamped complaint form will be sent to one of the complainant's contact details within two business days.
4. All CIDB Complaints Forms are forwarded to the General Manager by the close of business on the date that the Complaint Form was completed and/or received.
5. All complainants will be notified that a written response from the General Manager or his designate addressing the complaint will be sent within 10 working days. The written correspondence will include remedies and/or apologies where appropriate.
6. The CIDB Complaint Form, along with all written correspondences concerning the complaint, is filed in the CIDB Complaints File for 7 years.
7. Should the complainant not be satisfied with the response from the General Manager, then the complainant would be advised that they could report their complaint to the Office of the Complaints Commissioner.
8. All Complaint Forms that are received, along with the outcomes, will be reviewed and discussed in a strictly confidential manner at regular staff meetings as an effort to improve service delivery.



## Cayman Islands Development Bank Complaints Form

### Personal Details

Please circle: Mr.   Mrs.   Ms.   Dr.			Date:
Surname:		First Name:	
Postal Address:			
Street Address:			
District of Residence:			
Contact Details:	Home:	Work	Cell:
Fax:	E-mail:		

### Nature of Problem

Please indicate the nature of the complaint in the space below and provide the specific information requested.			
Date of incident		Name of Person Complaining About:	
Name of Unit, Section and/or Service Complaining About:			

The information stated above is an accurate account of the complaint to the best of my knowledge. I understand that this complaint may be shared if it becomes necessary for the Ministry of Tourism, Environment, Investment & Commerce (TEI&C) to ascertain more information from other agencies in order to respond to the complaint. I also understand that by making a complaint, a decision may not necessarily be reversed, nor can the Ministry of TEI&C guarantee that a policy will be changed. I understand that my complaint will be addressed in writing by the Chief Officer of the Ministry of TEI&C or designate within 10 working days from which the complaint was received.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Full Name: \_\_\_\_\_

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Board
- Our Services

### **About Us**

The Principal objective of the Cayman Islands Development Bank is to mobilise, promote, facilitate, and provide finance for the expansion and strengthening of the economic development of the Cayman Islands. This is done by providing financing for Tertiary Education, Housing, Agriculture and the Development of Small Businesses.

### **Strategic Management**

The Ministry of MFTD administers the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

### **Finance & Administration**

The Ministry of FTD administers the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws that regulate the function of government entities.

### **Our Ministry**

#### **Ministry of Finance, Tourism and Development**

##### **The Premier & Minister for Financial Services, Tourism and Development**

Hon. W. McKeever Bush, OBE, JP

##### **Chief Officer**

Mr Carson Ebanks, MBE ,JP

##### **Address**

4th Floor, Government Administration Building,  
George Town, Grand Cayman



**Mailing Address**

4th Floor, Government Administration Building,  
Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2412 **Fax:** (345) 945-2922

**Email** [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

**Website:** under construction

**Hours of Work:** 8:30am to 5:00pm, Monday to Friday.

**Cayman Islands Development Bank**

Physical Address: 36B Dr. Roy's Drive, George Town, Grand Cayman

Mailing Address: P.O. Box 2576 Grand Cayman, KY1-1103, CAYMAN ISLANDS

Telephone Number: (345) 949-7511

Fax Number: (345) 949-6168

Email Address:

Website Address: [www.cidb.ky](http://www.cidb.ky) (Not Yet Active)

**Principle officers [or Key staff]**

*Tracy Ebanks VP/Credit & Portfolio Management & Acting GM/President*

*Paula Smith Financial Controller*

*Andrew Thomas Manager/Credit & Portfolio Management*

*Susan Watler Manager/Operations*

**Information manager**

*Rhonda Conolly*

*36B Dr. Roy's Drive*

*George Town*

*P.O. Box 2576*

*Grand Cayman KY1-1103*

*CAYMAN ISLANDS*

*Telephone (345) 814-6262*

*[Rhonda.conolly@cidb.ky](mailto:Rhonda.conolly@cidb.ky)*

*Paula Smith*

*36B Dr. Roy's Drive*

*George Town*

*P.O. Box 2576*

*Grand Cayman KY1-1103*

*CAYMAN ISLANDS*

*Telephone (345) 814-6270*

*[Paula.smith@cidb.ky](mailto:Paula.smith@cidb.ky)*

Location and hours	Matters handled
<i>Cayman Islands Development Bank  36B Dr. Roy's Drive, George Town  Office Hours: 8:30 am – 5:00 pm  Public Hours: 9:00 am – 4:00 pm</i>	<i>Loans Processing &amp; Payments</i>

## Boards

Name	Meetings	Minutes
<i>Paul Byles – Chairman  Noel Williams– Deputy Chairman  Harvey Stephenson - Director  Matthew Adam – Director  Joseph Ebanks – Director  Mark Parchment – Director  Nicole Hydes – Director  Samuel Rose – Ex Officio Dir.  Gloria Myles – Ex Officio Dir.</i>	<i>Monthly Closed Meetings  (Only Quarterly Meetings  Required)</i>	<i>Board Secretary</i>

## Frequently asked questions

**What type of loans do we offer?**

**How long will it take to process loan?**

**Terms & Conditions of Loan?**

**How much do I qualify for?**

### **List of Forms Used (External & Internal)**

- Loan Application forms
- Complaints Policy & Procedures
- Complaints Report Form
- Freedom of Information - FOI

### **CLASSES OF INFORMATION HELD**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.



## **Cayman Islands Monetary Authority**

### **Publication Scheme**

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### **CONTENTS:**

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### **1. About the Publication Scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Cayman Islands Monetary Authority to making information available to the public as part of its normal business activities.

The Cayman Islands Monetary Authority will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;

- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Cayman Islands Monetary Authority will generally not publish:

- information in draft form;
- information that is not held by the Cayman Islands Monetary Authority, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- Records containing information that may not be disclosed under section 50 of the Monetary Authority Law (2010 Revision) and relating to director, officers and shareholders of a company under Part VII or VIII of the Companies Law (2010 Revision);
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Cayman Islands Monetary Authority's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@cimoney.com.ky](mailto:foi@cimoney.com.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Mr. Arnold Todd at 345-949-7089 to request information.

## Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Mr. Arnold Todd, Information Manager  
P.O. Box 10052  
Grand Cayman KY1-1001  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

## Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

## Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact: Mr. Arnold Todd, Information Manager at 345-949-7089 or via email at A.Todd@cimoney.com.ky or Mrs. Sandra Edun-Watler, Information Manager (Designate) at 345-949-7089 or via email at S.Edun-Watler@cimoney.com.ky.

The Cayman Islands Monetary Authority will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Cayman Islands Monetary Authority is legally required to translate any information, it will do so.

## **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Cayman Islands Monetary Authority strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### Postage costs

The Cayman Islands Monetary Authority will pass on to the requester the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Cayman Islands Monetary Authority has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the Cayman Islands Monetary Authority that is not published under this scheme can be requested in writing whether by letter, email or facsimile. The applicant should include your name and an address (either postal or e-mail), where possible, include a contact telephone number, specify as clearly as possible the information being sought (include dates and other useful reference details). For more information on making a request, you can visit CIMA's website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under "About CIMA/Freedom of Information". Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

---

The Cayman Islands Monetary Authority aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Arnold Todd at 345-949-7089 or [a.todd@cimoney.com.ky](mailto:a.todd@cimoney.com.ky), and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

### ABOUT US

---

**Name of public authority:**

CAYMAN ISLANDS MONETARY AUTHORITY

**Location and Hours:**

80e Elizabethan Square, Shedden Road, George Town, Grand Cayman, Cayman Islands.

Open: Monday – Friday 8:30am – 5pm; Closed Public Holidays

**Ministry:**

Ministry of Finance, Tourism & Development

**Chief Officer:**

Mr. Carson Ebanks, Ministry of Finance, Tourism & Development  
4th Floor, Government Administration Building,  
Grand Cayman KY1-9000, Cayman Islands.

**Principal Officer:**

Mrs. Cindy Scotland - Managing Director  
P.O. Box 10052 Grand Cayman KY1-1001,  
CAYMAN ISLANDS  
Tel.: 345-949-7089  
Fax: 345-946-4230  
Email: c.scotland@cimoney.com.ky

**Information Manager:**

Mr. Arnold Todd – Information Manager  
P.O. Box 10052 Grand Cayman KY1-1001,  
CAYMAN ISLANDS  
Tel.: 345-949-7089  
Fax: 345-949-1464  
Email: a.todd@cimoney.com.ky

Mrs. Sandra Edun-Watler – Information Manager (Designate)  
P.O. Box 10052 Grand Cayman KY1-1001,  
CAYMAN ISLANDS  
Tel.: 345-949-7089  
Fax: 345-949-1464  
Email: s.edun-watler@cimoney.com.ky



### **Organisation and functions:**

As the primary financial services regulator, the mission of the Cayman Islands Monetary Authority is to enhance the economic wealth and reputation of the Cayman Islands by fostering a thriving and growing, competitive, and internationally recognised financial services industry, through appropriate, responsive, cost-effective and efficient supervision and a stable currency.

### **History**

The Cayman Islands Monetary Authority began operations on 1 January 1997. It was established as a body corporate under the Monetary Authority Law, which was brought into force on that date.

The Authority was created from the merger of the Financial Services Supervision Department of the Cayman Islands Government and the Cayman Islands Currency Board. The former responsibilities, duties and activities of these two bodies now fall to CIMA. The Authority, however, was not established just to continue what was already in place under a different guise but rather to enhance Cayman's ability to maintain a well regulated financial services regime and monetary stability.

In March 2003 the Authority became operationally independent under the Monetary Authority Law (2003 Revision). Independence significantly enhanced CIMA's ability to meet international standards of supervision, accountability and transparency, and has more clearly defined its functions, duties, powers and obligations.

The key change resulting from the granting of operational independence was that powers previously vested in the Cabinet of the Cayman Islands Government to issue and revoke licenses and registration and to exercise enforcement powers now vest in CIMA, through its Board of Directors.

### **Boards and Committees** (as of this date the publication was submitted):

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Board of Directors:</b> Mr. George McCarthy , OBE – Chairman Mr. Linburgh Martin – Deputy Chairman Mr. Harry Chisholm, MBE – Director Ms. Sara Collins – Director Prof. William Gilmore – Director Mr. Raul Nicholson-Coe - Director Mrs. Cindy Scotland – Managing Director (“MD”)	Quarterly or as needed.	See section 3 regarding “Methods of Access”
<b>Executive Committee:</b> Mr. George McCarthy, OBE - Chairman Mr. Howard Blacker - Deputy MD (Supervision) Mr. Patrick Bodden - Deputy MD (Operations) Mr. Harry Chisholm, MBE – Director Ms. Sara Collins - Director Mr. Linburgh Martin – Director Mr. Raul Nicholson-Coe - Director Mrs. Cindy Scotland – MD Mr. Langston Sibblies, QC - General Counsel- Deputy MD	Quarterly or as needed.	See section 3 regarding “Methods of Access”
<b>Management Committee:</b> Mrs. Cindy Scotland - MD Mr. Howard Blacker - Deputy MD-Supervision Mr. Patrick Bodden - Deputy MD-Operations Mr. Langston Sibblies, QC - General Counsel- Deputy MD Mr. RJ Berry Mr. Rohan Bromfield	Weekly	See section 3 regarding “Methods of Access”

Ms. Deborah Ebanks Mrs. Reina Ebanks Mrs. Yolanda McCoy Mrs. Gilda Moxam- Murray Ms. Deborah Musson Mr. Gordon Rowell Mr. Mitchell Scott Mr. Charles Thompson		
<b>Audit and Finance sub-committee:</b> Mr. Linburgh Martin – Chairman Mr. Patrick Bodden – Deputy MD-Operations Mr. George McCarthy, OBE – Chairman of the Board Mrs. Gilda Moxam- Murray – CFO Mr. Raul Nicholson-Coe - Director Mrs. Cindy Scotland – Managing Director	Quarterly or as needed.	See section 3 regarding “Methods of Access”
<b>Policy, Strategy and Legislative sub-committee:</b> Mr. George McCarthy, OBE – Chairman Mr. Patrick Bodden – Deputy MD-Operations Mr. Howard Blacker – Deputy MD – Supervision Mr. Harry Chisholm - Director Ms. Sara Collins - Director Prof. William Gilmore - Director Mrs. Cindy Scotland – MD Mr. Langston Sibbles, QC - General Counsel- Deputy MD	Quarterly or as needed.	See section 3 regarding “Methods of Access”

## Frequently Asked Questions:

### **Banking Services –**

#### **LICENSING:**

- **What are the licensing requirements for a bank or trust company?**

The legal requirements for obtaining a bank or trust licence in the Cayman Islands are governed by the Banks and Trust Companies Law (2009 Revision). Section 6 (1) of that law states: "The Authority may, if satisfied that the carrying on of such business will not be against the public interest, grant a licence to such person or company subject to such terms and conditions, if any, as the Authority may deem necessary."

- **What criteria are used to determine whether an applicant for a licence is fit and proper?**

In determining whether a person is "fit and proper" the Authority will consider a person's:- (a) honesty, integrity and reputation; (b) competence and capability; and (c) financial soundness.

- **What information must be supplied, upon application for a licence, on major shareholders, directors and officers for companies?**

The annual accounts, for the 2 years immediately proceeding the year of application of each major shareholder which is a corporate body, together with similar accounts for the parent body where appropriate.

A minimum of 3 character references acceptable to the Authority, including one character reference for and one reference verifying the good financial standing of each director, manager and officer of the applicant and any major shareholder, and for each of the aforementioned a police or other certificate satisfactory to the Authority that they have not been convicted of a serious crime or any offence involving dishonesty.

#### **ONGOING REQUIREMENTS:**

- **What are the capital adequacy guidelines for licensees?**

Under the Banks and Trust Companies Law (2009 Revision), all locally incorporated banks and trust companies are required to maintain a minimum net worth of CI\$400,000 or its equivalent in other currencies except for licensees that hold Restricted Banking or Restricted Trust Licenses. These are required to maintain a minimum net worth of CI\$20,000 or its equivalent in other currencies.

The Cayman Islands Monetary Authority adopts the guidelines set by the Basel Committee for Bank Regulation and Supervisory Practices for the calculation of the capital adequacy ratio (risk asset ratio). The Basel Committee recommends a minimum risk asset ratio of 8%. However the Cayman Islands Monetary Authority requires subsidiaries to maintain a minimum risk asset ratio of 12% and privately owned banks are required to maintain a minimum of 15%.

- **What are the reporting requirements for each licensee and their filing deadline?**

There are several reporting requirements and filing deadlines for each licensee. For a complete list, visit CIMA's website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under "Regulated Sectors/Banking Services/Reporting Requirements and Schedules".

- **What are the requirements for the appointment and removal of directors and managers?**

The prior approval of the Authority is required before the appointment of directors and managers. A request letter should be made to the Authority and should be accompanied by a completed personal questionnaire (obtainable from CIMA), three references (2 character and one financial) and a Police Clearance Certificate for the individual(s) seeking to be appointed.

A letter notifying the Authority of the removal and/ or resignation of directors and managers is also required.

- **What is the annual licence fee for banks and trust companies and when is it payable?**  
All licensees are required to pay an annual fee on or before 15 January each year as prescribed by Section 6(8) of The Banks and Trust Companies Law (2009 Revision). This amount should not be confused with the payment required under the Companies Law which is payable to the Registrar of Companies by 30 March each year without penalties. Payments received by the Authority after 15 January are subject to a surcharge not exceeding one-twelfth of the fee for every month or part of the month that the fee is not paid. Payment is accepted in either Cayman Islands or United States dollars (exchange rate CI/US .82). Cheques are to be made payable to the Cayman Islands Government.
- **What is the requirement for the change in shareholders and or beneficial interest?**  
The same requirements applicable to the appointment of directors and managers apply to the appointment/ change in shareholders/ beneficial interest. A letter outlining the name(s) of the new shareholder(s) along with completed personal questionnaire(s), three references (2 character and one financial) and a Police Clearance Certificate seeking to be appointed should be submitted.

#### *GENERAL:*

- **Where can I obtain copies of the Banks and Trust Companies Law?**  
Copies of all laws including the Banks and Trust Companies Law are available for a nominal fee and may be obtained by writing the Clerk of the Legislative Assembly at 345-949-9236/4237/4238 or by fax at 345-949-9514.
- **Why is it preferable to register in the Cayman Islands?**  
More than 40 of the world's top 50 banks have chosen to establish operations in the Cayman Islands. The reasons influencing their decision include the jurisdiction's strong reputation for fair and balanced regulation, political and economic stability, professionalism, tax neutrality, asset protection, a well-developed infrastructure and Cayman's geographical location.  
Both institutions and clients alike are assured that establishing a bank or placing assets in Cayman will afford them the best opportunity to maximise the potential of their assets. This assurance is as a result of the high ethical standards in government and among financial services providers, a sound regulatory regime based on international standards, and an internationally recognised legal system based on English common law.

#### **Basel II –**

##### *BASEL II OVERVIEW:*

- **What is the purpose of the Basel II new capital accord (the Framework)?**  
The Framework is intended to promote a more forward looking approach to capital supervision that encourages banks to identify risks and to develop or improve their ability to manage those risks. As a result, it is intended to be more flexible and better able to evolve with advances in markets and risk management practices. A key objective of the revised Framework is to promote the adoption of stronger risk management practices by the banking industry.
- **Which banks will be impacted by Basel II requirements?**  
Basel II Framework will apply to banks that are locally incorporated in the Cayman Islands (Category A and B banks), all home regulated banks and host regulated banks (subsidiaries of foreign banks), with or without a physical presence.
- **Will branches be impacted by Basel II requirements?**  
Branches of foreign banks operating the Cayman Islands, will not be required to maintain a separate capital requirement, and as such will be excluded from the local Basel II requirements. However, these foreign banks, including the operations of the Cayman Islands branches, must maintain the minimum capital adequacy requirements as stipulated by their home jurisdictions.

▪ **When should banks impacted by Basel II be fully compliant with its requirements?**

Locally incorporated banks should be compliant with the Pillar 1 Standardised Approaches of Basel II by December 31, 2010. CIMA will be conducting a parallel run period from July 1, 2010, to December 31, 2010. During this period banks will be submitting test returns along with the current Form BS return.

As of January 1, 2011, banks will be required to report to CIMA under the following Pillar 1 approaches:

1. Credit Risk - Standardised
2. Market Risk - Standardised
3. Operational Risk - Basic Indicator Approach, the Standardised Approach, or the Alternative Standardised Approach.

The Basel II implementation will also include Pillar 2 – Supervisory Review Process and Pillar 3 - Market Discipline. However, given the scope of Pillar II and Pillar III and the possible impact to banks, CIMA proposes to implement them after the December 31, 2010

▪ **Has the Authority consulted the industry on the proposed Basel II requirements?**

Yes, since the majority of banks impacted by the application of the Basel II Framework are members of the Cayman Island Bankers Association (CIBA), CIMA has established a joint CIMA/CIBA Basel II Working Committee. The primary objective of the working committee is to provide banks and CIMA a forum for consultation, discussion and agreement on Basel II related issues.

*REPORTING FORMS:*

▪ **Will the current reporting forms (Forms BS and Schedule) change?**

Yes, the Forms BS have been renamed the Quarterly Prudential Returns (QPRs). The Basel II forms and QPRs now comprise 29 worksheets. While the QPR worksheets will be submitted by all banks, the information required from each bank for the Basel II forms depends on status of the institution and the kinds of investments managed by the institution.

▪ **How do I open the Basel II Forms in the workbook?**

The Basel II forms are hidden upon the initial opening of the Excel workbook. Banks will have to select their "Status", i.e., Affiliate, Private or Subsidiary, in order for the Basel II templates to open. If banks select "Branch" as their status, the Basel II forms will not open as these forms are not relevant to branches. Note: Excel 2003, or higher and macros set to enabled, will be required to open, view and input data into the forms.

▪ **How are Basel II Forms & QPRs arranged?**

Basel II Forms & QPRs are composed of 29 worksheets. The Forms are comprised of:

The Cover Sheet which requires banks to fill up information such as:

- a) Institution Name
- b) Licence Number
- c) Status
- d) Quarter End
- e) Fiscal Year End
- f) Type
- g) Name of Person Authorising Returns
- h) Position

Additionally, banks will have to select their Credit Risk, Market Risk and Operational Risk methodology used to capture capital requirements under Basel II. However, not all banks are required to select all the methodologies.

Basel II Capital Forms:

- a) Capital Ratios
- b) Capital Constituents
- c) RWA.

Basel II Market Risk Forms:

- a) Data - Interest Rate Risk positions
- b) Data - Equity Risk positions
- c) Data – Commodities
- d) Interest Rate Risk Maturity Results
- e) Interest Rate Risk Duration Results
- f) Equity Results
- g) Commodity Results
- h) Foreign Exchange Result
- i) Correlation Trade Portfolio

QPR Forms (Quarterly Prudential Returns):

- a) Statement of Financial Position
- b) Statement of Financial Performance
- c) Ten Largest Depositors
- d) Large Exposures
- e) Asset Quality
- f) Debt Securities
- g) Equities
- h) Funds
- i) OTC & ETC
- j) Off-balance sheet
- k) Interest Rate

▪ **How many methodologies are there?**

Methodology selected for Credit Risk Mitigation:

- a) Collateral Simplified Approach
- b) Standardised Method

Methodology selected for Operational Risk:

- a) Basic Indicator Approach
- b) Standardised Approach
- c) Alternative Standardised Approach (i)
- d) Alternative Standardised Approach (ii)
- e) Alternative Standardised Approach (iii)
- f) Alternative Standardised Approach (iv)

Market Risk:

- a) Methodology selected for Interest Rate Risk
  - (i) Maturity
  - (ii) Duration
- b) Methodology selected for Commodities
  - (iii) Simplified
  - (iv) Maturity Ladder
- c) Methodology selected for Options
  - (v) Simplified
  - (vi) Delta-Plus
  - (vii) Scenario

▪ **What are the methods of submission for Basel II & QPR's Forms?**

The preferred method for filing Basel II and QPR submissions depends on the banks' familiarity with XBRL and the quantity of information an institution is required to submit. For most banks, the Excel form will be the easiest and quickest way to create a submission.

- **What are the validation rules?**

The validation rules are the set of criteria that CIMA will apply against all submissions to ensure data integrity and conformance to reporting requirements. Depending on the nature of the discrepancies found by each validation rule, an error or warning will be generated. A summary list of the warnings and errors generated by the validation rules will be provided to the filer along with the validation rules.

If the validation rules expose errors in a filing, the filing will be rejected by the system. If the submission only generates warnings, the submission will be accepted and the filer will be informed of the warnings.

- **How do I open the hyperlinks within the “Facts List and Validation Rules” Excel file.**

This workbook contains hyperlinks to an externally-located Excel file, "CIMAResponseTemplate.xlsx". To enable these, the referenced file "CIMAResponseTemplate.xlsx" should be saved within the same directory as the “Facts List and Validation Rules” Excel file.

*CREDIT RISK:*

- **What is Credit Risk?**

Credit risk refers to the uncertainty in a counterparty's ability to meet its obligations.

- **How are claims secured by residential property that has no Loan-to-Value (LTV) information risk weighted?**

The risk weightings that are applied to claims secured by residential property are on an individual exposure basis, therefore those exposures that have LTV information may apply the 35% or 75% accordingly. However claims secured by residential property that do not have this information should be risk weighted at 50%.

- **What is Credit Risk Mitigation?**

It's a technique that banks may use to mitigate its credit risk to which they are exposed. These techniques include:

- a) Collateralisation - exposures may be collateralised by first priority claims, in whole or in part with cash or securities.
- b) Use of guarantees and/or credit derivatives - a loan exposure may be guaranteed by a third party; in addition banks may buy a credit derivative to offset various forms of credit risk.
- c) Netting - banks may agree to net loans owed to them against deposits from the same counterparty.

- **How would an unrated bank operating under an unrated country be risk weighted?**

An unrated bank in an unrated country would carry the appropriate risk weighting for an unrated bank under Option 2, i.e., 50% for exposures over 3 months or 20% for exposures of 3 months or less.

- **How are loans secured by hedge funds treated for credit risk mitigation?**

Loans secured by hedge funds will have to apply the highest haircut applicable to any security in which the fund can invest.

- **Are machinery & equipment considered a credit risk mitigant?**

Machinery and equipment are not considered eligible capital for credit risk mitigation.

- **How will undrawn commitment be measured?**

The recognition of an undrawn commitment should be determined by the bank's accounting and legal treatment. Commitments are usually reported off-balance sheet and CIMA uses the classification of commitments according to banks' generally accepted accounting practice (GAAP).

*OPERATIONAL RISK:*

- **What is Operational Risk?**

Operational risk is defined as the risk of loss resulting from inadequate or failed internal processes, people and systems, or from external events. This definition includes legal risk but excludes strategic risk and reputational risk. The causes for operational risks are internal processes, people, systems and external events.

- **Are the Cayman Islands banks able to map gross income by business line?**  
Each individual bank would be better informed to answer that question. Banks may use the Basic Indicator Approach where they do not have to map gross income by business lines.
- **What are Other Fixed Assets?**  
Other Fixed Assets are: furniture & fixtures, computer equipment, and other real estate owned which includes property held in satisfaction of debt. The risk weighting applied to other fixed assets is 100%.
- **Why would CIMA not allow banks to use the Standardised Approach?**  
Banks must demonstrate to CIMA that they have the ability to meet the “Qualifying Criteria” set out in paragraph 11 of Rules, Conditions and Guidance on the Calculation of Operation Risk Capital Requirement.
- **What is the definition of Gross Income?**  
Gross Income is defined as net interest income plus net non-interest income. It is intended that this measure should:
  - a) be gross of any provisions (e.g. for unpaid interest);
  - b) be gross of operating expenses, including fees paid to outsourcing service providers;
    - i. excluding realised profits/losses from the sale of securities in the banking book and;
    - ii. excluding extraordinary or irregular items as well as income derived from insurance.
 In contrast to fees paid for services that are outsourced, fees received by banks that provide outsourcing services shall be included in the definition of gross income. Realised profits/losses from securities classified as “held to maturity” and “available for sale”, which typically constitute items of the banking book (e.g. under certain accounting standards), are also excluded from the definition of gross income.

#### **MARKET RISK:**

- **What is Market Risk?**  
Market risk is defined as the risk of losses in on- and off-balance-sheet positions arising from movements in market prices. The risks subject to this requirement are:
  - a) the risks pertaining to interest rate related instruments and equities in the trading book;
  - b) foreign exchange risk and commodities risk throughout Banks (i.e. the trading book and the non-trading book).
- **What is a trading book?**  
A bank’s trading book consists of all positions in financial instruments and commodities held either with trading intent or in order to hedge other elements of the trading book.
- **How will institutions meet the trading book requirements, especially related to local investments, given the difficulty in obtaining acceptable valuation to be able to mark to market on a daily basis?**  
Where marked to market valuation is not possible, banks should mark to model, but this must be demonstrated to be prudent and reflect the economic substance of the transactions, using market-determined inputs or parameters, wherever possible. Banks should refer to paragraph 477 of the Rules, Conditions and Guidance of the Minimum Capital Requirements – Pillar 1 to understand the criterion when implementing its mark to model valuation framework.
- **Do the Market Risk Templates allow you to enter more than 10 currencies?**  
Yes. Banks will have the capacity to add more rows to accommodate additional currencies as needed.
- **How do we calculate the required capital for the Structural Positions in the Foreign Exchange Risk?**  
Positions of a structural, i.e. non-dealing, nature as outlined below, may be excluded from the calculation of the net open currency positions:
  - a) positions are taken deliberately in order to hedge, partially or totally, against the adverse effects of exchange rate movements on banks' capital adequacy ratio;



- b) positions related to items that are deducted from banks' capital when calculating its capital base in accordance with the rules, conditions and guidelines in this module, such as investments in non-consolidated subsidiaries; and retained profits held for payout to parent.

The Authority will consider approving the exclusion of structural positions for the purpose of calculating the capital requirement, only if the following conditions are met:

- a) the concerned banks provide adequate documentary evidence to the Authority which establishes the fact that the positions proposed to be excluded are, indeed, of a structural, i.e. non-dealing, nature and are merely intended to protect banks' capital adequacy ratio. For this purpose, the Authority may ask for written representations from banks' management or directors; and
- b) any exclusion of a position is applied consistently, with the treatment of the hedge remaining the same for the life of the associated assets or other items.

For example, if a bank has its capital denominated in USD dollars and has a portfolio of foreign currency assets and liabilities in CHF that is completely matched; its capital/asset ratio will fall if the domestic currency depreciates. The bank may want to protect its capital adequacy ratio by running a short position in the domestic currency, although the position would lead to a loss if the domestic currency were to appreciate. Therefore any position deliberately taken in order to hedge partially or totally against the adverse effect of the exchange rate on its capital ratio may be excluded from the foreign exchange capital calculation.

## **Money Services Business –**

### **GENERAL:**

- **What is a Money Service Business?**

Under the Money Services Law (2010 Revision), the term money services business is defined as:-The business of providing (as a principal business) any or all of the following services money transmission, cheque cashing, currency exchange, the issuance or, sale or redemption of money orders or travelers checks; Such other services as the Governor in Council may specify by notice published in the Gazette; or the business of operating as an agent or franchise holder of a business mentioned under (1).

- **How many Money Services Businesses are in the Cayman Islands?**

There are currently six (6) licensed money services businesses operating in the Cayman Islands.

### **LICENSING:**

- **What are the licensing requirements for a Money Service Business?**

The legal requirements for obtaining a money services business licence are detailed in the Money Services Businesses Regulations.

- **How many directors are required?**

Under Section 17 of the Money Services Law (2010 Revision), every licensee shall at no time have less than two directors which require the Authority' approval.

- **What information must be supplied, upon application for a licence, on major shareholders, directors and officers for companies?**

The annual accounts, for the 2 years immediately preceding the year of application of each major shareholder that is a corporate body, together with similar accounts for the parent body where appropriate. A minimum of 3 references acceptable to the Authority, including one character reference for and one reference verifying the good financial standing of each director, manager and officer of the applicant and any major shareholder, and for each of the aforementioned a police or other certificate satisfactory to the Authority that they have not been convicted of a serious crime or any offence involving dishonesty.

- **What criteria are used to determine whether an applicant for a licence is fit and proper?**

In determining whether a person is "fit and proper" the Authority will consider a person's honesty, integrity and reputation; competence and capability; and financial soundness.

- **What is the timeframe for processing of applications?**

With a complete application, the process takes approximately 4 – 6 weeks for the licence to be issued or otherwise.

**ONGOING REQUIREMENTS:**

- **What is the annual licence fee for Money Service Business and when is it payable?**

All licensees are required to pay an annual fee on or before 15 January each year.

- **Are annual audits required by Money Services Businesses?**

Under the Money Services Law (2010 Revision), Section 10: Every Licensee shall have the accounts of its money services business audited annually or at such other times as the Authority may require by an auditor, who shall be a chartered accountant, a certified public accountant, or some other professionally qualified accountant, approved by the Authority.

The audited accounts shall be forwarded to the Authority within three months of the end of the financial year of the licensee's money services business, unless prior written approval for an extension has been granted by the Authority.

- **What are the filing requirements for returns?**

Licensees are required to submit quarterly returns to the Authority as well as annual audited financial statements within 3 months of the business' financial year-end.

- **What are the requirements for the appointment and removal of directors and managers?**

The prior approval of the Authority is required before the appointment of directors and managers. A request letter should be made to the Authority and should be accompanied by a completed personal questionnaire (obtainable from CIMA), three references (at least one character and one financial) and a Police Clearance Certificate or its equivalent, for the individual(s) seeking to be appointed.

A letter notifying the Authority of the removal and/ or resignation of directors and managers is also required.

- **What is the requirement for the change in shareholders/beneficial interest?**

The same requirements applicable to the appointment of directors and managers apply to the appointment/ change in shareholders/ beneficial interest. A letter outlining the name(s) of the new shareholder(s) along with completed personal questionnaire(s), three references (at least one character and one financial) and a Police Clearance Certificate or its equivalent, for the individual(s) seeking to be appointed should be submitted.

**Fiduciary Services –**

- **What criteria are used to determine whether an applicant for a licence is fit and proper?**

In determining whether a person is "fit and proper" the Authority will consider a person's honesty, integrity and reputation; competence and capability; and financial soundness.

- **What documentation is required to add a Director?**

The personal questionnaire completed, a Police Clearance Certificate or Notarised Affidavit of no convictions, one Financial Reference, two Character References and CI\$200 - sundry fee

- **What documentation is required to be submitted to the CIMA in order for a Trust Company to change its name?**

Reason(s) for the change of name, submission of original licence, a certified copy of the shareholder's resolution to change the name of the company, a certified copy of the Certificate of Incorporation on Change of Name form obtained from the Registrar of Companies.

- **What documentation must be submitted to change an auditor of a Trust Company?**

A Letter stating the reason(s) for the change in Auditor and a letter from proposed New Auditor confirming their appointment & willingness to act.

## **Insurance –**

- **What legislation permits captives?**  
The Insurance Law is the legislation which permits captive insurance companies in the Cayman Islands.
- **What is the regulatory authority for captives in the Cayman Islands?**  
The regulatory authority for the Islands' financial industry, captives included, is the Cayman Islands Monetary Authority.
- **What are CIMA's reporting requirements?**  
CIMA requires annual audited financial statements from captives, with an Annual Statement of Operations.
- **Are annual audits required for captives?**  
CIMA does require annual audits from captives.
- **What is the tax structure in Cayman?**  
No income, capital gains or corporation taxes are payable in the Cayman Islands.
- **What is the number of captives incorporated in Cayman by ownership type?**  
For current statistics on the financial industry please see our website [www.cimoney.com.ky](http://www.cimoney.com.ky) under "Regulated Sectors".
- **What are the capital requirements of classes?**  
The capital requirement for short-term general business is US\$120,000; for long-term business (usually life business), the figure is US\$240,000; for both short- and long-term business, the capital requirement is US\$360,000.
- **Is there provision for special categories of captives or for Rent-A-Captives?**  
There is no provision for special categories of captives but the Segregated Portfolio Companies Legislation provides a framework for Rent-A-Captives.
- **Is there a provision for migration?**  
Provision is made for migration under the Companies Law.
- **Is there a minimum premium to surplus ration?**  
The minimum premium to surplus ratio, which is determined by the Head of Insurance, greatly depends on the nature of the risk being written, the reinsurance program, etc.
- **What documentation/information must be supplied to CIMA for major shareholders, directors and officers for companies?**

## **Shareholders**

CIMA requires that due diligence on the ultimate shareholder of the licensee be conducted, except where the shares are held by a company traded on a recognized exchange.

Shareholders of the licensee who will own 10% or more at the time of licensing and more than 5% after licensing are required to submit full due diligence documentation/ information for approval.

Where the shares of the licensee are held by a public company, CIMA requires the following information:

Two (2) years of audited financial statements.

Where the shares of the licensee are privately owned, CIMA requires the following information regarding the shareholder(s). Or, where a trust structure is involved, due diligence regarding the beneficiaries and Trustee of the trust must be carried out and the following information is required; personal questionnaire, financial reference from a cognized financial institution in which the application has been a customer for at least 2 years and has maintained his/her accounts in a satisfactory manner, two independent character

references, affidavit or police clearance certificate, and statement of net worth (this is not required of the Trustee).

#### Directors/ Officers

Documentation/ information required at the time licensing and after licensing: personal questionnaire, financial reference from a cognized financial institution in which the application has been a customer for at least 2 years and has maintained his/her accounts in a satisfactory manner, two independent character references, affidavit or police clearance certificate, and prescribed fee for Directors only, there is no fee for officer appointments.

#### **Investments Funds –**

##### *MUTUAL FUNDS:*

- **What is a mutual fund?**

As defined by the Mutual Funds Law, a mutual fund is "any company, trust or partnership either incorporated or established in the Cayman Islands, or if outside the Cayman Islands, managed from the Cayman Islands, which issues equity interests redeemable at the option of the investor, the purpose of which is the pooling of investors' funds with the aim of spreading investment risk and enabling investors to receive profits or gains from investments."

There are three types of mutual funds that are regulated under the Mutual Funds Law: a Registered Fund under Section 4(3); an Administered Fund under Section 4(1) (b); and a Licensed Fund under Section 4(1) (a).

- **What are the main differences between the three types of funds?**

An Administered Fund must have a licensed mutual fund administrator providing its principal office in the Cayman Islands.

A Registered Fund must have either a minimum aggregate equity interest of CI\$80,000 (US\$100,000) purchasable by a prospective investor or the equity interests must be listed on a stock exchange approved by the Authority. Further information on approved stock exchanges is available in Appendix G12 of CIMA's Regulatory Handbook Appendices.

A Licensed Fund must have either a registered office in the Islands or, if a unit trust, a trust company licensed under the Banks and Trust Companies Law as its trustee.

- **What documentation is required for the registration of a fund?**

The documentation required for the registration/licensing of a mutual fund is outlined on the applicable MF Form located under Investment Fund Forms - Application Forms. For a Registered Fund under Section 4(3), use the MF1 Form; for an Administered Fund under Section 4(1) (b), use the MF2 Form, and for a Licensed Fund under Section 4(1) (a), use the MF3 Form.

- **How long does it take to register a mutual fund?**

It takes approximately five business days to register a mutual fund and four to six weeks to license a fund once all documentation has been received.

- **What documents are required for funds being registered/licensed by way of continuation from another jurisdiction?**

Funds registered/licensed by way of continuation will need to file the prescribed details as well as audited accounts for the past two years, if available.

For those funds registering pursuant to Section 4(3) of the Mutual Funds Law, the Authority also requires an affidavit from the operators of the fund attesting that all current investors meet the US\$50,000 minimum investment criterion as required pursuant to Section 4(3) of the Mutual Funds Law.

It should also be noted that the regulators from the jurisdiction from which the fund is being transferred are contacted prior to fund being registered/licensed, to confirm that the fund was in good standing during the period that it was subject to regulation; and there were no adverse issues regarding the fund or its operators that the Authority should be made aware of.

- **What documentation is required in order for a fund to change its name?**  
In order for a fund to change its name, the following documents are required the original Certificate of Registration/Licence for cancellation and a certified copy of the Certificate of Incorporation on Change of Name obtained from the Registrar of Companies.
- **What documentation must be submitted to add a new class of share or a sub-fund?**  
A copy of the revised/new offering document is required to add a new class of share or a sub-fund.
- **Where can copies of the relevant forms be obtained?**  
Forms can be obtained on CIMA's website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under "Regulated Sectors/Investment Funds/Forms".
- **What is a closed-ended fund?**  
Although the definition of a closed-ended fund is subjective, generally speaking, it is a fund that has no regular redemption date, redemptions in limited circumstances or extensive lock-up periods. As the Mutual Funds Law does not currently define closed-ended funds, the Investments & Securities Division encourages industry discussion on this matter where the operator is unsure of the need to register/licence the fund.
- **Does the Monetary Authority regulate closed-ended funds?**  
The Authority does not regulate close-ended funds. However, in order to conduct business in the Cayman Islands, such a fund must be incorporated/registered with the Registrar of Companies either as a locally incorporated entity or a foreign entity. In addition, the Registered Office must be provided by a regulated service provider and therefore the Authority has indirect supervision.
- **What documentation is required for the termination of a fund?**  
The Authority has issued Statements of Guidance on the procedures and documentation required for the cancellation of mutual fund licences and certificates of registration.

#### *MUTUAL FUNDS ADMINISTRATORS:*

- **What does mutual fund administration mean?**  
Mutual fund administration means the management, including control of all, or substantially all, the assets of a mutual fund, or the administration of a mutual fund, or the provision of the principal office of the mutual fund in the Cayman Islands, or the provision of the operator to a fund.
- **What documentation is required for a mutual fund administrator's licence?**  
The information and particulars to be contained in an application for a Mutual Fund Administrator's licence are contained in the Mutual Fund Administrators Licence (Applications) Regulations 2001.
- **Where can a list of licensed mutual fund administrators be obtained?**  
A list of mutual fund administrators licensed by the Cayman Islands Monetary Authority may be viewed on the "Investment Funds/Statistics and Regulated Entities" page of our website. The list is updated quarterly.
- **How long does it take to obtain a Mutual Fund Administrator's licence?**  
It takes approximately 4-6 weeks to obtain a Mutual Fund Administrator's Licence.
- **Where a licensed mutual fund administrator is a company, are there any restrictions on the transfer of shares?**  
Yes. Where a licensed mutual fund administrator is a company, the company shall not issue shares, and a person owning or having an interest in shares in the company shall not transfer, dispose of or deal with those shares or interest, unless CIMA has given permission.  
Only those companies that are traded on a recognised stock exchange can be exempt from the requirement to obtain CIMA's permission. Such companies must, however, notify the Monetary Authority of the changes in control, and the transfer of more than 10% of shares.

- **What is an administrator's letter of consent?**

An administrator's letter of consent is one that indicates acceptance of appointment as administrator, states the name of the fund and a summary of services to be provided.

**AUDITORS:**

- **Who can perform the audit of regulated mutual funds?**

Under the Mutual Funds Law, a regulated mutual fund must have its accounts audited annually by an approved auditor. The Authority has implemented a policy requiring local auditor sign-off of annual audit reports of mutual funds and mutual fund administrators incorporated or established locally.

- **Where can a list of approved auditors for mutual funds in the Cayman Islands be obtained?**

A list can be obtained on CIMA's website.

- **How does one become an approved auditor of mutual funds in the Cayman Islands?**

For information on how to become an approved auditor visit CIMA's website under "Regulated Sectors/Investment Funds/Licensing Authorisation Requirements".

- **What is an auditor's letter of consent?**

An auditor's letter of consent indicates acceptance of appointment as auditor, the name of the fund, date of financial statements and what accounting principles will be used. It also contains a statement confirming that the auditor(s) is/are aware of and agrees to fulfill their obligations pursuant to section 34 of the Mutual Funds Law.

**GENERAL:**

- **What is a registered office?**

A registered office is the office of the fund and performs the usual corporate, secretarial and related functions for the fund, including paying fees and filing annual accounts.

- **What is a principal office?**

A principal office is the office of the fund maintained by a licensed Mutual Fund Administrator. It performs the administrative functions of the fund, including the calculation of the net asset value (NAV) and the subscription/redemption of shares. Other responsibilities include maintaining the fund's corporate and financial records, communicating with investors as well as acting as a liaison between the fund and the Authority.

- **What documentation must be submitted to change/add: (1) an Auditor; (2) an Administrator; or (3) an Operator of a registered or administered fund?**

Documentation required when changing or adding:

1. **An Auditor:** a letter from the resigning auditors stating the reason for the change along with a letter of consent from the newly appointed auditors.
2. **An Administrator:** a letter of consent from the newly appointed administrator. In the case of an administered fund, where the licensed mutual fund administrator is providing the fund's principal office, a new MF2A Form must be submitted as well as the return of the original Certificate of Registration. A new certificate will be issued reflecting the change in principal office.
3. **An Operator** of a registered or administered fund: a letter from the registered/principal office advising of the appointment along with an updated Offering Document (or Supplement).

- **Who is considered an authorised agent?**

An authorised agent is one who provides a timely and satisfactory liaison between the CIMA and the principals of the fund, files statistical and prudential supervisory returns and annual audited financial statements within the designated time frame, knows of major issues and events regarding the fund represented and reports such to CIMA, responds to CIMA's correspondence and requests on a timely basis, responds to CIMA, as needed, to answer queries regarding the fund.

- **What criteria are used to determine whether an applicant for a licence is 'fit and proper'?**

In determining whether a person is "fit and proper" the Authority will consider a person's honesty, integrity and reputation; competence and capability; and financial soundness.

- **What information must be supplied, upon application for a licence, on a major shareholders, directors and officers for companies?**

Refer to the Mutual Fund Administrators Licence (Applications) Regulations.

- **What documentation is required to add a director to a Mutual Fund Administrator or a licensed Mutual Fund?**

Documentation required to add a director; a police clearance certificate / affidavit of no convictions, one financial reference and two personal references (refer to the Authority's guidance on minimum standards for reference letters, found in Appendix E3 (part 3.1.2) of the Regulatory Handbook Appendices on CIMA's website), a personal questionnaire, completed, application fee and if the Applicant is an existing Director on a Licensee, references need not be submitted.

- **Can a fund extend its audit period?**

On request, the Authority may allow a fund to extend its audit period to a maximum of eighteen (18) months.

### **Securities –**

- **What does the Securities Investment Business law consider to be securities?**

Schedule 1 of the Securities Investment Business Law (2011 Revision) defines "securities".

- **What are the regulated activities?**

Schedule 2 of the Securities Investment Business Law (2011 Revision) defines the regulated activities.

- **What is the geographical scope of the Securities Investment Business Law?**

Section 4(1) of the Securities Investment Business Law (2011 Revision) identifies two classes of person as having sufficient nexus with the Cayman Islands to bring them within the geographical scope of the Securities Investment Business Law (2011 Revision), (subject to the Schedule 4 exclusions) any Cayman Islands company or partnership, wherever it may be conducting securities investment business as defined by the Law; or any person who has an established place of business in the Cayman Islands through which he conducts securities investment business as defined by the Law.

There is also the issue of persons who are not Cayman Islands entities of either class above but who might seek to conduct securities investment business in the Cayman Islands from an established place of business outside of the Islands. An example of this might be foreign persons soliciting business from persons in the Cayman Islands via email or the internet in a deliberately targeted manner. Another example would be intermittent 'investment seminars' mounted in the Cayman Islands by foreign persons, for the purpose of selling securities products or services. It is common for securities regulatory regimes to prohibit such activity on the grounds of domestic investor protection and it may well be necessary to introduce a provision to prohibit foreign persons with no place of business in the Cayman Islands from conducting securities investment business in the Islands unless they are doing so in conjunction with a person licensed or registered under the Securities Investment Business Law (2011 Revision); or the business approach came from the Cayman Islands person and was not in any way solicited by the foreign person.

- **What are excluded activities and excluded persons?**

Schedule 3 of the Securities Investment Business Law (2011 Revision) specifies the activities considered to be outside the scope of the Law, even though they would nominally constitute activities captured by schedule 2. Generally speaking, the excluded activities cover activities internal to a company, trust or partnership (e.g. risk management activity; certain dealing in its own securities; treasury functions); incidental activities (i.e. activity that is a 'by-product' of other core activity that is not securities investment business and for which the remuneration is not severable from that for the core activity, e.g. legal or accounting advice); and activities that are not intended to induce the general public into conducting

securities investment business (e.g. general advice on investment matters published in any communications media). The excluded activity related to the disposal of goods or supply of services covers situations where a supplier undertakes some form of securities investment business activity for the purpose of facilitating the disposal or supply or hedging exposure to, e.g., the price of the raw materials that will be used in the manufacture of capital goods for a customer. There is also exclusion for the making of arrangements for the sole purpose of providing financing for another person's dealing in securities. Schedule 4 of the Securities Investment Business Law (2010 Revision) specifies persons who may conduct securities investment business without a licence. There are six categories of such person. Section 5(4) of the Securities Investment Business Law (2010 Revision) requires persons to whom paragraphs 1, 4 and 5 of Schedule 4 apply, to register with the Authority and file an Annual Declaration Form approved by the Authority and pay an annual fee of \$1,000. This is for basic identification purposes and for the purposes of s.5 (5).

- **What are the Fit and Proper requirements of applicants?**

The Authority must be satisfied that an applicant meets high standard in all material aspects, is financially sound and is competent as well as capable of undertaking the activities that are being licensed. When considering fitness and propriety, the Authority will consider all factors that appear to be relevant for the application in question. These include, but are not limited to, honesty, integrity and reputation; competence and capability; and financial soundness. Before reaching a final decision, the Authority will also consider if there are any reputational risks to Cayman in granting the licence.

- **Who is a sophisticated person?**

Section 2 of the Securities Investment Business Law (2010 Revision) defines "sophisticated person" as a person regulated by the Authority; regulated by a recognized overseas regulatory authority; any of whose securities are listed on a recognized securities exchange; or who – by virtue of knowledge and experience in financial and business matters is reasonably to be regarded as capable of evaluating the merits of a proposed transaction and participates in a transaction with a value or in monetary amounts of at least \$80,000 in the case of each single transaction

- **Who is a high net worth person?**

Section 2 of the Securities Investment Business Law defines "high net worth person" as an individual whose net worth is at least \$800,000 or any person that has total assets of not less than \$4,000,000.

- **How do I register with CIMA under the Excluded Persons regime?**

The information can be obtained on CIMA's website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under "Regulated Sectors/Securities/Licensing and Authorisation Requirements".

## **Cooperative Societies –**

- **What is a Credit Union?**

A Credit Union is a cooperative society registered under the Cooperative Societies Law (2001 Revision) and as its objects the promotion of thrift among the members of the society by the accumulation of their savings; the creation of sources of credit for the benefit of the members of the society at a fair and reasonable rate of interest; the use and control of the members' savings for their mutual benefit; and the training and education of the members in the wise use of money and in the management of their financial affairs.

- **What are the licensing requirements for Credit Unions?**

Presently, Credit Unions are not required to be licensed by CIMA, however they have to register with the General Registry and are subject to CIMA's regulatory oversight in accordance with section 40 of the Cooperative Societies Law (2001 Revision). Consequently, they are required to submit the following documentation in order for the Authority to issue a non-objection letter to the General Registry when applying for registration; a business Plan (containing the proposed staffing, systems, controls, and risk management); copies of Policies and Procedures to ensure compliance with the relevant laws and regulations a copy of the member Rules; Personal Questionnaire form, one financial reference, two



character references and a Police Clearance Certificate for each of the proposed Directors, Managers, and Senior Officers.

- **Is there an annual fee payable to the Authority?**

Credit Unions are not required to pay an annual licence fee as they are currently not required to be licensed by the Authority.

- **Are annual audits required by Credit Unions?**

Yes. Section 39(1) of the Cooperative Societies Law (2001 Revision) states:

"Every credit union shall have its accounts audited annually, or at such other times as the Authority may require, by an auditor, who shall be a chartered accountant, a certified public accountant, or some other professionally qualified accountant, approved by the Authority."

- **How many Credit Unions are currently registered in the Cayman Islands?**

There are currently two Credit Unions operating in the Cayman Islands, namely, the Cayman Islands Civil Service Association Cooperative Credit Union Ltd. and the Telecommunications Employees Cooperative Credit Union Ltd.

### **Building Societies –**

- **What is a Building Society?**

A building society is a financial institution, owned by its members, that offers banking and other financial services, especially mortgage lending.

- **Incorporation of Building Societies**

Under the Building Societies Law (2010 Revision) Section 3 (1):

"Any number of persons who desire to establish a building society, may on having its rules certified as by this Law provided, obtain from the Registrar a certificate of incorporation."

- **What are the licensing requirements and annual licence fee for a Building Society?**

There are no legal requirements for obtaining a building society licence. However, there is an annual fee of CI\$100 payable to the Registrar upon each anniversary of its incorporation.

- **Are annual audits required by Building Societies Businesses?**

Yes. Section 21 of the Building Societies Law (2010 Revision) states:

"The secretary or manager of a society shall, at least once in every year prepare an account of all receipts and expenditure of the society since the preceding statement, and a general statement of its funds and effects, liabilities and assets."

- **How many Building Societies are in the Cayman Islands?**

There is currently only one building society operating in the Cayman Islands.

### **Corporate Services –**

- **What criteria are used to determine whether an applicant for licence is fit and proper?**

In determining whether a person is "fit and proper" the Authority will consider a person's honesty, integrity and reputation; competence and capability; and financial soundness.

- **What documentation is required to add a Director?**

Documentation required is the completed personal questionnaire, financial reference, two independent character references, notarised affidavit or police clearance certificate, and a \$200 sundry fee.

- **What documentation is required to be submitted to the CIMA in order for a Company Manager to change its name?**  
Documentation required is a letter stating the reason(s) for the change of name, submission of original licence, a certified copy of the Shareholder's resolution to change the name of the Company, a certified copy of the Certificate of Incorporation on Change of Name obtained from the Registrar of Companies.
- **What documentation must be submitted to change an auditor of a Company Manager?**  
A letter stating the reason(s) for the change in auditor, a letter from proposed new auditor confirming their appointment & willingness to act.

## **STRATEGIC MANAGEMENT**

---

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

Constant assessment of business processes to maximize effectiveness, streamline processes and reduce timelines, to enhance and modernize regulation and supervision of the financial industry.

Among the Monetary Authority's obligations in carrying out its functions are the requirements to:

- act in the best economic interests of the Cayman Islands;
- promote and maintain a sound financial system in the Cayman Islands;
- use its resources in the most efficient and economic way;
- have regard to generally accepted principles of good corporate governance;
- endeavor to promote and enhance market confidence, consumer protection and the reputation of the Cayman Islands as a financial centre;
- reduce the possibility for the use of financial services business for money laundering or other crime;
- recognise the international character of financial services/markets and the need to be competitive for consumers and suppliers while complying with appropriate and relevant international standards;
- recognise the principle that a burden or restriction that is imposed should be proportionate to its expected benefits;
- recognise the desirability of facilitating innovation in financial services business; and be transparent and fair.

### **Governance**

The framework for the Monetary Authority's regulation and supervision of financial services and for its international cooperation is made up of several elements which includes the applicable laws and regulations passed by the Government of the Cayman Islands. The copies of the various laws and regulations provided on CIMA's website are for informational purposes only. Official copies can be obtained from the Legislative Department at a minimal cost. On our website you will find the following laws and regulations:

- Banks and Trust Companies Law (2009 Revision)
- Banks and Trust Companies (Licence Applications and Fees) Regulations (2011 Revision)
- Building Societies Law (2010 Revision)
- Companies Law (2011 Revision)
- Companies (Amendment) Law, 2010
- Companies (Translation Certificate) Regulations, 2011
- Companies Management Regulations (2003 Revision)

- Cooperative Societies Law (2001 Revision)
- Cooperative Societies Regulations (1997 Revision)
- Development Bank Law (2004 Revision)
- Freedom of Information Law (2007 Revision)
- Insurance Law (2008 Revision)
- Insurance Law (2010 Revision) (*Not in force as yet*)
- Insurance (Forms) Regulations (2003 Revision)
- Insurance (Variation of Fees) Regulations, 2009
- Monetary Authority Law (2011 Revision)
- Money Laundering Regulations (2010 Revision)
- Money Services Law (2010 Revision)
- Money Services Businesses Regulations, 2001
- Money Services Businesses (Amendment) Regulations, 2009
- Mutual Funds Law (2009 Revision)
- Mutual Fund Administrators Licence (Applications) Regulations 2001
- Mutual Funds (Annual Returns) Regulations, 2006
- Mutual Funds (Fees) Regulations (2011 Revision)
- Private Trust Companies Regulations (2011 Revision)
- Proceeds of Crime Law, 2008
- Proceeds of Crime (Disclosure) Order, 2010
- Public Management and Finance Law (2010 Revision)
- Public Management and Finance (Amendment) Law, 2011
- Retail Mutual Funds (Japan) Regulations (2007 Revision)
- Securities Investment Business Law (2010 Revision)
- Securities Investment Business (Conduct of Business) Regulations 2003
- Securities Investment Business (Financial Requirements and Standards) Regulations, 2003
- Securities Investment Business (Licence Applications and Fees) Regulations, 2003
- Terrorism Law (2011 Revision)

### **Corporate management**

See the “Annual Report and Audited Financial Statements – Year ended 30 June 2010” on CIMA’s website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under “About CIMA/Publications/Annual Reports” relating to the administration of the authority’s monetary resources – including projected and actual income and expenditure; tendering; procurement; contracts, etc.

### **Statistical data**

A list of the different reports for each of the regulated sectors that are available is provided below. Statistical data on each regulated sector and a listing of current entities regulated by CIMA can be found on the website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under “Regulated Sectors”.

- Banking Services
  - ✓ Number of Licensees & Other Entities Supervised by the Banking Supervision Division
  - ✓ Number of Banks by Category
  - ✓ Number of Banks by Region
  - ✓ List of all Category "A" Banks licensed with the Cayman Islands Monetary Authority (updated quarterly)

- ✓ List of all Category "B" Banks licensed with the Cayman Islands Monetary Authority (updated quarterly)
- Cooperative and Building Societies
  - ✓ Number of Cooperative Societies
  - ✓ Number of Building Societies
- Corporate Services
  - ✓ Number of Licences/Registrations under the Fiduciary Services Division
  - ✓ List of Company Managers & Corporate Service Providers licensed with the Cayman Islands Monetary Authority (updated quarterly)
- Insurance
  - ✓ Full List of all Insurance Entities Registered with the Cayman Islands Monetary Authority (updated quarterly)
  - ✓ Number of Licensees Under the Insurance Division (updated annually and quarterly)
  - ✓ Domestic Insurance Companies - Contact Details (updated periodically)
  - ✓ Insurance Brokers - Contact Details (updated periodically)
  - ✓ Domestic Insurance Companies - Audited Statistics By Primary Class of Business (updated annually)
  - ✓ Domestic Insurance Companies - Unaudited Statistics By Primary Class of Business (updated quarterly)
  - ✓ Domestic Insurance Companies Lines of Business Trends 1994-to 2009 (updated annually)
  - ✓ Captive Insurance Managers Listing (updated periodically)
  - ✓ Captive Insurance Company Statistics - Licensing Activity (updated annually)
  - ✓ Captive Insurance Company Statistics - by Insurance Manager (updated quarterly)
  - ✓ Captive Insurance Company Statistics - by Licence Status (updated quarterly)
  - ✓ Captive Insurance Company Statistics - by Risk Location (updated quarterly)
  - ✓ Captive Insurance Company Statistics - by Category (updated quarterly)
  - ✓ Captive Insurance Company Statistics - by Primary Class of Business (updated quarterly)
- Investment Services
  - ✓ Number of Mutual Funds and Mutual Fund Administrators (Annual & Quarterly)
  - ✓ Investments Statistical Digest 2007
  - ✓ Investments Statistical Digest 2008
  - ✓ Investments Statistical Digest 2009
  - ✓ List of all Mutual Funds registered/licensed with the Cayman Islands Monetary Authority (updated quarterly)
  - ✓ List of all Mutual Fund Administrators licensed with the Cayman Islands Monetary Authority (updated quarterly)
- Money Services Business
  - ✓ Number of Money Service Providers
  - ✓ List of Money Services Providers
  - ✓ Cayman Islands Remittance Report 2008 – 2011 Q. 2
- Securities
  - ✓ List of Securities Investment Business Licensees
  - ✓ Securities Investment Business Licensees and Excluded Persons Quarterly and Annual Statistics
- Trusts
  - ✓ Number of Licences/Registrations under the Fiduciary Services Division
  - ✓ List of Restricted Trust Companies licensed with the Cayman Islands Monetary Authority (updated quarterly)

- ✓ List of (Unrestricted) Trust Companies licensed with the Cayman Islands Monetary Authority (updated quarterly)
- ✓
- ✓ List of Nominee Companies licensed with the Cayman Islands Monetary Authority (updated quarterly)
- ✓ List of Controlled Subsidiaries registered with the Cayman Islands Monetary Authority (updated quarterly)
- ✓ List of PTC's registered with the Cayman Islands (updated quarterly)

## **FINANCE & ADMINISTRATION**

---

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

See the "Annual Report and Audited Financial Statements– Year ended 30 June 2010" on CIMA's website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under "About CIMA/Publications/Annual Reports". Relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; contracts, etc.

### **Administration\***

- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme
- Training and Safety
- Information Technology
- Human Resources

\*Copies can be obtained upon request from the Information Manager.

## **POLICIES & PROCEDURES**

---

The Monetary Authority's Regulatory Handbook (which can be viewed on CIMA's website under "Regulatory Framework/Handbook of Policy & Procedures") is issued under section 48 of the Monetary Authority Law (2010 Revision). It sets out the policies and procedures to be followed by the Monetary Authority, its committees, and officers in performing the CIMA's regulatory and co-operative functions. The handbook provides a practical guide to the operations of the Monetary Authority and reflects transparency and accountability in the way the Monetary Authority regulates and makes decisions.

The handbook details the structure and responsibilities of the Board of Directors and the Management Committee, the relationships that the Monetary Authority has with external bodies and specific information on matters such as the supervisory approach, supervisory returns, and anti-money laundering procedures. On our website you will find the following information in CIMA's regulatory handbook:

- Enforcement Manual
- Procedure - Complaints Against the Authority
- Procedure - Assessing Controller Costs
- Template - Assessing Controller Costs
- Publication of Enforcement Actions taken by the Authority
- Procedure Mutual Funds and Mutual Fund Administrators Where Contact is Lost
- Procedure Issuing Notices of Decisions to Declined Applicants
- Procedure-Approval and Notification of Changes-Class B Insurers
- Regulatory Policy - Recognition and Approval of Actuaries under the Insurance Law (2008 Revision)
- Regulatory Policy - Approval of Trusts pursuant to Section 7(1) Insurance Law
- Regulatory Policy - Exemption from Audit Requirement for a Regulated Mutual Fund
- Regulatory Policy - Licensing Banks
- Regulatory Policy – Approved Stock Exchanges

In addition, CIMA has published an index of measures that contains information to the Rules, Statements of Guidance, Statements of Principle, Regulatory Policies, Regulatory Procedures and Forms that pertain to each industry regulated by CIMA. This information can be found under "Regulatory Framework/Index of Measures" on their website. The industries regulated by CIMA are:

- Cooperative and Building Societies
- Corporate Services
- Banking Services
- Insurance
- Investment Services
- Money Services Business
- Securities
- Trusts

## **DECISIONS & RECOMMENDATIONS\***

- Board Meetings
- Minutes of meetings

\*Copies can be obtained upon request from the Information Manager.

## LISTS & REGISTERS

---

- FOI disclosure log can be found at: [www.cimoney.com.ky/AboutCIMA/FreedomofInformation](http://www.cimoney.com.ky/AboutCIMA/FreedomofInformation)
- The Approved Auditors Register can be found on CIMA's website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under "Regulated Sectors/Investment Funds/FAQs".

## OUR SERVICES

---

As the primary financial services regulator, the mission of the Cayman Islands Monetary Authority is to enhance the economic wealth and reputation of the Cayman Islands by fostering a thriving and growing, competitive, and internationally recognised financial services industry, through appropriate, responsive, cost-effective and efficient supervision and a stable currency.

The Cayman Islands Monetary Authority has four principal functions (the Authority's principal functions, and its obligations, are listed in section 6 of the Monetary Authority Law (2011 Revision)):

**Monetary** - The issue and redemption of Cayman Islands currency and the management of currency reserves.

**Regulatory** - The regulation and supervision of financial services, the monitoring of compliance with money laundering regulations, the issuance of a regulatory handbook on policies and procedures and the issuance of rules and statements of principle and guidance.

**Cooperative** - The provision of assistance to overseas regulatory authorities, including the execution of memoranda of understanding to assist with consolidated supervision.

**Advisory** - The provision of advice to the Government on monetary, regulatory and cooperative matters.

## FORMS

If you wish to operate any of the businesses or in any of the capacities that CIMA regulates, you must obtain the appropriate authorisation from CIMA before beginning operations.

The requirements and procedures for becoming licensed or registered to operate in each sector and the ongoing requirements after authorisation are explained in the sector-specific pages on CIMA's website at [www.cimoney.com.ky](http://www.cimoney.com.ky) under "Regulated Sectors". Below you will find a list of the forms available on CIMA's website for each of the regulated sectors:

- Banking Services -
  - ✓ Personal Questionnaire
  - ✓ Locational Banking Statistics
  - ✓ Coordinated Portfolio Investment Survey
  - ✓ Domestic Banking Activity (DBA) Survey
  - ✓ Basel II Reporting and Quarterly Prudential Reporting
- Cooperative and Building Societies –
  - ✓ Personal Questionnaire
  - ✓ Building Societies Form (this form is used for the submission of building societies' quarterly returns to CIMA).
  - ✓ Cooperative Societies Form (this form is used for the submission of building societies' quarterly returns to CIMA).
- Corporate Services
  - ✓ Company Managers Form
- Insurance
  - ✓ Personal Questionnaire
  - ✓ Application for a Class 'A' Insurer's Licence

- ✓ Application for a Class 'B' Insurer's Licence
- ✓ Application for a Insurance Manager's Licence
- ✓ Application for an Agent's Licence
- ✓ Application for a Broker's Licence
- ✓ Affidavit
- Investment Services
  - ✓ Personal Questionnaire
  - ✓ CIMACONnect Administrator Account Request Form
  - ✓ Application for a mutual fund under Section 4(3) of the Mutual Funds Law (2009 Revision) (Form MF1)
  - ✓ Application for a mutual fund under Section 4(1)(b) of the Mutual Funds Law (2009 Revision) (Form MF2/MF2A)
  - ✓ Application for a mutual fund under Section 4(1)(a) of the Mutual Funds Law (2009 Revision) (Form MF3)
  - ✓ Fund Annual Return (reporting form)
- Money Services Business
  - ✓ Personal Questionnaire
  - ✓ Money Services Business Survey/ Money Services Business Quarterly Return Form
- Securities
  - ✓ Personal Questionnaire
  - ✓ SIBL Application Form for the Granting of a Licence
  - ✓ SIBL Application Checklist
  - ✓ SIBL Licence Fees
  - ✓ SIBL Annual Declaration Form for Excluded Persons
  - ✓ Securities Investment Business Financial Reporting
  - ✓ SIBL Annual Declaration Form for Excluded Persons
- Trusts
  - ✓ Personal Questionnaire



**Tax Information Authority Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law ("the FOI Law") and the Freedom of Information (General) Regulations ("the FOI regs") has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information and to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Tax Information Authority to making information available to the public as part of its normal business activities.

The Tax Information Authority will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The Tax Information Authority will generally not publish:

- information in draft form;
- information that is not held by the Tax Information Authority, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Tax Information Authority's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information*, provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. If you are still having trouble locating information listed using the Tax Information Authority's website ([www.tia.gov.ky](http://www.tia.gov.ky)), please contact the Assistant Director (FOI Information Manager), Iain Blackwell, at 244-2354 or email at [Iain.Blackwell@gov.ky](mailto:Iain.Blackwell@gov.ky) or [foi.tia@gov.ky](mailto:foi.tia@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.tia@gov.ky](mailto:foi.tia@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call the Assistant Director (FOI Information Manager), Iain Blackwell on (345) 244-2354 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Iain Blackwell  
FOI Information Manager  
Tax Information Authority  
P.O. Box 10080  
Grand Cayman KY1-1001  
CAYMAN ISLANDS

In your request, please provide your name and address, and full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in where necessary in *section 7: Categories of information*.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Assistant Manager (FOI Information Manager), Iain Blackwell, at 244-2354 or email at [Iain.Blackwell@gov.ky](mailto:Iain.Blackwell@gov.ky) or [foi.tia@gov.ky](mailto:foi.tia@gov.ky).

The Tax Information Authority will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Tax Information Authority is legally required to translate any information, it will do so

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Tax Information Authority strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Tax Information Authority will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges, which differ from the above policy, are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Tax Information Authority has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the Tax Information Authority that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting the Assistant Manager (FOI Information Manager), Iain Blackwell, at 244-2354 or email at [Iain.Blackwell@gov.ky](mailto:Iain.Blackwell@gov.ky) or [foi.tia@gov.ky](mailto:foi.tia@gov.ky).

## **6. Complaints**

The Tax Information Authority aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Assistant Director (FOI Information Manager), Iain Blackwell, at 244-2354 or email at [Iain.Blackwell@gov.ky](mailto:Iain.Blackwell@gov.ky) or [foi.tia@gov.ky](mailto:foi.tia@gov.ky), and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town,  
Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

Tax Information Authority

### **Ministry**

The Tax Information Authority is part of the Ministry of Finance, Tourism and Development.

### **Principal officer**

Mr. Duncan Nicol, Director

### **Information manager**

Iain Blackwell  
Assistant Director & FOI Information Manager  
Tax Information Authority  
P.O. Box 10080  
Grand Cayman KY1-1001  
CAYMAN ISLANDS  
Direct Line: 244-2354  
Email: [Iain.Blackwell@gov.ky](mailto:Iain.Blackwell@gov.ky)  
FOI email: [foi.tia@gov.ky](mailto:foi.tia@gov.ky)  
Website: [www.tia.gov.ky](http://www.tia.gov.ky)  
Freedom of Information website: [www.foi.gov.ky](http://www.foi.gov.ky)

### **Organisation and functions**

The Tax Information Authority is the Cayman Islands competent authority for international co-operation on matters involving the provision of tax-related information. As the sole, dedicated channel in the Cayman Islands for these purposes, the Tax Information Authority has statutory responsibility in the areas of:

- tax information assistance under the [Tax Information Authority Law \(2009 Revision\)](#)
- reporting of savings income information under the [Reporting of Savings Income Information \(European Union\) Law \(2007 Revision\)](#).

The over-riding objective of the Tax Information Authority is to carry out the lawful and effective implementation of Cayman’s international cooperation arrangements in tax matters. With separate statutory schemes governing [Tax Information Assistance](#) on the one hand and [Reporting of Savings Income Information](#) on the other, the Tax Information Authority carries out its responsibilities in a separate and distinct manner in these two areas of activity.

As competent authority under the Tax Information Authority Law, the Tax Information Authority has the following functions:

- Administer, manage and implement international Tax Information Arrangements and Agreements (“TIEAs”) entered into by the Cayman Islands
- Execute requests for assistance under relevant legislation and TIEAs including related court applications, enforcement action and exercise of statutory powers
- Develop and enter into agreements with other Competent Authorities on TIA operational matters, provide advice on matters relating to tax information and perform ancillary statutory functions under the Tax Information Authority Law

As competent authority under the Reporting of Savings Income Information Law, the Tax Information Authority has the following functions:

- Administer, manage and implement the legal regime for reporting of savings income information in accordance with relevant legislation and Agreements on the Reporting of Savings Income Information
- Report prescribed savings income information received from paying agents to counterpart Competent Authorities in accordance with relevant legislation and Agreements
- Issue UCITS certificates, tax residency certificates and Guidance Notes, provide advice on matters relating to the operation of the relevant legislation and Agreements, and perform ancillary statutory functions under the Reporting of Savings Income Information (European Union) Law

Location and hours	Matters handled
<p>Elizabethan Square (3rd Floor, Phase III) 80 Shedden Road George Town Grand Cayman CAYMAN ISLANDS</p> <p><b>TEL:</b> (345) 244-2354 <b>FAX:</b> (345) 946-4804 <b>EMAIL:</b> <a href="mailto:foi.tia@gov.ky">foi.tia@gov.ky</a></p> <p>Hours of Work: 8:30am-5pm, Monday to Friday (except Public Holidays)</p>	<p>The administration, management and implementation of the Tax Information Authority Law (2009 Revision) and relevant international Tax Information Agreements entered into by the Cayman Islands.</p> <p>The administration, management and implementation of the Reporting of Savings Income Information (European Union) Law (2007 Revision).</p>

## Boards and committees

Name	Meetings	Minutes
There are no boards or committees within the Tax Information Authority	N/A	N/A

## Frequently asked questions

- Q.** Can the Tax Information Authority provide me with a current list of Cayman Islands Tax Information Exchange Agreements/Arrangements (“TIEAs”)?
- A.** Yes, these can be found on the Tax Information Assistance page of our website.  
(Click [HERE](#) to view TIEAs)  
(<http://www.tia.gov.ky/pdf/BilateralAgreementsArrangements>)
- Q.** Does the Tax Information Authority release statistics on the Reporting of Savings Income Information?
- A.** Yes, these are published annually on our website.  
(Click [HERE](#) to view statistics)  
(<http://www.tia.gov.ky/html/reporting.htm>)
- Q.** Does the Tax Information Authority have a Publication Scheme?
- A.** Yes, this contains further information about us and may be viewed [HERE](#).  
([http://www.tia.gov.ky/pdf/Publication\\_Scheme.pdf](http://www.tia.gov.ky/pdf/Publication_Scheme.pdf))
- Q.** Where can I find information on the legal requirements for Reporting of Savings Income Information?
- A.** This may be found in the [Guidance Notes](#) that are published on our website.  
([http://www.tia.gov.ky/pdf/GuidanceNotes\\_on\\_the\\_Reporting\\_of\\_SavingsIncomeInformationRequirements\\_in\\_theCaymanIslands\(Versions2.0\).pdf](http://www.tia.gov.ky/pdf/GuidanceNotes_on_the_Reporting_of_SavingsIncomeInformationRequirements_in_theCaymanIslands(Versions2.0).pdf))
- Q.** Where can I find information on the Tax Information Authority Law?
- A.** The Law can be found on the [Tax Information Assistance](#)  
(<http://tia.gov.ky/html/assistance.htm>) page of our website together with the [Guide to the Tax Information Authority Law](#).  
([http://www.tia.gov.ky/pdf/Guide%20to%20the%20Cayman%20Islands%20Tax%20Information%20Authority%20Law%20-%20Version%201.0%20\(March%202009\).pdf](http://www.tia.gov.ky/pdf/Guide%20to%20the%20Cayman%20Islands%20Tax%20Information%20Authority%20Law%20-%20Version%201.0%20(March%202009).pdf))



- Q.** Is the Tax Information Authority a tax administration or revenue agency?  
**A.** No, the Tax Information Authority is a Competent Authority for the purposes of the Cayman Islands international co-operation arrangements on tax matters.

Queries in relation to specific revenue matters should be directed to the relevant Government agency. For example:

For information on imports/exports and tariffs - [Cayman Islands Customs](http://www.customs.gov.ky/) (<http://www.customs.gov.ky/>); information on Tourist accommodation tax (Tel: (345) 949-0623) - [Cayman Islands Department of Tourism](http://www.caymanislands.ky/) (<http://www.caymanislands.ky/>).

- Q.** Is the Tax Information Authority part of the Cayman Islands Monetary Authority (“CIMA”)?  
**A.** No, CIMA is the Cayman Islands financial services regulator and is also responsible for the Cayman Islands Currency Board. For more information about CIMA, please visit their website at [www.cimoney.com.ky](http://www.cimoney.com.ky) (<http://www.cimoney.com.ky/>).

- Q.** Is the Tax Information Authority a Statutory Authority?  
**A.** No, the Tax Information Authority is a government department and falls within the Ministry of Finance, Tourism and Development.

- Q.** Can the Tax Information Authority provide a company tax exemption certificate?  
**A.** No, these are issued by the Cabinet Office.  
(Tel: (345) 244-2208 or (345) 244-2210, website: [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky)) (<http://www.cabinetoffice.gov.ky/>)

- Q.** Are there any boards or committees within the Tax Information Authority?  
**A.** No.

## **STRATEGIC MANAGEMENT**

In accordance with its statutory responsibilities and functions, the Authority's strategic goals are:

- to implement, manage and administer the legal structures and mechanisms for fulfilling its statutory roles, including appropriate systems and procedures to accommodate the third-party driven request process for international co-operation in tax matters;
- to ensure the effective operation of the statutory regimes relating to international tax information agreements entered into by the Cayman Islands and the requirements for the reporting of savings income information;
- to cooperate effectively with counterpart competent authorities and operate in accordance with current and developing international standards;
- to maintain human and other resources at levels which demonstrate and provide capacity to carry out all functions in accordance with international standards

## **Governance**

Tax Information Assistance:



[Tax Information Authority Law \(2009 Revision\)](#)



[Tax Information Authority Regulations \(2009 Revision\)](#)



[Tax Information Authority \(Tax Information Agreements\) Order, 2009](#)



[Tax Information Authority \(Tax Information Agreements\) Order, 2010](#)



[Tax Information Authority \(Tax Information Agreements\) Order No.2, 2010](#)



[Tax Information Authority \(Tax Information Agreements\) Order, 2011](#)

Reporting of Savings Income Information:



[Reporting of Savings Income Information  
\(European Union\) Law \(2007 Revision\)](#)



[Reporting of Savings Income Information  
\(European Union\) Regulations, 2005](#)

## **Corporate management**



Business Continuity Plan – Tax Information Authority



Hazard Management Plan for Records



Disaster Recovery Plan

Note: Copies may be obtained upon request from the Information Manager.

## **FINANCE & ADMINISTRATION**

*Administering the authority's internal functions and managing its resources efficiently and effectively, includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

### **Financial management**



[Annual budget](#)



[Financial statements: Half-yearly / quarterly reports](#)



Public Management & Finance Law



Public Management & Finance Law - Financial Regulations

The Tax Information Authority is a non-revenue raising department and is funded as a core Government function.

### **Administration**

*Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.*



Public Services Management Law



Public Services Management Law, Personnel Regulations



Human Resources policies and procedures



National Archive and Public Records Law



[Press releases](#)



Insurance policies



[Job vacancies; career opportunities](#)



Staff pay and grading structures



Records management file plan



[Freedom of Information Law](#)



[Freedom of Information \(General\) Regulations](#)

Note: Copies may be obtained upon request from the Information Manager.

## **POLICIES & PROCEDURES**

*Current written protocols used by the authority for carrying out functions, activities and delivering services.*



[Internal complaints procedure](#)



Human Resources policies and procedures



[Information management policy](#); Disposal schedule (records retention policy)



Operating policies and procedures; Standards of service



Asset & Equipment Disposal Policy

Records Management laws, policies and procedures may be found on the Cayman Islands National Archive website: <http://cina.gov.ky/recordsmanagement.htm>

Note: Copies may be obtained upon request from the Information Manager.

## **LISTS & REGISTERS**

*Information held in registers required by law and other lists or registers relating to the functions of the authority.*



Asset register



[FOI disclosure log](#)



[List of Public Authorities](#)

Note: Copies may be obtained upon request from the Information Manager.

## **OUR SERVICES**

### **Tax Information Assistance:**

Arrangements with other countries that provide for assistance in the area of tax information are part of the Cayman Islands' overall framework for international co-operation. The Tax Information Authority is the Cayman Islands competent authority for these purposes and is the sole, dedicated channel for the provision of information on tax-related matters.



[Guide to the Cayman Islands Tax Information Authority Law - \(Version 1.0\) March 2009](#)

### **Reporting of Savings Income Information:**

The Tax Information Authority is the Cayman Islands competent authority for the purposes of savings income information reporting requirements. It is responsible for receiving the prescribed information from local organizations which qualify as “paying agents” and for transmitting that information to its counterpart competent authorities in each EU Member State. These requirements are the domestic measures which equate to the European Union Savings Directive (“EUSD”). Other principal functions of the Tax Information Authority include issuing Tax Residence Certificates and issuing Guidance Notes.



[Guidance Notes on the Reporting of Savings Income Information Requirements in the Cayman Islands \(Version 2.0\)](#)



[Explanatory Memorandum for Version 2.0 of the Guidance Notes](#)



[Savings Income Report – Schedule 2](#)



[Savings Income Report – Schedule 3](#)



[Notes on the Completion of Savings Income Reports](#)



## Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

### 1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Exchange to making information available to the public as part of its normal business activities.

The Exchange will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Exchange will generally not publish:

- information in draft form;
- information that is not held by the Exchange, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Exchange's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on our website at [www.csx.com.ky](http://www.csx.com.ky) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.csx.com.ky](http://www.csx.com.ky). If you are still having trouble locating information listed under our scheme, please contact Gerry Halischuk by email at [foi@csx.com.ky](mailto:foi@csx.com.ky) or by phone at (345) 945-6060.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@csx.com.ky](mailto:foi@csx.com.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Note that listing documents and financial statements filed by our listed issuers normally are not made available other than for viewing onsite at the Exchange. Please see "Personal visits" below for information on making an appointment to view these documents.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Gerry Halischuk at (345) 945-6060 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Gerry Halischuk, Information Manager  
Cayman Islands Stock Exchange  
P.O. Box 2408  
Grand Cayman KY1-1105  
Cayman Islands

In your request, please provide your name and address, and full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Note that listing documents and financial statements filed by our listed issuers normally are not made available other than for viewing onsite at the Exchange. Please see "Personal visits" below for information on making an appointment to view these documents.

### Personal visits

The Exchange's office hours are 8:30 a.m. – 5:00 p.m. Although an appointment is not required in order to view any of the information listed in the publication scheme, it is



advisable in order that Exchange staff can ensure that the required information is made available without delay. Please contact Gerry Halischuk by email at [foi@csx.com.ky](mailto:foi@csx.com.ky) or by phone at (345) 945-6060.

Note that listing documents and financial statements filed by our listed issuers normally are not made available other than for viewing onsite at the Exchange.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Gerry Halischuk, Information Manager, Cayman Islands Stock Exchange by email at [foi@csx.com.ky](mailto:foi@csx.com.ky) or by phone at (345)945-6060.

The Exchange will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Exchange is legally required to translate any information, it will do so.

## **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Exchange strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The Exchange will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Exchange has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the Exchange that is not published under this scheme can be requested in writing. If you wish to make a request for information then you should contact the Information Manager (see the contact details above) by letter, facsimile or e-mail.

Requests must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The FOI Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to our address and we will let you know if we need to extend the deadline. For detailed advice on information that is exempt from disclosure under the FOI Law, please see the FOI Unit website at [www.foi.gov.ky](http://www.foi.gov.ky).

## **6. Complaints**

---

The Exchange aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Gerry Halischuk by email at [foi@csx.com.ky](mailto:foi@csx.com.ky) or by phone at (345) 945-6060 and we will try to resolve your complaint as quickly as possible. Further information about our complaints procedures can be obtained at <http://www.csx.com.ky> under “CSX Information” – “About Us” – “Freedom of Information” - “Appeals”.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response. The Information Commissioner can be contacted as follows:

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town,  
Grand Cayman  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of public authority**

Cayman Islands Stock Exchange

### **Ministry**

Ministry of Finance, Tourism & Development  
2nd floor, 71A Elgin Avenue, Government Administration Building  
Grand Cayman KY1-9000  
Cayman Islands

Email: [fezd@gov.ky](mailto:fezd@gov.ky)

Tel.: (345) 244-2205

Fax: (345) 949-8650

### **Principal officer/key staff**

Valia Theodoraki, Chief Executive Officer

Email: [valiatheodoraki@csx.com.ky](mailto:valiatheodoraki@csx.com.ky)

Tel.: (345) 914 -1896

Gerry Halischuk, Head of Markets and Compliance

Email: [gerryhalischuk@csx.com.ky](mailto:gerryhalischuk@csx.com.ky)

Tel.: (345) 914-1894

Nick Small, Head of Listings

Email: [nicksmall@csx.com.ky](mailto:nicksmall@csx.com.ky)

Tel.: (345) 914-1897

Jack Stoffers, Head of Information Technology

Email: [jackstoffers@csx.com.ky](mailto:jackstoffers@csx.com.ky)

Tel.: (345) 914-1892

### **Information Manager**

Information Manager: Gerry Halischuk

Email: [gerryhalischuk@csx.com.ky](mailto:gerryhalischuk@csx.com.ky)

FOI email: [foi@csx.com.ky](mailto:foi@csx.com.ky)

Tel.: (345) 945-6060

Designate: Sandy McFarlane

Email: [sandymcfarlane@csx.com.ky](mailto:sandymcfarlane@csx.com.ky)

FOI email: [foi@csx.com.ky](mailto:foi@csx.com.ky)

Tel.: (345) 945-6060

*Link to the Freedom of Information website: [www.foi.gov.ky](http://www.foi.gov.ky)*

### **Organisation and functions**

The Exchange was established under The Cayman Islands Stock Exchange Company Law, 1996 (the "Law") as a private limited company. Under the Law, the Exchange has the sole and

exclusive right to operate one or more securities markets in the Cayman Islands. The purposes of the Exchange, as defined in the Law, "...are to engage in and carry on the business of establishing and operating one or more securities markets for the listing and trading of securities, which business shall include the admission of persons as Exchange members entitled by reason of membership of the Exchange to engage in the listing and trading of securities through the facilities made available by the Exchange for such purpose".

The specific regulatory objectives of the Exchange are to:

- protect investors and the public interest and prevent unfair discrimination between customers, issuers or broker members;
- ensure that broker members deal honestly and fairly with investors, and have sound finances and management;
- ensure that business is conducted in an orderly manner and so as to afford proper protection to investors;
- ensure the effective monitoring and enforcement of compliance of broker members with its rules; and
- promote and maintain high standards of integrity and fair dealing in the carrying out of business by broker members.

<b>Mailing Address/Location</b>	Cayman Islands Stock Exchange 4th Floor, Elizabethan Square, P.O. Box 2408, George Town, Grand Cayman KY1-1105, Cayman Islands
<b>Telephone</b>	+1 (345) 945-6060
<b>Fax</b>	+1 (345) 945-6061
<b>Website</b>	www.csx.com.ky
<b>Email/FOI email</b>	csx@csx.com.ky /foi@csx.com.ky
<b>Hours</b>	8:30 a.m. – 5:00 p.m., Monday to Friday

#### Boards and committees

Name	Meetings	Minutes
<p>Exchange Council:</p> <p>Members:</p> <p>Anthony B. Travers (Chairman), Dax Basdeo (Vice Chair), Roisin Cater, Sophia Dilbert, Mark Lewis, Johan Moxam, Barry Smith, Valia Theodoraki (CEO), Canover Watson</p>	<p>Held as needed, at the Exchange's offices. The meetings are not open to the public.</p>	<p>Minutes are available in hard copy only. Please contact the Exchange at foi@csx.com.ky.</p>

#### STRATEGIC MANAGEMENT

---

*Administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

## **Governance**

*High-level documents that inform and direct the functions and activities of the authority:*

Copies of the following documents may be obtained on request from the Information Manager who can be contacted at [foi@csx.com.ky](mailto:foi@csx.com.ky) :

Corporate constitutional documents:

- a) Articles of Association of The Cayman Islands Stock Exchange Ltd.
- b) Memorandum of Association of The Cayman Islands Stock Exchange Ltd.

Governing legislation and regulations:

- a) The Cayman Islands Stock Exchange Company Law

## **Corporate management**

Copies of the following may be obtained upon request from the Information Manager:

- annual reports of the Exchange
- audit reports on overall operations of the Exchange
- statistics
- Emergency Preparedness and Recovery Plan

## **FINANCE & ADMINISTRATION**

---

*Administering the Exchange's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

### **Financial management**

Copies of the following may be obtained upon request from the Information Manager:

- annual budget
- financial statements
- sources of revenue and investments
- accounting procedures; contracting procedures
- list of current tenders, contracts or quotations, recently awarded contracts

### **Administration**

Copies of, or information about, the following may be obtained upon request from the Information Manager:

- insurance policies
- premises lease
- press releases (also available on our website at [www.csx.com.ky](http://www.csx.com.ky) under “CSX News” – “Announcements”)
- job vacancies and career opportunities
- information technology
- human resources
- records management file plan or classification scheme

## **POLICIES & PROCEDURES**

---

The Exchange’s policies and procedures for carrying out its functions and activities and for delivering its services are grouped as follows:

- Listings Rules, Policies and Procedures – which can be found on the Exchange’s website at [www.csx.com.ky](http://www.csx.com.ky) under “CSX Listing” – “Listing Rules and Forms”
- Broker Membership Rules, Policies and Procedures – which can be found on the Exchange’s website at [www.csx.com.ky](http://www.csx.com.ky) under “CSX Membership” – “Broker Membership Rules and Forms”
- Trading Rules, Policies and Procedures – which can be found on the Exchange’s website at [www.csx.com.ky](http://www.csx.com.ky) under “CSX Trading” – “Trading Procedures” and “Crossing Market Procedures”
- CUSIP/ISIN Procedures and Forms [for obtaining numbering system identifiers (CINS and ISIN) for securities of issuers registered in the Cayman Islands and the British Virgin Islands] – which can be found on the Exchange’s website at [www.csx.com.ky](http://www.csx.com.ky) under “CUSIP/ISIN Services”
- Complaint Procedures – which can be found on the Exchange’s website at [www.csx.com.ky](http://www.csx.com.ky) under “CSX Information” – “About us”

## **DECISIONS & RECOMMENDATIONS**

The Stock Exchange Company Law confers self-regulatory powers on the CSX as an exchange, subject to supervision and regulation by the Stock Exchange Authority. The Stock Exchange Authority is an autonomous body established as the dedicated regulator for the Exchange under the Law. The Authority has statutory responsibility for the policy, regulation and supervision of the Exchange.

The Financial Secretary of the Cayman Islands Government is the chair of the Authority. Its executive board, appointed by the Governor of the Cayman Islands, comprises in addition to the Financial Secretary, the Head of the Cayman Islands Monetary Authority, the Attorney General, the Deputy Financial Secretary and the Head of the Government’s Economic and Statistics Department.

The Authority appoints the members of the Exchange’s Council that is responsible for administering the business affairs and day-to-day operations of the Exchange. The Council

currently comprises nine senior professionals, seven of whom are drawn from the private sector. The Chief Officer (Financial Services) and the Chief Executive Officer of the Exchange also are members of the Council.

Rule-making and policy development by the Exchange, including any changes to pre-existing rules and policies, is effected in consultation with the Authority and is subject to the Authority's written approval. The Authority has the statutory authority to require the Exchange to make, rescind or amend any of its rules.

The Council has delegated its powers and functions for listing matters to the Exchange's listing committee and for trading and membership matters to the Exchange's membership committee, subject to the appeals procedures set out in the rules. The committees are made up of all members of the Council who may, subject to any conflict of interest, participate in all listing and membership committee meetings. The quorum for committee meetings is three.

In the first instance, all listing applications are dealt with by the listing staff of the Exchange and all broker member applications as well as compliance and enforcement matters are dealt with by the market regulation staff of the Exchange, who report to the applicable committee.

Copies of the minutes of Council meetings, redacted as necessary and in accordance with the National Archive's *Redaction Standard*, can be obtained upon request from the Information Manager.

## **LISTS & REGISTERS**

---

The Exchange compiles and maintains, on a daily basis, the Official List, which is the complete list of all securities listed on the Exchange. It can be found on the Exchange's website at [www.csx.com.ky](http://www.csx.com.ky) under "CSX Listing".

The Exchange also publishes, on a daily basis, the Daily Trading Summary, which is the record of all trades that have occurred each day through the Exchange's trading facilities. It can be found on the Exchange's website at [www.csx.com.ky](http://www.csx.com.ky) under "CSX Trading".

A list of the Exchange's listing agents and broker members can be found on the Exchange's website at [www.csx.com.ky](http://www.csx.com.ky) under "CSX Listing" and "CSX Membership" respectively.

## **OUR SERVICES**

---

### ***Listing***

The admission of securities to listing on the Exchange is governed by the Exchange's Listing Rules, which also provide detailed requirements for the continuing obligations of issuers, the enforcement of those obligations and the suspension and cancellation of listing. The Listing Rules can be viewed on the Exchange's website under "CSX Listing"-*"Listing Rules and Forms"*. The Exchange also has rules governing takeover bids and substantial acquisitions of shares (*"Code on Takeovers and Mergers"*) and has adopted the Model Code of Conduct for Directors, Managers and Employee Insiders. The purpose of the Model Code is to ensure that persons discharging managerial responsibilities and employee insiders do not abuse, and do not place themselves under suspicion of abusing, inside information that they may have, especially in

periods leading up to an announcement of the issuer's results. Both the Code on Takeovers and Mergers and the Model Code can be viewed on the Exchange's website under "CSX Listing"- "Listing Rules and Forms".

Relevant documents accessible on the Exchange's website at [www.csx.com.ky](http://www.csx.com.ky) under "CSX Listing"- "Listing Rules and Forms" are as follows:

- Listing Rules
- Code on Takeovers and Mergers
- Model Code of Conduct for Directors, Managers and Employee Insiders

### ***Listing Funds***

The Exchange is the leading offshore exchange in a North American time zone for the listing of mutual funds and hedge funds with approximately 2,000 fund listings to date. An Exchange listing is an inexpensive, efficient and effective way to add credibility, marketing value and a higher profile to a fund offering. Advantages to listing a fund on the Exchange include: \* enhanced access to institutional capital, particularly to institutional investors who may face legal or internal constraints on investing in unlisted securities; \* listing rules that are tailored to accommodate the latest structures and products, do not impose unnecessarily onerous conditions and restrictions and are not bound by the EU Prospectus Directive; \* UK HMRC recognized status that qualifies CSX listed securities for investment by UK personal pension plans; and \* a listing process that is streamlined and cost competitive.

### ***Listing Debt***

The Exchange also is the leading offshore exchange in a North American time zone for the listing of specialist debt securities, Eurobonds and insurance and risk-related securities, with approximately 1,000 such listings to date. Advantages to listing debt on the Exchange include: \* enhanced access to institutional capital, particularly to institutional investors who may face legal or internal constraints on investing in unlisted securities; \* HMRC recognized status that permits the payment of interest and dividends without withholding tax; \* listing rules that are tailored to accommodate the latest structures and products, do not impose unnecessarily onerous conditions and restrictions and are not bound by the EU Prospectus Directive; and \* a listing process that is streamlined and cost competitive.

### ***Listing Equity***

The Exchange offers a listing and trading facility for both domestic and international equity, whether primary or secondary listings. Advantages to listing equity on the Exchange include: \* a trading platform that provides a secondary market for listed securities; \* no trading fees; \* enhanced access to institutional capital, particularly to institutional investors who may face legal or internal constraints on investing in unlisted securities; \* enhanced ability to acquire U.S. shareholders in the secondary market without the need to meet U.S. regulatory requirements; \* UK HMRC recognized status that qualifies CSX listed securities for investment by UK personal pension plans; \* potential for local companies to raise development capital and their corporate profile and to build a local market for their listed securities; \* listing rules that do not impose unnecessarily onerous conditions and restrictions and are not bound by U.S. regulatory requirements or by the EU Prospectus Directive; and \* a listing process that is streamlined and cost competitive.

If you wish to discuss listing on the Exchange, please contact the Exchange's Listing Department directly at [csx@csx.com.ky](mailto:csx@csx.com.ky) . All Exchange listing rules and other regulations and forms are accessible for review on the Exchange's website at [www.csx.com.ky](http://www.csx.com.ky).



## **Membership**

The admission and ongoing business activities of broker members of the Exchange are governed by the Exchange's Broker Membership Rules. The Broker Membership Rules include comprehensive member conduct rules as well as market conduct rules. In order to qualify as a broker member of the Exchange, an applicant must satisfy the Exchange that it meets the criteria set out in the Exchange's Broker Membership Rules. The Broker Membership Rules require that broker members comply with the stringent anti-money-laundering legislation enacted in the Cayman Islands, including the implementation of appropriate KYC procedures, and provide for sanctions should they fail to meet the legislated requirements. Broker members are required to file, for review by Exchange staff, monthly capital adequacy reports, annual audited financial statements and an annual compliance report that reviews the effectiveness of compliance and monitoring procedures and identifies any areas of concern. Broker members also are subject to periodic onsite inspections by Exchange staff to review compliance with the Exchange's Broker Membership Rules.

The Broker Membership Rules include market conduct rules that require that broker members of the Exchange have appropriate compliance procedures in place to identify and address various abusive trading practices, including insider trading and market manipulation, and provide for specific prohibitions against, and disciplinary provisions for, the involvement of the Exchange's broker members in abusive trading practices. The Exchange has been a member of the Intermarket Surveillance Group ("ISG") since 2001 and its market conduct rules meet ISG membership requirements. The Broker Membership Rules can be viewed on the Exchange's website under "CSX Membership"- "Broker Membership Rules and Forms".

Only broker members of the Exchange may access the trading facilities of the Exchange. A broker member admitted to trade in securities listed on the Exchange usually also must be licensed for trading in securities by the Cayman Islands Monetary Authority. Only Exchange registered employees of broker members with trading access are permitted to enter orders using the trading system's password protected order entry screens. The Exchange assigns passwords directly. The Exchange's trading and settlement system is electronic and web-based and offers the Exchange's broker members an easily accessible and transparent means of posting quotations and conducting and settling trades in listed securities. Trades by the Exchange's broker members in equities with a primary listing on the Exchange are required to be conducted through the Exchange's trading system.

If you wish to be considered for broker membership, please contact the Exchange's Markets and Compliance Department directly at [csx@csx.com.ky](mailto:csx@csx.com.ky). Broker membership rules and forms are accessible for review on the Exchange's website at [www.csx.com.ky](http://www.csx.com.ky).

## **CUSIP/ISIN Services**

The Exchange is the exclusive CUSIP International numbering agent for issuing CUSIP numbering system identifiers (CINS and ISIN) for securities of issuers registered in the Cayman Islands and the British Virgin Islands. CUSIP-based identifiers provide a unique name for each financial instrument allowing them to be easily recognized by all players in the industry. This makes trading and clearing and settlement of securities transactions much more efficient and also supports the proper processing of income payments made during the lifecycle of an issue. Information on how to apply for an identification number can be found on the Exchange's website at [www.csx.com.ky](http://www.csx.com.ky) under "CUSIP/ISIN Services".





## Ministry of District Administration, Works, Lands and Agriculture

### Publication Scheme - January 2012

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Ministry of District Administration, Works, Lands and Agriculture to making information available to the public as part of its normal business activities.

The Ministry of District Administration, Works, Lands and Agriculture will;

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Ministry of District Administration, Works, Lands and Agriculture will generally not publish:

- information in draft form;
- information that is not held by the Ministry or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Ministry of District Administration, Works, Lands and Agriculture's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on our website [www.dawla.gov.ky](http://www.dawla.gov.ky) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility. If you are still having trouble locating information listed under our scheme, please contact the Ministry via email at [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky)

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (+1 345) 244-2412 (or 244 2437) to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

The Information Manager, Ministry of District Administration, Works, Lands and Agriculture, Government Administration Building Box 107, 133 Elgin Avenue, George Town, Grand Cayman KY1-9000 Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please email [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky) or contact +1 345-244-2412 (or ext 2437) and ask to speak to the Information Manager or Information Manager Designate for assistance.

The Ministry of District Administration, Works, Lands and Agriculture will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Ministry of District Administration, Works, Lands and Agriculture is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Ministry of District Administration, Works, Lands and Agriculture strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### *Reproduction costs*

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### *Postage costs*

The Ministry of District Administration, Works, Lands and Agriculture will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Ministry of District Administration, Works, Lands and Agriculture has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Ministry of District Administration, Works, Lands and Agriculture that is not published under this scheme can be requested in writing please see [www.dapah.gov.ky](http://www.dapah.gov.ky) for more information. Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

---

The Ministry of District Administration, Works, Lands and Agriculture aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky) or call 345-244-2412 (or ext 2437), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [www.dawla.gov.ky](http://www.dawla.gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response. The Commissioner can be contacted at;

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: *appeals@ico.gov.ky*

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of public authority**

Ministry of District Administration, Works, Lands and Agriculture.  
Cayman Islands Government

### **Minister**

Hon. Juliana O'Connor-Connolly, JP  
Deputy Premier and first elected Member for Cayman Brac and  
Little Cayman

### **Principal Officer**

Mr. Kearney S. Gomez, MBE, JP  
Permanent Secretary/Chief Officer

### **Key Staff**

- Mrs. Leyda Nicholson-Makasare - Deputy Chief Officer
- Mr. Tristan Hydes - Deputy Chief Officer
- Mrs. Nadisha Walters - Chief Financial Officer
- Mrs. Melinda Montemayor - Chief Human Resource Officer

### **Information Manager and Designate**

- Mrs. Leyda Nicholson-Makasare – Information Manager  
*Leyda.Nicholson-Coe@gov.ky*

- Mrs. Tanya Vasquez-Ebanks– Information Manager Designate  
Tanya.Vasquez-Ebanks@gov.ky

### **Organisation and Functions**

The Ministry of District Administration, Works, Lands and Agriculture provides critical infrastructure services to maintain a strong and viable economy and to promote a healthy, clean and safe environment for both visitors and residents alike. The Ministry is Government's largest and is run day to day by a Chief Officer and two Deputies. The Ministry's areas of responsibility extend to the following subjects;

- Cayman Brac and Little Cayman (District Administration)
- Agriculture,
- Lands,
- Public Works,
- Vehicle & Drivers Licencing,
- Electricity Regulatory Authority,
- Environmental Health,
- Vehicle and Equipment Services,
- Information, Communications and Technology Authority
- Mosquito Research and Control Unit
- National Roads Authority
- National Weather Service
- Office of Telecommunications (OFTEL)
- Postal Services
- Recreation Parks & Cemeteries Unit
- Radio Cayman
- Petroleum Inspectorate
- Water Authority
- Sister Islands Affordable Housing
- Civic Centres & Town Halls
- Facilities Management

### **Physical Address:**

5<sup>th</sup> Floor, Government Administration Building,  
133 Elgin Avenue,  
George Town  
Grand Cayman KY1-9000  
Cayman Islands

### **Contact Details:**

Government Administration Building, Box 107  
133 Elgin Avenue  
George Town  
Grand Cayman KY1-9000  
Cayman Islands  
Telephone: +1 345 244 2412  
Email: [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky)  
Website: [www.dawla.gov.ky](http://www.dawla.gov.ky)



Location and hours	Matters handled
<b>Ministry of District Administration, Works, Lands and Agriculture</b>  Deputy Premier and Hon. Minister's Office 5 <sup>th</sup> Floor Government Administration Building 133 Elgin Avenue, George Town, Grand Cayman  8:30 am – 5:00 pm Monday to Friday  Tel: 345-244-2412	Personal Administration for Deputy Premier / Hon. Minister and Chief Officer Policy and Planning Human Resource Management Finance Day to Day Operations Capital Projects Equity Injections Executive Assets Petroleum Inspectorate Facilities Management Civic Centre & Town Halls Freedom of Information Requests Complaints

## Boards and Committees

The Ministry is responsible for appointing members and Directors to the following Boards & Committees;

- Animal Welfare Advisory Committee
- Electricity Regulatory Authority
- Information, Communications and Technology Authority
- Land Surveyors Board
- National Roads Authority
- Assessment Committee (roads compensation)
- Sister Islands Affordable Housing Development Corporation
- Water Authority Board
- Veterinary Board

## Frequently Asked Questions

### 1. What areas of responsibility does your Ministry hold (i.e Departments, Authorities, Units and Sections that report to this Ministry)?

- Cayman Brac and Little Cayman (District Administration),
- Agriculture,
- Lands,
- Public Works,

- Vehicle & Drivers Licencing,
- Electricity Regulatory Authority,
- Environmental Health,
- Vehicle and Equipment Services,
- Information, Communications and Technology Authority
- Mosquito Research and Control Unit
- National Roads Authority
- National Weather Service
- Office of Telecommunications (OFTEL)
- Postal Services
- Recreation Parks & Cemeteries Unit
- Radio Cayman
- Petroleum Inspectorate
- Water Authority
- Sister Islands Affordable Housing
- Civic Centres & Town Halls
- Facilities Management

## **STRATEGIC MANAGEMENT**

---

### **Governance**

The work of the Ministry is largely governed by directives obtained through the Governor in Cabinet. The Hon. Minister and Deputy Premier, with approval from Cabinet, appoint members to Boards of the Government Statutory Authorities and various other Government Boards/Committees to develop and implement government policies, legislation, etc.

The following list reflects the legislation that guides the management of the Ministry:

- Personnel Regulations (2006)
- Public Service Management Law (2007 Revision)
- Public Management and Finance Law (2005 Revision)
- Financial Regulations (2008 Regulations)
- Freedom of Information Law (2007 Revision)
- The Freedom of Information General Regulations (2008 Revision)
- The Cayman Islands Constitution Order (2009)

### **Corporate Management**

The following document helps plan and evaluate the work of the Ministry:

Ministry of District Administration, Works, Lands & Agriculture – Hurricane Preparedness Plan (May 2011)

The Cayman Islands Government Annual Report includes information on the Ministry. It is posted on the website [www.gov.ky](http://www.gov.ky) (search 'Annual Report' or click on the following link;) [http://www.gov.ky/portal/page?\\_pageid=1142,1591697&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1591697&_dad=portal&_schema=PORTAL)

## **FINANCE & ADMINISTRATION**

---

The Ministry of District Administration's Finance team administers and manages the Ministry's budget process and monetary resources. The Unit is headed by a Chief Financial Officer who reports to the Permanent Secretary/Chief Officer. For further information on finance matters please contact our Finance team at 244-2478 or email [leon.bodden@gov.ky](mailto:leon.bodden@gov.ky).

### **Financial management**

The following documents are related to the administration of the Ministry's monetary resources:

- Annual Budget Statement
- Annual Plan and estimates
- Purchase Agreements
- Financial Statements; Half-yearly/quarterly reports
- Capital Acquisition Budget
- Accounting Policies and Procedures
- Payment Batches and Invoices
- Cabinet Invoicing

The Ministry's annual budget can be obtained from the [www.gov.ky](http://www.gov.ky) website (search 'Budget' or use the following link;)

[http://www.gov.ky/portal/page?\\_pageid=1142,1593653&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1593653&_dad=portal&_schema=PORTAL)

### **Administration**

The following documents are related to other administrative functions carried out within the Ministry:

- Press Releases
- Staff pay and grading structures
- Records Management File Plan

### **Human Resources**

Please contact our Human Resources team at 244-3429 or by emailing the Chief HR Officer, [Melinda.Montemayor@gov.ky](mailto:Melinda.Montemayor@gov.ky) for more information on human resources matters.

The following documents are used to guide the management of human resource matters in the Ministry:

- Human Resources Policy and Procedure Manual

## **POLICIES & PROCEDURES**

---

The following policies are used or have been created by the Ministry:

- Complaints Policy
- Aggregate Importation Policy (2009 Revision)
- Importation of Heavy Equipment Policy

## **LISTS & REGISTERS**

---

The Ministry keeps a list or register of the following:

- Assets Register
- File Register
- List of Boards and Committees appointed by the Ministry
- FOI Requests
- List of Complaints
- List of Incoming and Outgoing Mail
- List of Press Releases
- List of Payments

## **OUR SERVICES**

---

The Ministry of District Administration, Works, Lands and Agriculture funds, develops, and monitors the implementation of policy, legislation and services for its areas of responsibility.

The departments, subjects and units within its remit are: District Administration (Cayman Brac and Little Cayman) , National Weather Service, Radio Cayman, OFTEL, Postal Service, Public Works, Sister Islands Sports, Vehicle and Drivers Licensing; Vehicle and Equipment Services; Crown lands; Recreation Parks and Cemeteries Unit; Agriculture, Environmental Health, Mosquito Research and Control Unit; and Petroleum Inspectorate.

The authorities, boards and committees within its remit include: Electricity Regulatory Authority, Information and Communications Technology Authority, Water Authority, National Roads Authority, Sister Islands Affordable Housing Development Corporation, Animal Welfare Advisory Committee, Veterinary Board, Assessment Committee (Roads Compensation), Land Surveyor's Board, and Street Naming and Numbering Committee.

***Department of Agriculture Publication Scheme***  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Agriculture to making information available to the public as part of its normal business activities.

The Department of Agriculture will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The Department of Agriculture will generally not publish:

- information in draft form;
- information that is not held by the Department of Agriculture, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Agriculture's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents will be published electronically on the Department of Agriculture's website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are still having trouble locating information listed under our scheme, please contact Executive Officer – Customer Service.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.agr@gov.ky](mailto:foi.agr@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 345-947-3090 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

P. O. Box 459  
Grand Cayman KY1 -1106

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Executive Officer – Customer Service.

The Department of Agriculture will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Agriculture is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Agriculture strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are currently no publications which the Department of Agriculture offers for sale.

##### *Reproduction costs*

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### *Postage costs*

The Department of Agriculture will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department of Agriculture has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by Department of Agriculture that is not published under this scheme can be requested. Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

The Department of Agriculture aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.



If you wish to complain about any aspect of this publication scheme, please contact Executive Officer - Customer Service, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Department of Agriculture's Office.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

*Cayman Islands Department of Agriculture*

### **Ministry**

*Ministry of District Administration, Works, Lands & Agriculture*

### **Principle officer and Key Staff**

- *Mr. Adrian Estwick, Director of Agriculture*

- *Mr. Brian Crichlow, Assistant Director (Agriculture Services)*
- *Dr. Kanyuira Gikonyo, Veterinary Officer I*
- *Dr. Nigel Elliott, Veterinary Officer II*
- *Mr. Telford Miller, Senior Agricultural Officer*
- *Mr. Raymond Coleman, Agronomist*
- *Miss Joan Steer, Plant Protection Officer*
- *Mr. Ronald Green, Senior Animal Health and Welfare Officer*
- *Miss Ceita Christian, Financial Administrator*

### **Information manager**

*Mr. Brian Crichlow, Assistant Director (Agriculture Services) (Acting Information Manager) – 345-947-3090*

### **Organisation and functions**

#### ***Mission Statement***

*The organization seeks to develop sustainable agricultural production in order to promote measures of self-sufficiency and food security (compatible with economic reality) for the Cayman Islands. To preserve and protect the state of health and well being of plants and animals and to indirectly promote the wellness of residents through dynamic planned development.*

### **Grand Cayman**

#### **Administrative Offices, Sales, Technical Services & Propagation Station**

Hours of Operation:

Administration:	Monday to Friday – 8:30am – 5:00pm
Agriculture Sales:	Monday to Friday – 8:00am - 4:30pm
	Saturday – 8:30am – 1:00pm

181 Lottery Road, Lower Valley  
Bodden Town, Grand Cayman

PH: 1-345-947-3090  
Fax: 1-345-947-6501

#### **Agricultural Health Inspection Services (AHIS)**

Hours of Operation: Monday to Friday – 8:00am-4:30pm

136 Owen Roberts Drive  
Cargo Express Building  
Airport Road, George Town

PH: 1-345-946-6927  
Fax: 1-345-945-2251

**Agricultural Health Inspection Services**  
(Owen Roberts International Airport)

298 Owen Roberts Drive  
George Town, Grand Cayman

PH: 1-345-949-7909  
Fax: 1-345-945-2267

**Cayman Brac**

**Administrative Offices, Sales, Technical Services & Propagation Station**

Hours of Operation: Monday to Friday – 8:00am-4:30pm

48 Spot Bay Rd.  
Cayman Brac

PH: 1-345-948-0522  
Fax: 1-345-948-0407

**Mailing Addresses**

Grand Cayman: P. O. Box 459  
Grand Cayman KY1 -1106

Cayman Brac: P. O. Box 136  
Cayman Brac KY2 – 2401

**Boards and committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<i>Animal Welfare and Control Committee</i>  - Dr. Jackman - Mr. Alvin McLaughlin - Ms. Carolyn Parker - Ronald Green	<i>Not open to the public.</i>  <i>Meets every other month.</i>	<i>Hard Copy and Electronic Copies are stored at the Department of Agriculture.</i>

<i>Veterinary Board</i> - Dr. Lana Watler-Rowell - Dr. Joseph Jackman - Mr. Ronald Green	<i>Not open to the public.</i>  <i>Meets quarterly or on necessity.</i>	<i>Hard Copy and Electronic Copies are stored at the Department of Agriculture.</i>
<i>Administrative Strategic Planning Committee</i> - Mr. Adrian Estwick, Director of Agriculture - Mr. Brian Crichlow, Acting Assistant Director (Agriculture Services) - Dr. Kanyuira Gikonyo, Veterinary Officer I - Dr. Nigel Elliott, Veterinary Officer II - Mr. Telford Miller, Senior Agricultural Officer - Mr. Raymond Coleman, Agronomist - Miss Joan Steer, Plant Protection Officer - Mr. Ronald Green, Senior Animal Health and Welfare Officer - Miss Ceita Christian, Financial Administrator	<i>Not open to the public</i>	<i>Hard Copy and Electronic Copies are stored at the Department of Agriculture.</i>

### **Frequently asked questions**

*Frequently asked questions and answers will be published in the near future on the Department of Agriculture's website*

### **STRATEGIC MANAGEMENT**

*Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

## **Governance**

- The Animals Law (2003 Revision)
- The Animals Law (1999 Revision) Animals (Exportation, Importation, Protection and Control) Regulations (2004 Revision)
- The Animals Law (1996 Revision) The Animals (Restrictions on Riding) Order (1996 Revision)
- Animals Law (1996 Revision) Animals (Disposal) Regulations, 1997
- Animals Law (1999 Revision) Animals (Prohibited Dogs) Regulations (2004) Revision)
- Veterinary Law (1997 Revision)
- The Veterinary Regulations (1998 Revision)
- The Plants (Importation and Exportation) Law (29 of 1983) (1997 Revision)
- The Endangered Species Protection and Propagation Law (1999 Revision)
- The Endangered Species (Trade and Transport) Law, 2004 (Law 14 of 2004)
- Public Management and Finance Law (2003 Revision)
- Public Service Management law, 2005 (Law 27 of 2005) Personnel Regulations, 2006
- The Plant (Importation and Exportation) (Fees) Regulation 2009

## **Corporate management**

*The organization seeks to develop sustainable agricultural production in order to promote measures of self-sufficiency and food security (compatible with economic reality) for the Cayman Islands. To preserve and protect the state of health and well being of plants and animals and to indirectly promote the wellness of residents through dynamic planned development.*

Annual reports

[http://www.gov.ky/portal/page?\\_pageid=1142,1591697&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1591697&_dad=portal&_schema=PORTAL)

#### Statistics

Documents	Location
▪ Farmers Registration	Agency Office
▪ Animal License Registration	Agency Office
▪ Livestock Population	Agency Office
▪ Tuna Importation Log	Agency Office
▪ Toothfish Importation Log	Agency Office
▪ Pest List	Agency Office
▪ Goods Seized and Detained	
▪ Inspection Checklist Summary - Electronic	
▪ Interceptions	
▪ Snails and Slugs Collection	
▪ Aggregate Importation Log	
▪ Animal Rescue Shelter Visitor List	Agency Office

#### Plans for business continuity, hazard management and disaster recovery

▪ Hurricane Preparedness Plan	Agency Office
▪ Business Interruption and Continuity Plan	Agency Office

### **FINANCE & ADMINISTRATION**

*Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

#### **Financial management**

*Documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.*

#### Annual budget

**[http://gazettes.gov.ky/sites/default/files/extraordinary-gazettes-supplements/Es222011\\_web.pdf](http://gazettes.gov.ky/sites/default/files/extraordinary-gazettes-supplements/Es222011_web.pdf)**

---

Accounting procedures; Contracting procedures

- Month-End Cut-Off Dates for Drafts/Wire Transfers
- Month-End Procedures & Cabinet Billing Instructions
- CI Gov't Pay Dates (payroll done in accordance)
- Ministry of DAW & GA Output Group Codes
- Fixed Assets & Inventory Counts: Year End Procedures
- IRIS Approval Limits
- Changes to Royal Online Gold (wire transfers)
- Procedures for Receipt of Cabinet Funding
- Fixed Assets Procurement Details
- Batch Control Cover Sheet
- Draft Requisition
- Draft Cancellations Request
- RBC Draft Re-Deposit
- Wire Transfer Requisition
- Inter-Office Requisitions (Local & Overseas)
- Request for Creation of New Vendor (IRIS)
- Fixed Asset Purchasing Form
- Permission for Users to Create Draft/Wires (RBC Online Gold)

#### Board members allowances and expenses

- Compensation for Board Members is filed according to vendor in the Accounts Unit

#### List of current tenders, contracts or quotations; Recently-awarded contracts

- A1 Janitorial
  - Department of Agriculture Main Office, located at John Bothwell Building
  - Animal Rescue Shelter, located at Agricola Drive, Lower Valley
  - Airport Office, located at Owen Roberts International Airport, George Town
  - Agricultural Health Inspection Services Office, located at Customs Cargo Facility, George Town Grand Cayman

The total amount for the Agreements is **CI\$2,200.00** per month.

These Agreements are effective from July 1, 2010 until June 30, 2011.

## **Administration**

### Press releases

- All Press Releases are posted on the CIG Government Information Systems website.

### Job vacancies; career opportunities

- All employment opportunities are advertised on CIG intranet services and in the local news papers.

### Staff pay and grading structures

- Staff pay and grading structures are available on the Cayman Islands Government's website

### Records management file plan or classification scheme

- Department of Agriculture's Record Management File Plan

## **POLICIES & PROCEDURES**

Complaints-handling procedure; HR policies and procedures; Operating policies and procedures; Standards of service

- Standard Operating Procedures for Abattoir Personnel Safety
- Standard Operating Procedures for all Types of Leave Requests i.e. Vacation Leave, Sick Leave, Compassionate Leave, Bereavement Leave and Compensatory Leave
- Health and Safety Standard Operating Procedures for Veterinary Services Field Staff
- Standard Operating Procedures for Daily POS Closeout, Deposits & Processing
- Standard Operating Procedures for Quarterly General Staff Meetings
- Standard Operating Procedures for Travel Advances & Claims
- Administration Guidelines
- Standard Operating Procedures for Veterinary Services Field Staff
- Personnel Matters for Individual Staff (Confidential)



- Animal Welfare Advisory Committee (Minutes)
- Agricultural Strategic Planning Committee (Minutes)
- Veterinary Board Laws & General File (Minutes)
- Ministry of District Administration, Planning Agriculture and Housing - Human Resource Management Policies and Procedures Manual
- Public Service Management Law, 2005 (Law 27 of 2005) Personnel Regulations, 2006
- Application to the Veterinary Board for Enrolment as an Animal Health Assistant
- Application for Registration as a Veterinary Surgeon
- Mission Statement and Strategic Goals for DoA
- Job Descriptions - Agriculture Staff
- Job Vacancies – Wage Earners and Contracted Officers
- Tender Review Committee – Janitorial and Gardening Services
- Quarantine Inspection Procedures Manual
- Laboratory Procedures Manual
- Grand Cayman landscaping Guidelines Planning Department 2007X
- Central Planning Authority’s Aggregate Policy
- Training Manual for Safe Use and Handling of Pesticide Products
- Internal Complaints Procedure

## **DECISIONS & RECOMMENDATIONS**

*Information about proposals, resolutions, assessments and results, including decision-making processes.*

Policy proposals; Recommendations; Minutes of meetings; Public consultations

- Animal Welfare Advisory Committee (Minutes)
- Agricultural Strategic Planning Committee (Minutes)
- Veterinary Board Laws & General File (Minutes)

Permits granted or refused (where publication is required by law, enactment or practice)

- Import Permits
  - Live Animal Import Permits
    - Dog and Cat
    - Birds, fish and pocket pets

- All other live animals
- Pet Passports
- Meat Import Permits
- Seafood Import Permits
- Plant Import Permits
  - Seeds
  - Cut flowers and foliage
  - Produce
  - Live plants
  - Balled and burlapped
- Aggregate Import Permits
- Export Permits
  - Live Animal Export Permits
  - Phytosanitary Certificates

## **LISTS & REGISTERS**

*Information held in registers required by law and other lists or registers relating to the functions of the authority.*

*Actual lists and registers may be published under this heading.*

*Alternatively, the authority should enter details about each list or register – how it can be viewed or accessed, and whether any fees or charges apply.*

Asset register; Register of gifts; Logs

- Register of Veterinary Surgeons
- Register of Animal Health Assistants
- Department of Agriculture Capital Asset Register
- Register of Promotional Items
- Register of Dog Licenses
- Summary of task Force Inspections
- Goods Seized and Detained
- Interception
- Snails and Slugs Collection
- Aggregate Importation Log
- Cayman Islands Pesticide Inventory Year 2000

- Cayman Islands Official Plant Pest List
- PHM National Survey Reports 2006
- PHM Rapid Response Reports 2006 to present – Grand Cayman
- PHM Rapid Response Reports 2008 to present – Cayman Brac
- Plant Health Diagnostic Records (Extension) – 1998 to present
- Pest Risk Assessment Reports per quarry with Aggregate laboratory test results

## **OUR SERVICES**

Guidance notes; leaflets; fact sheets; booklets; newsletters

- Pest and Diseases of Tropical Fruits and Citrus
- Pest and Diseases of Vegetables and Root Crops
- Plant Nutrients
- Biointensive IPM Brochure
- FAQ Lethal Yellowing Brochure
- Good Production Practice Brochure
- Grow Box Brochure
- Mango Anthracnose Brochure
- Pesticide Brochure
- Seedlings and Herbs Brochure
- Toxic Plants for Grazing Animals
- Caseous Lymphadenitis Brochure
- Liver Fluke Pamphlet
- AgroScope
- Pink Hibiscus Mealybug Campaign
- Travel Alert - Giant African Snail
- Five Freedoms Brochure
- Chicken Brochure
- Children's Activity Booklets
- Livestock Extension
- Rabbit Farming
- White Flies
- Early Care & Maintenance of Fruit Trees
- Green Iguana Husbandry
- Seedlings & Herbs

Programmes; Projects; Campaigns; Ceremonies; Events

- Safe Use and Handling of Pesticide Products Training Course
- Integrated Pest Management Training Course
- Fencing Programme
- Plant Decoration Programme
- Land Clearing Programme
- Sales of Agricultural Items
- Annual Agricultural Show

Inspecting; Investigating; Monitoring; Regulating  
Researching; Advising; Training; Scholarships; Subsidies  
Licensing; Applications; Registering

- Protocol for the Importation of Aggregate
- Protocol for the Importation of Plant Products from Jamaica
- Protocol for the Importation of Plants
- Request for Carcass Break-up Service
- Conditions Governing the Importation of Dogs and Cats into the Cayman Islands
- Import Health requirement of the Cayman islands for Cattle (Male Bovine over nine months of age) Exported from the United States
- Import Health Requirements of the Cayman Islands for Cattle (Female and Immature males) exported from the United States
- Conditions Governing the Importation of Bovine Semen into the Cayman Islands
- Conditions Governing the Importation and Use of West Nile Virus Vaccines into the Cayman Islands Animals Law (Law 8 of 1976)
- Conditions Governing the Importation of Horses into the Cayman Islands
- Conditions Governing the Importation of Captive Caged Birds into the Cayman Islands
- Agreement between Jamaica and the Cayman Islands Regarding the Protocol for the Importation of Plant and Plant Products from Jamaica
- Conditions Governing the Importation of Captive Cage Birds Hatching Eggs into the Cayman Islands
- Conditions Governing the Importation of Poultry and Hatching Eggs into the Cayman Islands
- Conditions Governing the Importation Goats into the Cayman Islands for Slaughter
- Conditions Governing the Importation of Goats and Sheep into the Cayman Islands
- Conditions Governing the Importation of Turtles and Tortoises into the Cayman Islands
- Conditions Governing the Importation of Trachemys scripta elegans (Red-Eared Slider) into the Cayman Islands
- Conditions Governing the Importation of Farmed Crocodiles into the Cayman Islands
- Steps for Exporting Animals from the Cayman Islands
- Requirements for the Importation of Meat and Meat Products into the Cayman Islands from the United States of America
- Guidelines for the Importation of Seafood from Central and South America
- Guidelines for the Importation of Seafood for Personal Use
- Conditions Governing the Importation of Skins, Trophies and

- Miscellaneous Products of Animal Origin into the Cayman Islands
- Conditions Governing the Importation of Hamsters, Gerbils, Guinea Pigs and Chinchillas into the Cayman Islands
- Conditions Governing the Importation of Pet Rabbits into the Cayman Islands
- Conditions Governing the Inter-Island Movement of Livestock (including Horses)
- Application for the Importation of Tropical Aquarium Fish and other Aquatic Species
- Conditions Governing the Housing, Husbandry and Keeping of Marine Mammals in the Cayman Islands
- Application for the Importation of Living Organisms
- Conditions Governing the Importation of Honey Bees (worker bees, queen bees and drones), Broodcombs, Honey Bee Semen and Used Bee Keeping Equipment into the Cayman Islands
- Conditions Governing the Importation of Live Ornamental Salt Water Fish and Marine Organisms into the Cayman Islands
- Conditions Governing the Importation of Koi and Carp (*Cyprinus carpio*) into the Cayman Islands
- Standard Operating Procedures for the Butterfly Farm, Cayman Islands
- Application to Import Butterfly Pupae (*Lepidoptera* spp.) into the Cayman Islands (Animals Law (Law 8 of 1976))
- Conditions Governing the Importation of Tropical Aquarium fish and other Aquatic Species into the Cayman Islands
- Conditions Governing the Importation of Live Tilapia (*Oreochromis* spp.) Fish, Fry, Eggs or Gametes into the Cayman Islands
- Conditions the Importation of Plants into the Cayman Islands: the Plants (Importation and Exportation) Law
- Application for Plant Import Permit
- Addendum to Plant Import Permit – Prohibitive Plant Products
- Protocol for the Importation of Live Plants from Cuba
- CI DoA Task Force Inspection Costing Record
- Aggregate Inspection Form
- AHIS – Daily Inspection Checklist Form
- Checklist – Plant Inspection Site
- Checklist – Visits to AHIS Office
- Form C for Spray Treatment Charges
- Inspection Report Form
- Notification of Plant Pest Interception
- Quarantine Notice Form
- RPM Survey Form
- Seizure Form
- Application for Permit to Import Meat and Meat Products

## Forms

- Credit Line Application
- Mating Programme Admission – Cattle and Goats
- Sweet Potato Evaluation
- Plant Propagation
- Surrender Form
- Impounded Animal Release Form
- Euthanasia Consent Form
- Notice of Impounding Form
- Animal Law Notice
- Improvement Notice
- Personnel Forms – available at PoCS Website

***All records listed in the above publication scheme can be obtained in accordance with the Freedom of Information Law by requesting them from the Agency.***

### *Tips for determining which information to publish*

- 1. Identify – and continue to make available – information which is already published.*
- 2. Identify information that the authority has a legal duty to publish.*
- 3. Identify “hot topics” – documents, issues or events which are likely to be of significant public interest and which may lead to a high volume of FOI requests.*
- 4. Identify any other information which may be of serious concern or benefit to the general public at large.*

*Experience in other jurisdictions suggests there is significant public interest in the following types of information, held by most public authorities:*

- internal policies and procedures for human resource management;*
- finance functions, including procurement and the awarding of contracts;*
- service allocation policies and procedures;*
- allocation of funds to policy priorities – not just the value, but the awarding criteria and responsibilities for approving funding decisions;*
- details of decision making processes, such as: the criteria applied by the authority for approving projects or grant funding, and the process deployed for option appraisal;*
- information about relationships and agreements with other parties, including: protocols, memoranda of understanding, circulars, bulletins and newsletters.*

*There are many sources to help authorities identify information that the public wants to see. Some examples are listed below:*

- A high volume of FOI requests may indicate that there is interest in information about particular functions or processes within the authority;*
- High-profile events and issues which receive extensive media coverage or generate editorial content are likely to raise public interest in certain documents;*
- Website use reports often indicate both successful and unsuccessful searches;*
- Opinion surveys may show areas of the authority’s activity that are less well known or understood;*
- Suggestions, comments and complaints to the authority may indicate information which would support greater confidence in the authority;*
- Community engagement may highlight information which would help more people to get involved in key policy areas;*
- The experience of other authorities in the same sector may show gaps in information provision.*



## Lands & Survey Department

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice*

#### CONTENTS:

1. about the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Lands & Survey Department to making information available to the public as part of its normal business activities.

The Lands & Survey Department will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;



- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public; and
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The Lands & Survey Department will generally not publish:

- information in draft form;
- information that is not held by the Lands & Survey Department or which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, wherever it is practical to do so, indicating which exemptions apply.
- Information that is sold on a commercial basis as part of the Department's business operations

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Lands & Survey Department's (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on [www.caymanlandinfo.ky](http://www.caymanlandinfo.ky) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility. If you are still having trouble locating information listed under our scheme, please contact us on +1 345 244 6642 or [Caymanlandinfo@gov.ky](mailto:Caymanlandinfo@gov.ky)

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.lsu@gov.ky](mailto:foi.lsu@gov.ky) or [landsurv.info@gov.ky](mailto:landsurv.info@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call +1 345 244 3420 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy (for a fee). Requests may be addressed to:

The Director  
Lands & Survey Department  
PO Box 1089  
Grand Cayman  
KY1-1102  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact us on +1 345 244 3420.

The Lands & Survey Department will adhere to its obligations under section 10 of the FOI Law and any requirements relating to disability or discrimination when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Lands & Survey Department is legally required to translate any information it will do so.

In certain circumstances published information may only be available for viewing in-person. Inspection rooms are available during the operating hours of our counter service, 9.30am-4pm on business days.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Lands & Survey Department strives to ensure that fees and charges are clearly explained and kept to a minimum.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the Lands & Survey Department offers for sale. These publications are charged at the price indicated in Appendix 1, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (color; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Lands & Survey Department will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of information*.

#### **5. Requests for information outside the Publication Scheme**

---

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Lands & Survey Department has received your payment.

Information held by the Lands & Survey Department that is not published under this scheme can be requested in writing by letter, by email to [foi.lsu@gov.ky](mailto:foi.lsu@gov.ky) or completion on an FOI Request Form. Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

---

The Lands & Survey Department aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme please contact the Information Manager and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our leaflet 'Providing Feedback', or on our website.

You have legal rights to access information under the Freedom of Information Law and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
Cayman Islands  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---

### ***Name of Public Authority***

Lands & Survey Department

### ***Ministry***

Ministry of District Administration, Works, Lands & Agriculture (DAWLA)

### ***Principle officers***

Permanent Secretary/Chief Officer, Ministry of District Administration, Works, Lands & Agriculture:

Kearney Gomez MBE, JP

Director, Lands & Survey Department - Alan Jones MRICS

Deputy Director, Lands & Survey Department – Rupert Vasquez MRICS

Chief Surveyor - Rupert Vasquez MRICS

Chief Valuation Officer - Jon Hall MRICS

Registrar of Lands - Rupert Vasquez MRICS

### ***Information Manager***

Mr Uche Obi, FRICS

uche.obi@gov.ky

Tel: +1 345 244-3558

Fax: +1 345 949-2187

Miss Renelle Robert (Deputy)

Renelle.robert@gov.ky

Tel: +1 345 244-2477

Fax: +1 345 949-2187

Mr. Alan Jones (Second Deputy)

alan.jones@gov.ky

Tel: +1 345 244-3421

Fax: +1 345 949-2187

Mr Rupert Vasquez (Third Deputy)

Rupert.vasquez@gov.ky

Tel: +1 345 244-3419

Fax: +1 345 949-2187

### **Organization and functions**

The Lands & Survey Department is part of the Ministry of District Administration, Works, Lands and Agriculture in the Cayman Islands Government. It comprises several sections linked by a common dealing and involvement in land and is staffed by over 60 people.

#### ***Finance & Administration***

The Administration & Finance Section provides administrative and financial support for all the other sections including Survey, Valuation & Estates, Land Registry and GIS.

- **Receptionist Duties** - Provides daily receptionist and customer service duties. We are committed to providing our customers with an exceptional customer service experience during visits to our offices to conduct business.
- **Administrative Sub-section** - Provides prompt administrative duties for Lands & Survey Sections, thus providing them quality time to research, develop and market new and innovative products to the public.

- **Finance Section** - Provides essential services to ensure that all financial businesses are completed, including the daily collection of registry fees, document fees, and payment for myriad products, documents and services as well as daily lodgments.

Collating and reporting of daily, monthly, quarterly and annual financials are submitted and disseminated to The Director, Heads of Section, Chief Financial Officer (CFO), Budget Management Unit (BMU) and the Legislative Assembly to assist them in making informed and effective decisions.

### ***GIS Development & Production***

The GIS Section comprises two teams of trained GIS professionals with combined expertise in analysis, programming, database administration, cartography, application development and data maintenance.

The GIS Development team is responsible for developing new and innovative methods for delivering the department's GIS and data services to government and the private sector. The team builds GIS, land information systems and information technology-related solutions, tools, services and applications for both web and desktop environments.

Underpinning the day-to-day work of the department, the GIS Production team maintains the wide array of databases necessary for map production and database query. One of the key roles performed is parcel database maintenance based on daily input from the Land Registry. The database comprises over 27,000 parcels and undergoes constant updates and edits to ensure that the latest land information is always available for map products, registry document services and data-driven applications.

The GIS Section offers many products and services, including:

- Creation and maintenance of the National GIS for the Cayman Islands
- Delivery of interactive mapping, data and document services via the web
- Producing standard and customized cartography
- Programming customized GIS & Land Information software
- Consultancy for a variety of clients to leverage GIS for their individual needs
- Listing parcels and owners for planning applications
- Street address location
- Modeling hurricane storm surge data used in evaluating potential flood zones
- Spatial data creation, manipulation and maintenance for the public and private sectors
- GIS training

### ***Land Registry***

The Cayman Islands Land Registry records the details of all land ownership information in the Cayman Islands. The Registrar of Lands, Mr Rupert Vasquez is responsible for the maintenance of Land Registers and Registry Maps, both of which are governed by the Registered Land Law, Registered Land Rules, and Registered Land Regulations. All Land Registers and associated documents are public records, allowing full transparency in the ownership transactions. Viewing and printing of Land Registers and Registry Map information together with the inspection of parcel files all attract a statutory fee.

In addition to the Registration of land transactions, the Land Registry also undertakes the following services, for which a fee may be payable:

- Provision of Land Registry information to the general public, including copies of the Land Register and Registry Maps, and supporting documentation;
- Maintenance of an Application Book of all documents presented for Registration;
- Maintenance of an Index of Owners, allowing for the public to establish the properties owned by a particular person or entity;
- Maintenance of a Register of Powers of Attorneys appointed to act in property transactions;
- Maintenance of a Strata Plan Registry, including the By-Laws (if any) of a Strata;
- Issuance of Land and Lease Certificates (now broadly obsolete);
- Preparation and Witnessing of Land Registration Documentation.

### ***Lands Office (Cayman Brac)***

The Lands & Survey Department has a satellite office on Cayman Brac, staffed with a Land Registry Officer and a land survey team. This office provides Land Registry and surveying services for Cayman Brac and Little Cayman. Surveys for the private sector are also undertaken in the Sister Islands on a normal fee basis.

### ***Survey***

The Chief Surveyor heads the Survey Section and holds statutory powers that empower him to direct, supervise and control all surveys, including the authentication of legal cadastral surveys. He regulates the land surveying practice and is the authority for the preparation and publication of the official maps of the Cayman Islands.

Cadastral surveying is the process of mapping property boundaries to provide an unambiguous definition of the parcel extent and to maintain the Registry Maps. A legal requirement in the registration process, they can only be undertaken by Licensed Land Surveyors and Government Surveyors in accordance with the Land Surveyors Law and Land Survey Regulations for the purposes of the Registered Land Law.

In addition to legal surveys, the Survey Section carries out other types of surveys such as: Control Densification, Topographical, Engineering, Road, Volumetric and Hydrographic. The Cayman Islands is a coordinate-based, not a measurement-based system. Technological advancement in survey instrumentation, computer processing power and software developments have effectively positioned the Department as a leader in surveying expertise and consultancy.

### ***Valuation & Estates Office***

The Valuation & Estates Office (VEO) provides a comprehensive range of professional valuation and real estate services to Government. It comprises a small professional team of Chartered (Valuation) Surveyors who are members of the Royal Institution of Chartered Surveyors (RICS).

The VEO undertakes the following functions:

- **Stamp Duty** - The assessment and adjudication of land and buildings for Stamp Duty purposes under the Stamp Duty Law and Land Holding Companies Share Transfer Tax Law.
- **Valuation** - All valuations on behalf of CIG, the acquisition or disposal of property under The Governor (Vesting of Lands) Law & The Lands Acquisition Act, or for accounting purposes.
- **Compulsory Acquisition & Compensation** - The VEO, acting as agent for the National Roads Authority, provides compensation estimates for road schemes. In accordance with

the Provisions of the Roads Law (2005 Revision), the VEO negotiates and settles claims with land owners affected by new road schemes.

- **Acquisition of Property and Leases** - The VEO acquires land and buildings for the government by way of negotiated agreement and also procures all rented accommodation for government departments.
- **Disposal and Letting of Crown Land** - All Crown property that is surplus to government requirements is sold or let by the VEO to the private sector.
- **Management** - The VEO manages the Crown Estate of owned and leased properties, carrying out lease renewals and rent reviews for other government departments, Ministries & Portfolios and deals with licenses, rights of way & easements.
- **General Property Advice** - The VEO is responsible for providing general professional property advice to Government Departments, the Statutory Authorities, Ministries and Portfolios.

### Contact Information

<b>Mail:</b>	PO Box 1089 Grand Cayman KY1-1102 Cayman Islands	
<b>Phone:</b>	+1 (345) 244 3420	
<b>Fax:</b>	+1 (345) 949 2187	
<b>Department E-mails:</b>	General Enquiries Land Registry Survey Valuation & Estates Office Mapping/GIS	landsurv.info@gov.ky registry.info@gov.ky survey.info@gov.ky valuation.info@gov.ky mapping.info@gov.ky
<b>Website:</b>	www.caymanlandinfo.ky	caymanlandinfo@gov.ky

Location and hours	Matters handled
Lands & Survey Department Government Administrative Building 133 Elgin Avenue George Town Grand Cayman Cayman Islands  Opening Hours: Office 8.30am – 5pm, Monday – Friday  Land Registry & Map Counter 9.30am – 4pm, Monday - Friday	All matters
Lands Office District Administration Building Stake Bay Cayman Brac	Land Registry & Survey. Limited Mapping sales.



Cayman Islands Opening Hours: Office 8.30am – 5pm, Monday – Friday  Land Registry Counter 9.00am – 4.30pm, Monday - Friday	
--	--

## Boards and committees

Land Surveyors Board	Meetings	Minutes
Chairman Rupert Vasquez MRICS  Secretary Courtney Young  Members Patrick Broderick Snr Kenross Conolly	Meetings held 3-4 times a year, not open to the public.	Not currently available

## Frequently asked questions

A full list of Frequently Asked Questions can be found at [www.caymanlandinfo.ky](http://www.caymanlandinfo.ky).

### ▪ Can a Company own or lease land/property?

The ownership of Land or Property is permitted subject to restrictions on ownership under the Companies Law.

Land or Property may not be purchased or leased if;

- ⇒ The articles of association for the company (or by right of another law) allow for the issuance of bearer shares, certificates or coupons\*
- ⇒ The company is incorporated outside of the Cayman Islands\*\*

\* Exempt companies who have never issued bearer shares, certificates or coupons may be exempted from this restriction (and therefore be permitted to purchase/lease land) upon application to the Financial Secretary. The exemption would apply so long as bearer shares, certificates or coupons are not issued.

\*\* Unless the company has registered as a 'Foreign Company' under section 204 of the Companies Law.

If a company is subsequently struck off the Companies Register (for non payment of dues or in breach of other Companies requirements), then property held will be vested (transferred) to the Financial Secretary for the benefit (through sale or management) of the Cayman Islands Government.

- **How can I find out who owns a property?**

If you know the Block and Parcel number of the property, you can obtain ownership information by requesting a copy of the Land Register from our offices, with fees starting from CI \$5.

If you do not know the Block and Parcel number you can identify the property on the Registry Map which is available at our offices. From this a Block and Parcel number can be established, and ownership details can be established as detailed above.

- **How quickly after signing must I submit my documents?**

Documents should be submitted to the Lands & Survey Department immediately after completion of the transaction and no later than 45 days after the date of first signature. If a document has been signed overseas, the 45 day submission period commences when the document is received in the Cayman Islands. Applicants should ensure that proof of arrival of the documentation is retained.

Late Submission penalties will apply for both the payment of Stamp Duty and Registration if submitted late.

- **Is Stamp Duty payable on the amount I have paid for a property or the Market Value?**

Stamp Duty is payable on the higher of the consideration (the amount you pay) or the Market Value. The Lands & Survey Department has a team of experienced Chartered Valuation Surveyors who automatically assess the Market Value of all property sales within the Cayman Islands. Should your property be worth more than you are paying for it one of our Surveyors will contact you to request further information, or notify you of the re-assessment value.

- **My Company is Caymanian owned, will my company benefit from the Stamp Duty discounts & waivers?**

Interests in property held in the name of a Company do not qualify for reduced rates of Stamp Duty, regardless of the ownership of the company.

- **I am a Caymanian first time buyer. Am I entitled to a waiver of Stamp Duty?**

You may qualify for a reduced rate of Stamp Duty, but only when the property is for your first owner-occupied dwelling and providing that the Market Value is below certain CI\$ thresholds. To benefit from the waiver you need to apply to the Financial Secretary's office at the Government Administration Building (Glass House) before purchasing the property.

- **The Government has taken part of my land to build a road. Am I entitled to any compensation?**

You will be entitled to compensation, providing any increase in value to the remaining land (attributable to the new road) does not exceed the value of the land taken.

- **Who can claim compensation**

Any person having an interest in any portion of land affected by the Government's intention

- **How do I make a claim for compensation?**

The letter from Lands & Survey sent to your registered address after Gazettement of the requisite plan (Boundary Plan or Prescribed Composite Map) will include two compensation forms. The first form (Part A) is to notify the Lands & Survey Department that you intend to make a claim, and the second (Part B) is to make the actual claim. These forms are also available online on the Road Compensation pages.

- **When can I make a claim**

The Notice of intention to make a claim for compensation (Form A) must be submitted within 90 days from the publication of the Section 3 declaration stating the Government's intention to construct the road.

The claim for compensation (Form B) must be submitted any time after the Section 3 declaration is published but no later than one year after the proposed road is declared as a public road in accordance with the Law.

- **When am I entitled to the compensation**

You are entitled to the compensation once the Governor authorises the commencement of the road construction and the National Roads Authority (NRA) enters the land to begin construction which must be 15 days after the Governor's approval.

Please contact a Valuation Officer at the Lands & Survey Department and we will be pleased to advise you how to obtain professional representation and how to recover reasonable costs.

## **STRATEGIC MANAGMENT**

---

*Administering the Lands & Survey Department's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the Department's functions and responsibilities; obtaining legal advice from external sources.*

### **Governance**

The following laws govern the Lands & Survey Department. Due to restrictions on reproduction, we are only able to provide electronic links to laws published since 2005. All other laws are available to purchase from the Legislative Assembly.

- Companies Law (2009 Revision)
- Development & Planning Law (2008 Revision)
- Development & Planning Regulations (2006 Revision)s
- Freedom of Information Law (2007)
- Freedom of Information Regulations (2008)
- Government Fees Law (2007 Revision)
- Governor Vesting of Lands Law (2005 Revision)
- Land Acquisition Law (1995 Revision)
- Land Adjudication Law (1997 Revision)
- Land Holding Companies Share Transfer Tax Law (2007 Revision)
- Land Holding Companies Share Transfer Tax Regulations
- Landlord & Tenant Law (1998 Revision)
- Land Surveyors Law (1996 Revision)
- Land Surveyors Regulations (Revised)
- Land Title Settlement Law (1979)
- Limitation Law (1996 Revision)
- Money Laundering Regulations (2008 Revision)
- Prescription Law (1997 Revision)
- Registered Land Law (2004 Revision)
- Registered Land Rules (2003 Revision)
- Residential Tenancies Law (not yet enacted)
- Roads Law (2005 Revision)
- Roads Naming & Numbering Law (1997)
- Roads Regulations (1998 Revision)
- Settled Land Law (1998 Revision)
- Stamp Duty Law (2007 Revision)
- Stamp Duty Regulations (2006 Revision)
- Strata Title Registration Law (2005 Revision)
- Strata Title Registration Regulations (2006 Revision)
- Succession Law (2004 Revision)

Case Law from the Roads Assessment Committee and Grand Court on land related matters is selectively published on [www.caymanlandinfo.ky](http://www.caymanlandinfo.ky).

### ***Corporate management***

*High-level documents that plan and evaluate the work of the Lands & Survey Department*

- 2002 Auditor General's Value for Money Report on Road Compensation
- 2003 Internal Audit Report on Stamp Duty on Transfers of Land
- 2006 Internal Audit Follow Up Report (on 2003 Audit)
- Statistics 2006-2009
- PoCS HR Audit 2010
- 2010 Internal Audit of Cash handling

## **FINANCE & ADMINISTRATION**

---

*Administering the Lands & Survey Department's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

**Financial management**

*Documents relating to the administration of the Lands & Survey Department's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.*

- 2011/2012 departmental budget
- Tenders & recently awarded contracts

**Administration**

*Documents relating to other administrative functions carried out within the Lands & Survey Department – including buildings, equipment & vehicles; communications; human resources; information & technology management.*

- Job Vacancies
- Organisational Chart
- Press releases
- Staff pay and grading structures

---

**POLICIES & PROCEDURES**

*Current written protocols used by the Lands & Survey Department for carrying out functions, activities and delivering services.*

**General**

- Complaints-handling procedure

**Land Registry**

- Land Registry Procedure Manual (published 2010)

**Valuation & Estates Office**

- Office Space Benchmarking Policy (2009)
- Procedural Guidelines – Crown Estate Matters; Land Valuation, Acquisition, Compensation, Disposal & Exchange (including Leasing) (2003)
- Stamp Duty Policy – Caymanian Purchasers
- Stamp Duty Policy – Chattels (2006/2009)
- Stamp Duty Policy – Interest on Late Submission (2009)
- Valuation – Lease Extension Guidelines (2006)

---

**LISTS & REGISTERS**

*Information held in registers required by law and other lists or registers relating to the functions of the Lands & Survey Department.*

- Land Register. Fees apply for inspection of the Register.
- Strata Register. Fees apply for inspection of the Register.
- Power of Attorney Register. Fees apply for inspection of the Register.
- Letters of Administration Register. Fees apply for inspection of the Register.
- Licensed Land Surveyors
- 2001 Real Estate Asset Valuation
- FOI disclosure log

## **OUR SERVICES**

---

*This category provides detailed information about the services offered and activities carried out by Lands & Survey, to fulfil its high-level functions and responsibilities.*

### **GIS**

- Map Request Form – Buffer Map
- Map Request Form – Custom Map
- Map Request Form – Standard Map
- Services Brochure
- Street Naming – Change Form
- Street Naming – Request Form
- Web Subscriber License Agreement
- Web Subscriber Sign-up Form

### **Land Registry**

- Prescribed Land Registration Forms

### **Valuation & Estates Office**

- Land Holding Companies Share Transfer Tax Return
- Roads Law - Form A - Notice of Intention to Claim Compensation
- Roads Law - Form B – Claim for Compensation
- Roads Law - Guide to compensation
- Roads Law - Roads Assessment Committee Decisions (1984 – 2007)
- Stamp Duty – Application for First Time Caymanian purchasers

## Appendix 1 – Schedule of Fees, Services & Duties

### Schedule of Fees, Services & Duties

#### Finance

Type	Sub Type	Amount (CI \$)	Amount (US \$)
Attested copies of Instruments		\$2.00	\$2.44
Certified copies of Instruments		\$2.00	\$2.44
Counterpart copies of Instruments		\$2.00	\$2.44
Deed		\$25.00	\$0.00
Duplicate copies of Instruments		\$2.00	\$2.44
Inventory or Affidavit for Probate		\$0.50	\$0.61
Letters of Administration		\$10.00	\$12.20
Mortgage - Collateral Security		\$30.00	\$36.59
Mortgage - Property	Sum secured of CI \$300,000 or less	1% of sum secured	1% of sum secured
Mortgage - Property	Sum secured of more than CI \$300,000	1.5% of sum secured	1.5% of sum secured
Mortgage – Release / Discharge of Charge		\$50.00	\$60.98
Oath or Administrator, Executor or Witness		\$1.50	\$1.83
Power of Attorney		\$25.00	\$30.49
Probate Letters		\$10.00	\$12.20
Release of Property		\$6.00	\$7.32
Stamp Duty: Mortgage - Vehicle or Boat		1.5% of sum secured	1.5% of sum secured
Withdrawal of Caution		\$50.00	\$60.98

## GIS

Type	Sub Type	Amount (CI \$)	Amount (US \$)
1958 Aerial Photography (Digital)	N/A	N/A	N/A
1958 Aerial Photography Copy (9x9 contact print original)	Black and white only	\$30.00	\$36.59
1958 Aerial Photography print (11x17)	Black and white only	\$40.00	\$48.78
1958 Aerial Photography print (24x36)	Black and white only	\$75.00	\$91.46
1958 Aerial Photography print (36x48)	Black and white only	\$100.00	\$121.95
1958 Aerial Photography print (36x60)	Black and white only	\$125.00	\$152.44
1958 Aerial Photography print (8.5x11)	Black and white only	\$35.00	\$42.68
1968 Aerial Photography (Digital)	N/A	N/A	N/A
1968 Aerial Photography Copy (9x9 contact print original)	Black and white only	\$30.00	\$36.59
1968 Aerial Photography print (11x17)	SMB/Black and white Only	\$40.00	\$48.78
1968 Aerial Photography print (24x36)	SMB/Black and white Only	\$75.00	\$91.46
1968 Aerial Photography print (36x48)	SMB/Black and white Only	\$100.00	\$121.95
1968 Aerial Photography print (36x60)	SMB/Black and white Only	\$125.00	\$152.44
1968 Aerial Photography print (8.5x11)	SMB/Black and white Only	\$35.00	\$42.68
1971 Aerial Photography (Digital, Zone A)	per sq km	\$200.00	\$243.90
1971 Aerial Photography (Digital, Zone B)	per sq km	\$150.00	\$182.93
1971 Aerial Photography (Digital, Zone C)	per sq km	\$125.00	\$152.44
1971 Aerial Photography (Digital, Zone D)	per sq km	\$100.00	\$121.95
1971 Aerial Photography Copy (12x12 contact print original)	Black and white only	\$35.00	\$42.68
1971 Aerial Photography Copy (24x24 contact print original)	Black and white only	\$45.00	\$54.88
1971 Aerial Photography print (11x17)	combination pricings available - see chart	\$45.00	\$54.88
1971 Aerial Photography print (24x36)	combination pricings available - see chart	\$55.00	\$67.07
1971 Aerial Photography print (36x48)	combination pricings available - see chart	\$65.00	\$79.27
1971 Aerial Photography print (36x60)	combination pricings available - see chart	\$75.00	\$91.46
1971 Aerial Photography print (8.5x11)	combination pricings available - see chart	\$40.00	\$48.78
1977 Aerial Photography (Digital)	N/A	N/A	N/A
1977 Aerial Photography Copy (9x9)		\$30.00	\$36.59



contact print original)			
1977 Aerial Photography print (11x17)		\$40.00	\$48.78
1977 Aerial Photography print (24x36)		\$75.00	\$91.46
1977 Aerial Photography print (36x48)		\$100.00	\$121.95
1977 Aerial Photography print (36x60)		\$125.00	\$152.44
1977 Aerial Photography print (8.5x11)		\$35.00	\$42.68
1985 Aerial Photography (Digital)	N/A	N/A	N/A
1985 Aerial Photography Copy (9x9 contact print original)		\$30.00	\$36.59
1985 Aerial Photography print (11x17)		\$40.00	\$48.78
1985 Aerial Photography print (24x36)		\$75.00	\$91.46
1985 Aerial Photography print (36x48)		\$100.00	\$121.95
1985 Aerial Photography print (36x60)		\$125.00	\$152.44
1985 Aerial Photography print (8.5x11)		\$35.00	\$42.68
1992 Aerial Photography (Digital)	N/A	N/A	N/A
1992 Aerial Photography Copy (9x9 contact print original)		\$30.00	\$36.59
1992 Aerial Photography print (11x17)		\$40.00	\$48.78
1992 Aerial Photography print (24x36)		\$75.00	\$91.46
1992 Aerial Photography print (36x48)		\$100.00	\$121.95
1992 Aerial Photography print (36x60)		\$125.00	\$152.44
1992 Aerial Photography print (8.5x11)		\$35.00	\$42.68
1994 Aerial Photography (Digital, Zone A)	per sq km	\$200.00	\$243.90
1994 Aerial Photography (Digital, Zone B)	per sq km	\$150.00	\$182.93
1994 Aerial Photography (Digital, Zone C)	per sq km	\$125.00	\$152.44
1994 Aerial Photography (Digital, Zone D)	per sq km	\$100.00	\$121.95
1994 Aerial Photography Copy (9x9 contact print original)		\$30.00	\$36.59
1994 Aerial Photography print (11x17)	combination pricings available - see chart	\$45.00	\$54.88
1994 Aerial Photography print (24x36)	combination pricings available - see chart	\$55.00	\$67.07
1994 Aerial Photography print (36x48)	combination pricings available - see chart	\$65.00	\$79.27
1994 Aerial Photography print (36x60)	combination pricings available - see chart	\$75.00	\$91.46
1994 Aerial Photography print (8.5x11)	combination pricings available - see chart	\$40.00	\$48.78
1999 Aerial Photography (Digital, Zone A)	per sq km	\$200.00	\$243.90
1999 Aerial Photography (Digital, Zone B)	per sq km	\$150.00	\$182.93

1999 Aerial Photography (Digital, Zone C)	per sq km	\$125.00	\$152.44
1999 Aerial Photography (Digital, Zone D)	per sq km	\$100.00	\$121.95
1999 Aerial Photography Copy (9x9 contact print original)		\$30.00	\$36.59
1999 Aerial Photography print (11x17)	combination pricings available - see chart	\$45.00	\$54.88
1999 Aerial Photography print (24x36)	combination pricings available - see chart	\$55.00	\$67.07
1999 Aerial Photography print (36x48)	combination pricings available - see chart	\$65.00	\$79.27
1999 Aerial Photography print (36x60)	combination pricings available - see chart	\$75.00	\$91.46
1999 Aerial Photography print (8.5x11)	combination pricings available - see chart	\$40.00	\$48.78
2004 Aerial Photography (Digital, Zone A)	per sq km	\$200.00	\$243.90
2004 Aerial Photography (Digital, Zone B)	per sq km	\$150.00	\$182.93
2004 Aerial Photography (Digital, Zone C)	per sq km	\$125.00	\$152.44
2004 Aerial Photography (Digital, Zone D)	per sq km	\$100.00	\$121.95
2004 Aerial Photography Copy (9x9 contact print original)		\$30.00	\$36.59
2004 Aerial Photography print (11x17)	combination pricings available - see chart	\$45.00	\$54.88
2004 Aerial Photography print (24x36)	combination pricings available - see chart	\$55.00	\$67.07
2004 Aerial Photography print (36x48)	combination pricings available - see chart	\$65.00	\$79.27
2004 Aerial Photography print (36x60)	combination pricings available - see chart	\$75.00	\$91.46
2004 Aerial Photography print (8.5x11)	combination pricings available - see chart	\$40.00	\$48.78
2004 Satellite Imagery (Post Ivan, GC only) (Digital)	per sq km	\$150.00	\$182.93
2004 Satellite Imagery print (Post Ivan) (11x17) (GC only)	combination pricings available - see chart	\$45.00	\$54.88
2004 Satellite Imagery print (Post Ivan) (24x36) (GC only)	combination pricings available - see chart	\$55.00	\$67.07
2004 Satellite Imagery print (Post Ivan) (36x48) (GC only)	combination pricings available - see chart	\$65.00	\$79.27
2004 Satellite Imagery print (Post Ivan) (36x60) (GC only)	combination pricings available - see chart	\$75.00	\$91.46
2004 Satellite Imagery print (Post Ivan) (8.5x11) (GC only)	combination pricings available - see chart	\$40.00	\$48.78
2008 Aerial Photography (Digital, Ortho, Zone A)	per sq km	\$200.00	\$243.90

2008 Aerial Photography (Digital, Ortho, Zone B)	per sq km	\$150.00	\$182.93
2008 Aerial Photography (Digital, Ortho, Zone C)	per sq km	\$125.00	\$152.44
2008 Aerial Photography (Digital, Ortho, Zone D)	per sq km	\$100.00	\$121.95
2008 Aerial Photography print (11x17)	combination pricings available - see chart	\$45.00	\$54.88
2008 Aerial Photography print (24x36)	combination pricings available - see chart	\$55.00	\$67.07
2008 Aerial Photography print (36x48)	combination pricings available - see chart	\$65.00	\$79.27
2008 Aerial Photography print (36x60)	combination pricings available - see chart	\$75.00	\$91.46
2008 Aerial Photography print (8.5x11)	combination pricings available - see chart	\$40.00	\$48.78
2008 Pictometry (Digital, Oblique, Zone A)	each perspective view	\$225.00	\$274.39
2008 Pictometry (Digital, Oblique, Zone B)	each perspective view	\$200.00	\$243.90
2008 Pictometry (Digital, Oblique, Zone C)	each perspective view	\$175.00	\$213.41
2008 Pictometry (Digital, Oblique, Zone D)	each perspective view	\$150.00	\$182.93
2008 Pictometry print (11x17)		\$30.00	\$36.59
2008 Pictometry print (24x36)		\$60.00	\$73.17
2008 Pictometry print (36x48)		\$150.00	\$182.93
2008 Pictometry print (36x60)		\$200.00	\$243.90
2008 Pictometry print (8.5x11)		\$40.00	\$48.78
2010 Aerial Calendar - 1 View (11x17)		\$15.00	\$18.29
2010 Aerial Calendar - 1 View (8.5x11)		\$10.00	\$12.20
2010 Aerial Calendar - 4 Views (11x17)		\$20.00	\$24.39
2010 Aerial Calendar - 4 Views (8.5x11)		\$12.00	\$14.63
2010 Aerial Calendar add company logo		\$10.00	\$12.20
2010 Aerial Calendar add personalized inscription		\$10.00	\$12.20
2010 Aerial Calendar add personal digital photo		\$5.00	\$6.10
2010 Aerial Calendar 25 -Pak (8.5x11)	Additional to base costs	\$75.00	\$91.46
2010 Aerial Calendar 25 -Pak (11x17)	Additional to base costs	\$125.00	\$152.44
2010 Aerial Greeting Cards - 1 View (8.5x11)		\$10.00	\$12.20
2010 Aerial Greeting Cards - 4 Views (8.5x11)		\$12.00	\$14.63

2010 Aerial Greeting Cards add company logo		\$10.00	\$12.20
2010 Aerial Greeting Cards add personalized inscription		\$10.00	\$12.20
2010 Aerial Greeting Cards add personal digital photo		\$5.00	\$6.10
2010 Aerial Greeting Cards 25 -Pak (8.5x11)	Additional to base costs	\$75.00	\$91.46
2010 Aerial Greeting Cards 25 -Pak (11x17)	Additional to base costs	\$125.00	\$152.44
3D Building Image		Custom Pricing	Custom Pricing
3D Video	1 Minute	\$800.00	\$975.61
3D Video	2 Minute	\$2,050.00	\$2,500.00
3D Video	3 Minute	\$3,300.00	\$4,024.39
3D Video	Additional minutes after 3 minutes (per minute)	Custom Pricing	Custom Pricing
Admiralty Charts (where available)	each	\$50.00	\$60.98
Aerial Photography - Cayman Brac (24x36)		\$50.00	\$60.98
Aerial Photography - Cayman Islands (36x48)		\$100.00	\$121.95
Aerial Photography - Grand Cayman (36x48)		\$75.00	\$91.46
Aerial Photography - Little Cayman (24x36)		\$50.00	\$60.98
Aerial Photography - Western Grand Cayman (36x60)		\$50.00	\$60.98
Atlantic Hurricane Tracking Map (17x22)		\$15.00	\$18.29
Aviation Map (size)		Custom Pricing	Custom Pricing
Bathymetric Map (11x17)	pending QA verification/validation	\$90.00	\$109.76
Bathymetric Map (24x36)	pending QA verification/validation	\$125.00	\$152.44
Bathymetric Map (36x48)	pending QA verification/validation	\$150.00	\$182.93
Bathymetric Map (36x60)	pending QA verification/validation	\$175.00	\$213.41
Bathymetric Map (8.5x11)	pending QA verification/validation	\$85.00	\$103.66
Beach Access Map (8.5x11)		\$50.00	\$60.98
Boundary Plan Map		\$10.00	\$12.20
Buffer Map (.jpeg file)		\$60.00	\$73.17
Buffer Map (11x17)		\$30.00	\$36.59
Buffer Map Notification Forms		\$1.00	\$1.22
Buffer Map Notification Labels	per label	\$1.00	\$1.22
Buffer Map Parcel Owners (emailed)		\$25.00	\$30.49

.xls file)			
Buffer Map Parcel Owners Information	per owner	\$5.00	\$6.10
Buildings Map (11x17)	combination pricings available - see chart	\$25.00	\$30.49
Buildings Map (24x36)	combination pricings available - see chart	\$35.00	\$42.68
Buildings Map (36x48)	combination pricings available - see chart	\$45.00	\$54.88
Buildings Map (36x60)	combination pricings available - see chart	\$55.00	\$67.07
Buildings Map (8.5x11)	combination pricings available - see chart	\$20.00	\$24.39
Bus Route Map (size)		Custom Pricing	Custom Pricing
Cadastral Map - Cayman Brac (24x36)		\$50.00	\$60.98
Cadastral Map - Cayman Islands (36x60)		\$100.00	\$121.95
Cadastral Map - Grand Cayman (24x36)		\$75.00	\$91.46
Cadastral Map - Little Cayman (24x36)		\$50.00	\$60.98
Caribbean Basin Relief Map (24x36)		\$65.00	\$79.27
Caribbean Hurricane Tracking Map (17x22)		\$15.00	\$18.29
Cayman Islands Antique Map		\$50.00	\$60.98
Caymap Silver Subscription	per annum	\$4,500.00	\$5,487.80
Caymap Survey Subscription	per annum	\$5,500.00	\$6,707.32
Caymap Bronze Additional Subscription	per annum	\$750.00	\$914.63
Caymap Bronze Subscription	per annum	\$3,000.00	\$3,658.54
Caymap Gold Additional Subscription	per annum	\$1,625.00	\$1,981.71
Caymap Gold Subscription	per annum	\$6,500.00	\$7,926.83
Caymap Platinum Additional Subscription	per annum	\$3,850.00	\$4,695.12
Caymap Platinum Subscription	per annum	\$11,000.00	\$13,414.63
Caymap Silver Additional Subscription	per annum	\$1,125.00	\$1,371.95
Caymap Survey Additional Subscription	per annum	\$1,375.00	\$1,676.83
Copies of Street Naming & Numbering Records	per page, min \$5	\$0.20	\$0.24
Corporate Data Subscription	per annum	\$23,000.00	\$28,048.78
Digital Data		Custom Pricing	Custom Pricing
Digital Maps (excludes Buffer Maps, Registry Maps & Registry Map Extracts)	Non Printable PDF	50% of Paper copy cost	50% of Paper copy cost
Digital Maps (excludes Buffer Maps, Registry Maps & Registry Map Extracts)	Printable PDF	150% of Paper copy	150% of Paper copy

Extracts		cost	cost
Electoral Division Map (11x17)		\$45.00	\$54.88
Electoral Division Map (24x36)		\$60.00	\$73.17
Electoral Division Map (36x48)		\$100.00	\$121.95
Electoral Division Map (36x60)		\$125.00	\$152.44
Electoral Division Map (8.5x11)		\$40.00	\$48.78
Emergency Management Mapping Analysis (EMMA)		Custom Pricing	Custom Pricing
Enumeration Area Map (11x17)	one off request - not ESO	\$45.00	\$54.88
Enumeration Area Map (24x36)	one off request - not ESO	\$60.00	\$73.17
Enumeration Area Map (36x48)	one off request - not ESO	\$100.00	\$121.95
Enumeration Area Map (36x60)	one off request - not ESO	\$125.00	\$152.44
Enumeration Area Map (8.5x11)	one off request - not ESO	\$40.00	\$48.78
Evacuation Map (size)		Custom Pricing	Custom Pricing
Fixed Boundary Survey		\$10.00	\$12.20
Framed Pictometry (11x17)		\$112.00	\$136.59
Framed Pictometry (24x36)		\$240.00	\$292.68
General Boundary Survey		\$50.00	\$60.98
General Map - Cayman Brac (24x36)		\$50.00	\$60.98
General Map - Cayman Islands (60x36)		\$100.00	\$121.95
General Map - Grand Cayman (60x36)		\$75.00	\$91.46
General Map - Little Cayman (24x36)		\$50.00	\$60.98
General Map - Western Grand Cayman (36x60)		\$50.00	\$60.98
Historical Hurricane Tracks around the Cayman Islands (36x48)		\$50.00	\$60.98
Hurricane Atlas (11x17)	Book only/per copy	\$1,000.00	\$1,219.51
Hurricane Tracking Map (11x17)		\$45.00	\$54.88
Hurricane Tracking Map (24x36)		\$60.00	\$73.17
Hurricane Tracking Map (36x48)		\$100.00	\$121.95
Hurricane Tracking Map (36x60)		\$125.00	\$152.44
Hurricane Tracking Map (8.5x11)		\$40.00	\$48.78
Inspection of Street Naming & Numbering Records	per hour inspection fee	\$50.00	\$60.98
Ivan Flooding Map - Grand Cayman (40x28)		\$30.00	\$36.59
Ivan Flooding Map - Grand Cayman (42x60)		\$50.00	\$60.98
Labeled Contour Map (11x17)	combination pricings available - see chart	\$25.00	\$30.49

Labeled Contour Map (24x36)	combination pricings available - see chart	\$35.00	\$42.68
Labeled Contour Map (36x48)	combination pricings available - see chart	\$45.00	\$54.88
Labeled Contour Map (36x60)	combination pricings available - see chart	\$55.00	\$67.07
Labeled Contour Map (8.5x11)	combination pricings available - see chart	\$20.00	\$24.39
Labeled Parcels Map (11x17)	combination pricings available - see chart	\$25.00	\$30.49
Labeled Parcels Map (24x36)	combination pricings available - see chart	\$35.00	\$42.68
Labeled Parcels Map (36x48)	combination pricings available - see chart	\$45.00	\$54.88
Labeled Parcels Map (36x60)	combination pricings available - see chart	\$55.00	\$67.07
Labeled Parcels Map (8.5x11)	combination pricings available - see chart	\$20.00	\$24.39
Land Registers Online Additional Subscription	per annum	\$750.00	\$914.63
Land Registers Online Subscription	per annum	\$3,000.00	\$3,658.54
Map Lamination (11x17)		\$10.00	\$12.20
Map Lamination (24x36)		\$20.00	\$24.39
Map Lamination (36x48)		\$30.00	\$36.59
Map Lamination (36x60)		\$40.00	\$48.78
Map Lamination (8.5x11)		\$5.00	\$6.10
Map Lamination (larger sizes)		Custom Pricing	Custom Pricing
Misc Geography Map (11x17)	combination pricings available - see chart	\$25.00	\$30.49
Misc Geography Map (24x36)	combination pricings available - see chart	\$35.00	\$42.68
Misc Geography Map (36x48)	combination pricings available - see chart	\$45.00	\$54.88
Misc Geography Map (36x60)	combination pricings available - see chart	\$55.00	\$67.07
Misc Geography Map (8.5x11)	combination pricings available - see chart	\$20.00	\$24.39
Multiple Additional Custom Map Copies - 51+ copies		10% discount	10% discount
Multiple Custom Map Copies (larger than 11x17)		50% original cost	50% original cost
Multiple Custom Map Copies (up to 11x17)		\$10.00	\$12.20
Nations of the Caribbean (36x48)		\$50.00	\$60.98
Nations of the Caribbean & Central America Map (36x48)		\$50.00	\$60.98
Picture This Frame with Glass (11x17)		\$112.00	\$136.59
Picture This Frame without Glass (11x17)		\$100.80	\$122.93

Picture This Frame with Glass (17x22)		\$156.00	\$190.24
Picture This Frame without Glass (17x22)		\$140.40	\$171.22
Picture This Frame with Glass (24x36)		\$240.00	\$292.68
Picture This Frame without Glass (24x36)		\$216.00	\$263.41
Picture This Frame with Glass (28x40)		\$272.00	\$331.71
Picture This Frame without Glass (28x40)		\$244.80	\$298.54
Picture This Frame with Glass (36x48)		\$336.00	\$409.76
Picture This Frame without Glass (36x48)		\$302.40	\$368.78
Picture This Frame with Glass (34x60)		\$376.00	\$458.54
Picture This Frame without Glass (34x60)		\$338.40	\$412.68
Picture This Frame with Glass (36x60)		\$384.00	\$468.29
Picture This Frame without Glass (36x60)		\$345.60	\$421.46
Pink Mealy Bug Map (Size)		Custom Pricing	Custom Pricing
Planning Zone Map	Planning Department	Planning Department	Planning Department
Prescribed Composite Map		\$10.00	\$12.20
Protected Areas Map - Cayman Brac		\$50.00	\$60.98
Protected Areas Map - Grand Cayman		\$100.00	\$121.95
Protected Areas Map - Little Cayman		\$50.00	\$60.98
Reduced Registry Maps Online Additional Subscription	per annum	\$187.00	\$228.05
Reduced Registry Maps Online Subscription	per annum	\$750.00	\$914.63
Registry Map (11x17)	Uncertified	\$10.00	\$12.20
Registry Map (11x17)	Certified	\$20.00	\$24.39
Registry Map (36x40 or 24x36)	Uncertified	\$15.00	\$18.29
Registry Map (36x40 or 24x36)	Certified	\$30.00	\$36.59
Registry Map Block (AutoCAD DXF file)		\$250.00	\$304.88
Registry Map Parcel (AutoCAD DXF file)		\$150.00	\$182.93
Registry Map Extract	Uncertified	\$5.00	\$6.10
Registry Map Extract	Certified	\$10.00	\$12.20
Registry Map Extract Online Additional Subscription	per annum	\$250.00	\$304.88
Registry Map Extract Online Subscription	per annum	\$1,000.00	\$1,219.51
Rights of Way Map (11x17)	combination pricings available - see chart	\$25.00	\$30.49
Rights of Way Map (24x36)	combination pricings available - see chart	\$35.00	\$42.68



Rights of Way Map (36x48)	combination pricings available - see chart	\$45.00	\$54.88
Rights of Way Map (36x60)	combination pricings available - see chart	\$55.00	\$67.07
Rights of Way Map (8.5x11)	combination pricings available - see chart	\$20.00	\$24.39
Road Names Map (11x17)	combination pricings available - see chart	\$25.00	\$30.49
Road Names Map (24x36)	combination pricings available - see chart	\$35.00	\$42.68
Road Names Map (36x48)	combination pricings available - see chart	\$45.00	\$54.88
Road Names Map (36x60)	combination pricings available - see chart	\$55.00	\$67.07
Road Names Map (8.5x11)	combination pricings available - see chart	\$20.00	\$24.39
Scan and print of existing map print (11x17)	Printed sheet - currently not digital	\$55.00	\$67.07
Scan and print of existing map print (24x36)	Printed sheet - currently not digital	\$90.00	\$109.76
Scan and print of existing map print (36x48)	Printed sheet - currently not digital	\$115.00	\$140.24
Scan and print of existing map print (36x60)	Printed sheet - currently not digital	\$140.00	\$170.73
Scan and print of existing map print (8.5x11)	Printed sheet - currently not digital	\$50.00	\$60.98
Scan of existing map print (11x17)	Supplied as JPEG	\$65.00	\$79.26
Scan of existing map print (11x17)	Supplied as PDF	\$120.00	\$146.34
Scan of existing map print (24x36)	Supplied as JPEG	\$100.00	\$121.95
Scan of existing map print (24x36)	Supplied as PDF	\$155.00	\$189.02
Scan of existing map print (36x48)	Supplied as JPEG	\$125.00	\$152.44
Scan of existing map print (36x48)	Supplied as PDF	\$180.00	\$219.51
Scan of existing map print (36x60)	Supplied as JPEG	\$150.00	\$182.93
Scan of existing map print (36x60)	Supplied as PDF	\$205.00	\$250.00
Scan of existing map print (8.5x11)	Supplied as JPEG	\$60.00	\$73.17
Scan of existing map print (8.5x11)	Supplied as PDF	\$100.00	\$121.95
Sea Level Rise Presentation video	Windows Media player format	\$200.00	\$243.90
Shaded Relief Map (11x17)	combination pricings available - see chart	\$25.00	\$30.49
Shaded Relief Map (24x36)	combination pricings available - see chart	\$35.00	\$42.68
Shaded Relief Map (36x48)	combination pricings available - see chart	\$45.00	\$54.88
Shaded Relief Map (36x60)	combination pricings available - see chart	\$55.00	\$67.07
Shaded Relief Map (8.5x11)	combination pricings available - see chart	\$20.00	\$24.39
Shallow Marine & Substrates Map -	2 sheets, each sheet	\$50.00	\$60.98

Grand Cayman (1988)			
Shipping/Packaging	Market rates + 10% Handling	Market Rates + 10%	Market Rates + 10%
Site Map (24x36)		\$25.00	\$30.49
SMB Erosion Map (8.5x11)		\$100.00	\$121.95
Soil Map - Cayman Brac		\$50.00	\$60.98
Soil Map - Grand Cayman		\$50.00	\$60.98
Soil Map - Little Cayman		\$50.00	\$60.98
Stamp Duty 7.5% Rate Map (34x60)		\$50.00	\$60.98
Street Atlas (2nd Edition)		\$42.95	\$42.95
Street Map - Cayman Brac & Little Cayman (24x36)		\$50.00	\$60.98
Street Map - Cayman Brac (11x17)		\$50.00	\$60.98
Street Map - Grand Cayman (96x48)	Available from February 2009	\$100.00	\$548.78
Street Map - Little Cayman (24x36)		\$50.00	\$60.98
Summary Islands Maps (Yellow Pages)	per building in Image	\$2.00	\$2.45
Survey Plan	per sheet	\$10.00	\$12.20
Terrain & Bathymetry Map - Grand Cayman (36x48)		\$50.00	\$60.98
Topo Drawing		\$50.00	\$60.98
Utilities Map (size)		Custom Pricing	Custom Pricing

## Land Registry

Type	Sub Type	Amount (CI \$)	Amount (US \$)
All Other Matters		\$50.00	\$60.98
Amendment to Strata By Laws		\$25.00	\$30.49
Amendment to Strata Plan	per amendment	\$10.00	\$12.20
Copy of Instrument (per sheet)	Uncertified	\$7.00	\$8.54
Copy of Instrument (per sheet)	Certified	\$20.00	\$24.39
Copy of Land Register (per sheet)	Uncertified	\$14.00	\$17.07
Copy of Land Register (per sheet)	Certified	\$20.00	\$24.39
Copy of Schedules, Documents or Maps appended to Instruments (per page)	Uncertified	\$1.00	\$1.22
Copy of Schedules, Documents or Maps appended to Instruments (per sheet)	Certified	\$10.00	\$12.20
Declaration of lost Land or Lease Certificate		\$50.00	\$60.98
Destruction to Strata Building		\$50.00	\$60.98
Electronic Land Registry Application (ELRA)		Custom Pricing	Custom Pricing
Filed Plan (per sheet)	Uncertified	\$10.00	\$12.20
Filed Plan (per sheet)	Certified	\$20.00	\$24.39
Fixing of Parcel Boundary by Hearing	per hour, plus expenses	\$100.00	\$121.95
Inspection of Land Register		\$5.00	\$6.10
Land or Lease Certificate		\$50.00	\$60.98
Land Registers Online Additional Subscription	per annum	\$750.00	\$914.63
Land Registers Online Subscription	per annum	\$3,000.00	\$3,658.54
Land Registry Manual	Hardcopy	\$100.00	\$121.95
Opening of New Land Register (per parcel)		\$50.00	\$60.98
Opening of Strata Registers	per strata parcel opened	\$50.00	\$60.98
Preparation of Land Registry Instrument	See exception below	\$50.00	\$60.98
Preparation of Land Registry Instrument where substantial addition or variation to standard document is required	Not to exceed	\$150.00	\$182.93
Reduced Registry Maps Online Subscription	per annum	\$750.00	\$914.63
Registration of Document	Caution	\$50.00	\$60.98
Registration of Document	Withdrawal of Caution	\$50.00	\$60.98
Registration of Document	Auxiliary Charge	\$50.00	\$60.98
Registration of Document	Charge	\$50.00	\$60.98

Registration of Document	Collateral Security Charge	\$50.00	\$60.98
Registration of Document	Discharge of Charge	\$50.00	\$60.98
Registration of Document	Spread Charge	\$50.00	\$60.98
Registration of Document	Substituted Security Charge	\$50.00	\$60.98
Registration of Document	Transfer of Charge	\$50.00	\$60.98
Registration of Document	Variation of Charge	\$50.00	\$60.98
Registration of Document	Conversion of Title	\$50.00	\$60.98
Registration of Document	Easement	\$50.00	\$60.98
Registration of Document	Inhibition	\$50.00	\$60.98
Registration of Document	Removal of Inhibition	\$50.00	\$60.98
Registration of Document	Power of Attorney	\$50.00	\$60.98
Registration of Document	Lease	\$50.00	\$60.98
Registration of Document	Surrender of Lease (for consideration)	\$50.00	\$60.98
Registration of Document	Transfer of Lease	\$50.00	\$60.98
Registration of Document	Official Search / Stay of Registration	\$50.00	\$60.98
Registration of Document	Partition	\$50.00	\$60.98
Registration of Document	Rectification of Register	\$50.00	\$60.98
Registration of Document	Removal of Restriction	\$50.00	\$60.98
Registration of Document	Restriction	\$50.00	\$60.98
Registration of Document	Proprietor by Transmission	\$50.00	\$60.98
Registration of Document	Transfer by Personal Representative	\$50.00	\$60.98
Registration of Document	Transfer of Land	\$50.00	\$60.98
Registration of Document	Transfer of Land (Natural Love & Affection)	\$50.00	\$60.98
Registry Map	Uncertified	\$15.00	\$18.29
Registry Map	Certified	\$30.00	\$36.59
Registry Map (11x17)	Uncertified	\$10.00	\$12.20
Registry Map (11x17)	Certified	\$20.00	\$24.39
Registry Map Extract	Uncertified	\$5.00	\$6.10
Registry Map Extract	Certified	\$10.00	\$12.20
Registry Map Extract Online Additional Subscription	per annum	\$250.00	\$304.88
Registry Map Extract Online Additional Subscription	per annum	\$250.00	\$304.88
Registry Map Extract Online Subscription	per annum	\$1,000.00	\$1,219.51
Search of Land Registry Owners Index	per owner	\$25.00	\$30.49
Strata Plan Registration	Strata Plan	\$50.00	\$60.98
Survey Plan	per sheet	\$10.00	\$12.20
Witnessing of Land Transaction		\$50.00	\$60.98

## Survey

Type	Sub Type	Amount (CI \$)	Amount (US \$)
Authentication of Compiled Plan		50% of Authentication Cost	50% of Authentication Cost
Authentication of Easement		\$5.00	\$6.10
Authentication of Plans	where A is square root of area, per parcel on plan Min CI \$10 per parcel, rounded to nearest CI \$1	\$5A	\$6.10A
Computation Sheets	per foolscap sheet	\$0.75	\$0.91
Field Notes	per foolscap sheet	\$0.75	\$0.91
First Registration of Crown Land	Where A is square root of area, plus cost of expenses. Min CI \$100, rounded to nearest CI \$10	\$500A	\$609.76A
Inspection of Unpublished Plan	per sheet (deducted against purchase of copy)	\$1.00	\$1.22
Preparation of Special Plans, Maps or Documents	per hour staff time in preparation	CI \$150	CI \$150
Registry Map Amendments	per parcel	\$4.00	\$4.88
Survey Data	per approved scheme, up to 3 plans	\$25.00	\$30.49
Survey Data - additional plans	per square foot	\$0.50	\$0.61
Survey Plan	per sheet	\$10.00	\$12.20
Survey prints on dyeline paper - General Public	per square foot	\$0.50	\$0.61
Survey prints on dyeline paper - Licensed Land Surveyor	per square foot	\$0.30	\$0.37

## Valuation & Estates Office

Type	Sub Type	Amount (CI \$)	Amount (US \$)
Adjudication of Stamp Duty Payable		1% (min CI \$1, max CI \$1,000)	1% (min US \$1.22, max US \$1,220)
Agreement or Memo of Agreement for any other document		\$2.00	\$2.44
Agreement or Memo of Agreement for purchase of land interest	No possession granted	\$100 or Duty on Conveyance	\$122 or Duty on Conveyance
Agreement or Memo of Agreement for purchase of land interest	Possession granted	Duty on Conveyance	Duty on Conveyance
Assent		\$0.00	\$0.00
Assenting to & Execution of documents relating to Crown land and property (for private beneficiaries)	per hour	\$160.00	\$195.12
Assignment of Agreement or Memo of Agreement	No premium and no possession granted	\$200 or Duty on Conveyance	\$243.90 or Duty on Conveyance
Assignment of Agreement or Memo of Agreement	Premium and no possession granted	\$200 or Duty on Conveyance	\$243.90 or Duty on Conveyance
Assignment of Agreement or Memo of Agreement	Possession granted	Duty on Conveyance	Duty on Conveyance
Conveyance or Transfer	Seven Mile Beach and other 'Prime' Areas	7.5% of Consideration or Market Value	7.5% of Consideration or Market Value
Conveyance or Transfer	Other Areas - Non Caymanian or Company purchaser	6% of Consideration or Market Value	6% of Consideration or Market Value
Conveyance or Transfer	Other Areas - Caymanian purchaser	4% of Consideration or Market Value	4% of Consideration or Market Value
Conveyance or Transfer	Natural Love & Affection	\$50.00	\$60.98
Conveyance or Transfer	First Time Caymanian - Consideration / Market Value less than CI \$200,000 (Dwelling) / CI \$50,000 land	\$0.00	\$0.00

Conveyance or Transfer	First Time Caymanian - Consideration / Market Value less than CI \$200,000 (Dwelling) / CI \$50,000 land	2% of Consideration or Market Value	4% of Consideration or Market Value
Lease	Term in excess of 30 years	Duty on Conveyance	Duty on Conveyance
Lease	Less than 30 years, premium payable	Duty on Conveyance based on Consideration / Market Value of Premium	Duty on Conveyance based on Consideration / Market Value of Premium
Lease	Term of 5 years or less	5% of Average Annual Rent or Market Rent	5% of Average Annual Rent or Market Rent
Lease	Term of less than 1 year	5% of aggregate rent payable	5% of aggregate rent payable
Lease	Term of 5-10 years	10% of Average Annual Rent or Market Rent	10% of Average Annual Rent or Market Rent
Lease	Terms of 10-30 years	20% of Average Annual Rent or Market Rent	20% of Average Annual Rent or Market Rent
Lease	Rent Review	Additional Duty to reflect new Average Annual Rent or Market Rent	Additional Duty to reflect new Average Annual Rent or Market Rent
Lease Abstracts	per lease	\$25.00	\$30.49
Stamp Duty Appeal - Filing of Documents	per folio of 72 words	\$2.00	\$2.44
Stamp Duty Appeal - Filing of Grounds		\$10.00	\$12.20
Stamp Duty Appeal - Filing of Notice		\$10.00	\$12.20



## Department of Vehicles and Drivers' Licensing

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Vehicle and Drivers' Licensing to making information available to the public as part of its normal business activities.

#### **The Department of Vehicle and Drivers' Licensing will:**

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;



- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

### Information that may be withheld

The **Department of Vehicle and Drivers' Licensing** will generally not publish:

- information in draft form;
- information that is not held by the **Department of Vehicle and Drivers' Licensing**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open and transparent as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be with held where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **Department of Vehicle and Drivers' Licensing** (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is with held, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

www.dvdl.gov.ky. If you are still having trouble locating information listed under our scheme, please contact Richard Simms, Deputy Director by phone at 945-8344 or

#### Email

Richard.simms@gov.ky

Mailing address Department of Vehicle and Drivers' Licensing  
PO Box 1165  
George Town KY1-1102

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [dvdl@gov.ky](mailto:dvdl@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call **945-8344** to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

#### ***Deputy Director, Department of Vehicle and Drivers' Licensing***

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact **Richard Simms at 945-8344 or email [Richard.simms@gov.ky](mailto:Richard.simms@gov.ky)**.

The **Department of Vehicle and Drivers' Licensing** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **Department of Vehicle and Drivers' Licensing** is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **Department of Vehicle and Drivers' Licensing** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the **Department of Vehicle and Drivers' Licensing** offers for sale. This includes: ***Vehicle and drivers License Searches at a cost of \$75.00***. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The **Department of Vehicle and Drivers' Licensing** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **Department of Vehicle and Drivers' Licensing** has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the **Department of Vehicle and Drivers' Licensing** that is not published under this scheme can be requested by emailing us at [foi.vdl@gov.ky](mailto:foi.vdl@gov.ky) or [dvd@gov.ky](mailto:dvd@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

---

The **Department of Vehicle and Drivers' Licensing** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact **Richard Simms, Deputy Director at 945-8344**, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [www.dvdl.gov.ky](http://www.dvdl.gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Department of Vehicle and Drivers' Licensing**

The DVDL was established under the Traffic Law with overall responsibility to:

- inspect and test vehicles;
- register motor vehicles and maintain the register;
- issue licences in respect of motor vehicles and drivers;
- conduct driving tests; and
- perform such other functions as may, from time to time, be prescribed.

There are (2) locations in Grand Cayman (1 Crewe Road and 1 at West Bay). The District Administration in Cayman Brac & Little Cayman is responsible for administering the vehicle and drivers' licensing function in the Sister islands. Our Administrative Office is situated at #990 Crewe Road George Town, Grand Cayman.

The department remains committed to its "Road Safety Initiatives" through vigorous vehicle inspections for roadworthiness; as well as being robust in conducting practical and theory driving tests to guarantee newly qualified drivers are competent.

## **Ministry**

**District Administration, Works, Land and Agriculture** has responsibility for the **Department of Vehicle and Drivers' Licensing**.

### **Principal Officer [or Key staff]**

David Dixon - Director, email david.dixon@gov.ky Richard Simms- Deputy Director, email Richard.simms@gov.ky Jason Azan – Manager Revenue Collection, Jason.azan@gov.ky Mario Ebanks - Finance Manager, Mario.ebanks@gov.ky Courtney Myles - Assistant Manager, email Courtney.myles@gov.ky.

### **Information manager**

Richard Simms, email Richard.simms@gov.ky or phone 945-8344

## **MISSION STATEMENT**

To promote road safety by licensing qualified drivers and roadworthy vehicles in accordance with the Traffic Law and associated regulations.

### **Our objectives**

We will achieve our aims by:

- Providing efficient and effective customer service through friendly and professional staff;
- Improving driving quality and road safety through compliance; and
- Maintaining a consistent, fair and open policy when handling complaints, queries and public concerns.

Department of Vehicle and Drivers'  
P.O Box 1165 George Town KY1-1102  
Ph. 945-8344  
Fax. 945-8345  
Email. dmdl@gov.ky  
Website. www.dmdl.gov.ky

<b>Location and hours</b>	<b>Matters handled</b>
<i>Crewe Road Office, George Town Opening hours 8:30am – 4:00pm</i>	<i>Licensing of vehicle, drivers and vehicle inspection</i>
<i>West Bay Office, Opening hours 10:00am – 6:00pm Tuesday – Friday Saturdays 9:00am – 4:00pm</i>	<i>Licensing of vehicle and drivers</i>

## **Boards and committees**

The Department of Vehicle and Drivers' Licensing does not oversee any boards or committees.

## Frequently asked questions

- **How do I renew my drivers' licence?**

Visit any of our locations and complete the necessary form and pay the prescribed fee. Visit our website and see our Licence Renewal section for more details.

- **How do I get in contact with the Department of Vehicle and Drivers' Licensing?**

Our telephone is 945-8344 and e-mail is [dvd@gov.ky](mailto:dvd@gov.ky) for more details visit our Contact Us section on our website.

- **I recently changed the colour and/or the engine size of my vehicle; must I let the department know?**

Yes, any change in the colour, engine size or ownership, the DVDL must be made aware. Visit our website and see our sections on Transferring Ownership or Changing Vehicle Particulars for more details.

- **How do I let the DVDL know of my new contact details?**

Come to one of our offices, complete the appropriate form. There is a \$20 dollar fee to cover the cost of a new licence. Visit our website and see our Change of Address / Name section for more details.

- **I'm visiting the Islands; can I drive on my country's driver's licence?**

Visitors to the Island, who intend to rent a car/motor scooter, must first obtain a visitors permit.

- **How do I get a provisional drivers licence?**

You need to pass a written examination to obtain a provisional drivers licence

- **What is the difference between a full driver's licence and a provisional?**

A full licence allows you to operate a motor vehicle, without supervision, within the limit of the relevant laws for that vehicle category. Visit our website and see our Provisional Licence and Full Licence sections for more information.

- **What is the process for obtaining a motor cycle licence?**

You must first pass the written exam to obtain your provisional licence. This entitles you to drive your motorcycle with learner plate. You must schedule a practical test to demonstrate your control of the motorcycle to obtain your full motorcycle licence

- **When I go to renew my drivers licence, I will be over 70. Will that influence my eligibility for my renewal?**

Citizens with any disability may be required to produce a medical certificate when renewing their licence. Visit our website for more details.

- **I lost my drivers licence. What should I do?**

Immediately notify the police, once you have done so you may then visit the DVDL to have your licence replaced. Remember to bring a copy of your police report.

- **I am new to the Islands. How do I obtain a local drivers licence?**

You may be eligible to replace your foreign licence with a Cayman Island licence

- **How do I upgrade my licence so I can operate heavy equipment?**

You need to obtain a provisional licence for the new vehicle type and complete a practical test. See our Heavy Equipment /Special Vehicle section for more details

- **How do I schedule an appointment to sit the written portion of the driving exam?**

You need to visit one of our offices, with photo ID, to schedule the written exam.

- **For how long can I licence my vehicle?**

You can licence your vehicle for 3, 6, 12, 24 or 36 months. Visit our website and see our Vehicle Registration & Licensing section for more details.

- **Can I change my drivers licence category?**

Yes. Go to any of our offices, complete the appropriate form and submit payment of \$50. Visit our website and see our Change Category section for more details.

- **My vehicle purchase was financed by a bank, but I have since paid the loan in full. Will the bank automatically have the lien removed?**

While it is necessary for the bank to forward a notification of lien removal, you may have to request that the notification be done. Visit our website and see our Export/Termination of Vehicle section for more information

- **I intend to sell my vehicle. How is the transfer of ownership done?**

Both the Vendor and Buyer need to complete the appropriate paperwork and submit it at one of our offices. Visit our website and see our section on Transferring Ownership for more details.

- **How long do I have to notify the DVDL of changes, either of vehicle ownership or appearance?**

Section 9 of the Traffic Law (2003 revision) states that the Director shall be notified within fourteen days of any alteration to the particulars/ownership of a vehicle. Visit our website and see our section on Transferring Ownership for more details.

- **I am buying a vehicle for the first time. What do I need?**

In order to have a vehicle registered in your name, you must be the holder of a valid and unrestricted C.I. drivers licence and have proof of valid insurance. Visit our website and see our section on Transferring Ownership for more details

- **I am a new resident on the Islands and have recently purchased a car. Can I drive on the drivers' licence issued in my home country?**

New residents who intend to purchase a vehicle will be required to obtain a Cayman Islands driver licence. You may be eligible to replace your foreign licence with a Cayman Island licence.

- **How much do personalized registration plates cost?**

Each set of personalized registration plates will cost CI\$300.00 Visit our website and see our Personalised Registration plates section for more details

- **Tell me about Disabled Permits/Registration Plates?**

As a driver with a disability, you can apply for disabled registration plates for your vehicle. Visit our website for more details.

*For more information visit [www.dvdl.gov.ky](http://www.dvdl.gov.ky)*

## **History of DVDL**

The DVDL owes its genesis to the Royal Cayman Islands Police Service (RCIPS) which was formed in 1907.<sup>2</sup> Thus began, what became a long lasting relationship between vehicle licensing and the Police for some ninety years. During those years of infancy, there were no vehicles in the Cayman Islands, except bicycle or horse/donkey being the usual mode of transportation, unless you hiked on foot. However, during the years as the Cayman Islands began to develop, we saw the first vehicles being imported to Grand Cayman in the 1930's.

The Motor Vehicles Law (Cap. 106) of 1962, which had been amended fourteen times with its regulations being amended fourteen times as well, did not seem to address all the issues of inadequate inspection and registration of vehicles, together with the licensing and testing of drivers.

In 1963, the RCIP established vehicle licensing/driving examinations under the newly formed Traffic Department.

In 1962 there were seven categories of vehicles requiring registration, and by 1974 there were thirteen categories under the new Traffic Law. Emphasis was placed in developing a public transport system in 1997 which added a further (7) categories. It should be noted that bicycles were eliminated in the 1990s from registration or licensing.

By 1974 the legislators along with the Police introduced the new Traffic Law and Regulations, to address the inadequacies of vehicle inspections and drivers testing. The standards for vehicle inspections became more stringent requiring vehicles of different categories to be inspected

---

<sup>2</sup> The Northwester Oct/Nov. 1971, pages 14-15



twice annually. The Law introduced new set of licence plates which became mandatory for all vehicles during the annual inspection process.<sup>3</sup>

Drivers' licenses were issued by way of receipts in 1963 and during the 1980s drivers' licences were issued in clear plastic laminate. Nevertheless, this was not to remain for long, so in 1998 a new format of the credit card style was introduced. The period between 1962 and 1974, drivers were only required to pass a practical test before being granted a full drivers licence. The 1974 legislation ushered in written examinations for all potential drivers from the age of seventeen years, to which they had to attain a pass mark of 80%. Drivers' license booklets were introduced which bore the seal of the Cayman Islands on the cover and comprehensive details of the holder on the inside. The licence would expire every three years, on the holders' birthday. Licence holders now have the option to choose three or five years, for the duration of the licence. There are two categories of licence, the first being a provisional or learner that is valid for six months, and upon successfully passing a theory and practical tests, a full Cayman Islands drivers' licence is granted.

The Licensing Department was housed on the ground floor of the newly built Police Headquarters in 1974. When the department made this move, the number of registered vehicles had grown significantly from 1,603 in 1969 to 3,090 vehicles registered in 1972, and to approximately 4,400 by the end of 1973.<sup>4</sup> Despite having only having two examiners (vehicle inspection and driving examination) in 1972,<sup>5</sup> they were kept busy in conducting 806 driving tests in 1972 compared with 383 conducted in 1969.<sup>6</sup> However, by the 1980's the department had out grown its' quarters and in May 1983 it moved into a newly built facility on the same site near Police Headquarters.<sup>7</sup>

In October 1997, the department was transferred from the Royal Cayman Islands Police Service (RCIPS) to the former Ministry of Tourism (Tourism, Environment, Development & Commerce) and since July 2005, to the Ministry of Communications, Works & Infrastructure. The department was then placed under the leadership and management of a Director. In 2005, a new management structure was incorporated to include a Deputy Director, a Finance Manager, a Manager and an Assistant Manager. The Public Transport Unit moved from DVDL in July 2006 to the Ministry of Tourism.

There were a total of 20,602 vehicles registered by the end of 1997, compared to 39,656 in 2007/2008. We conducted 3,919 driving examinations in 2007/08, inclusive of theory and practical examinations.

## **STRATEGIC MANAGEMENT**

---

For us to be effective for the next few years, DVDL will have developed programs to effectively deal with our stake holders. It is through collaborative efforts and consultation with major stakeholders that we seek to develop our strategic direction for the next few years.

---

<sup>3</sup> The Northwester, September, 1974, page 63

<sup>4</sup> The Northwester, February, 1974, pages 7-8

<sup>5</sup> The Northwester, September, 1972, page 23

<sup>6</sup> The Northwester, February, 1974, page 8

<sup>7</sup> The Cayman Islands Annual Report 1983, page 19

Each staff is expected annually to deliver a set of outputs in their Performance Agreements, thus in turn, the department has to set timelines for the delivery of those outputs and provide explanations for any variances. We have four outputs in which we are answerable to the Ministry, these are: (1) Testing of Vehicle and Drivers, (2) Licensing of Drivers and Vehicles, (3) Policy Advice, and (4) Services on Behalf of the Public Transport Unit.

## **Governance**

The following documents are held and used by DVDL

- Policy and Procedures Manuals;
- Traffic Law, 2003 Revision
- Traffic Regulation, 2002 Revision
- Public Management and Finance Law, 2005
- Public Service Management Law, 2005
- Personnel Regulations, 2006
- Annual Budget Statement (ABS) 2009/10
- Traffic Ticket Regulations, 1999 Revision
- Customs Regulation, 2005
- Customs Prohibited Goods, 2003 Revision
- Motor Vehicle Insurance Law (Third Party), 2007
- Motor Vehicle Insurance Law (Third Party Risk), 2006
- Motor Vehicle Insurance (Third Party Risk) Regulations
- Motor Vehicle International Circulations Regulations, 1999
- Public Passenger Vehicle Regulations, 2008
- Traffic (Amendment) Bill, 2006
- Traffic (Amendment) Regulations, 2007
- Traffic (Driving Instruction) Regulations, 2005
- Traffic (Driving Test Exemption) Order, 1998
- Traffic Amendment Law, 2005
- Traffic Categorisation Regulations, 1999
- Traffic Control Regulations, 1999
- Traffic Seat Belt Regulation, 1999
- Geneva Convention on Road Traffic 1926, 1949 and 1968
- DVDL Annual Report 2008/09

<b>BOOK</b>	<b>AUTHOR</b>	<b>ISBN NO.</b>
The Official Road Code of the Cayman Islands	DVDL/Ministry of CWI	None
The Official DSA Theory Test of Motor Cycles	Driving Standards Agency (DSA) UK	01-11-552750-8
The Official DSA Theory Test for Car Drivers & The Highway Code	Driving Standards Agency (DSA) UK	0-11-552749-4
The Official DSA Theory Test for Drivers & Large Vehicles	DSA, UK	978-0-11-552818-7
The Official DSA Guide to Driving Buses & Coaches	DSA, UK	978-0-11-552900-9
DSA Practical Driving Test on DVD	DSA, UK	978-0-11-552859-0
The Driving Instructor's Handbook, UK	John Miller & Margaret Stacey	-10:0-7494-4746-X -13:978-0-7494-4746-X
Practical Teaching Skills for Driving	John Miller,	-10:0-7494-4953-5

Instructors – A Training Manual for the ADI Examination & The Check Test	Tony Scriven & Margaret Stacey	-13:978-0-7494-4953-7
The Official DSA Theory Test for Approved Driving Instructors	DSA, UK	None

## Corporate management

- DVDL Human Resource Plan 2011-2016

## FINANCE & ADMINISTRATION

Our Finance Unit has responsibility to manage; monitor and report the revenue collection for the testing and licensing of drivers; the inspection and licensing of vehicles, and the collection of fees on behalf of the Public Transport Unit.

## POLICIES & PROCEDURES

Policy	Available on-line/Hard Copy	Effective Date/ Revised Date
1. DVDL Human Resource Management Policies & Procedures Manual	Hard copy	30/11/06
2. POCS Pay Point Guidelines 2008	Hard copy	January 2008
3. Scenario Guidelines for Appointing Officers	Hard copy	
4. DVDL Policy & Procedures Documents Folder	Hard copy	
5. Bad Debt Policy & Procedure	Hard copy	Awaiting Approval of Ministry
6. Sexual Harassment Policy	Hard copy	
7. Complaints Handling Procedure & Disciplinary Policy	On-line	
8. Driving Examiners Training Policy	Hard copy	December 2006
9. GDL Step Manual, Guidance Notes & Information Guide	Hard copy (Information Guide: On-line)	Not implemented – awaiting passage of legislation
10. ADI Process Phases, Instructors Guide & Guidance Notes	Hard copy (Instructor's Guide: On-line)	Not implemented – awaiting passage of legislation
11. Private Garages Inspection Procedures/Terms & Conditions	On-line	
12. Disaster Preparedness Procedures	Hard copy	
13. Derelict Vehicles Policy	Hard copy	
14. FOI Internal Procedures & Policy	Hard copy	
15. D.A.V.I.D. Operations Policy (new computer system that contains vehicles and drivers information)	Hard copy	
16. A.M.A.N.D.A. Operations Policy	Hard copy	

(old computer system that contains vehicles and drivers information)		
17. Geneva Convention protocol on Road Signs & Signals, 1949	Hard copy	
18. Geneva Convention on Road Traffic, 1926 & 1968	Hard copy	

## **DECISIONS & RECOMMENDATIONS**

---

Core Management Job descriptions available on request

## **LISTS & REGISTERS**

---

List of Driving Instructors available upon request.  
Vehicle and Drivers License Searches – cost \$75.00

## **OUR SERVICES**

---

- Testing of vehicles and drivers
- Licensing of drivers and vehicles
- Policy Advice
- Services on behalf of the Public Transport Unit and Board

## **FORMS**

- Application for a New Licence Plate, Form TR10
- Application for a Licence fee refund
- Application for Drivers Licence, Form TR14
- Application to Register a Vehicle (New Vehicle) Form 1
- Disable Persons Application Form and Instructions
- Personalised Plates
- Renewal of Registration Vehicles, Form 4
- Suspension of Registration Vehicles, Form 7
- Transfer of Ownership, Form 5
- Application for Importation of Heavy Equipment

**Department of Vehicle & Equipment Services Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Vehicle & Equipment Services to making information available to the public as part of its normal business activities.

The Department of Vehicles & Equipment Services will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The Department of Vehicles & Equipment Services will generally not publish:

- information in draft form;
- information that is not held by the Department of Vehicles & Equipment Services or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Vehicles & Equipment Services (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.dves.gov.ky>. If you are still having trouble locating information listed under our scheme, please contact Ms. Stephane Delapenha, Information Manager.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [FOLDVE@GOV.KY](mailto:FOLDVE@GOV.KY) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Ms. Stephane Delapenha at (345)949-5644 Ext#25 or Ms. Charlene Simpson at (345) 9495644 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Ms. Stephane Delapenha

Information Manager or Records Manager, Ms. Charlene Simpson

Department of Vehicles & Equipment Services

P.O. Box 1558

Grand Cayman KY1-1110

Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Ms. Stephane Delapenha at (345)949-5644 Ext#25 or Ms. Charlene Simpson at (345) 949-5644 or by emailing [foi.dve@gov.ky](mailto:foi.dve@gov.ky).

The Department of Vehicles & Equipment Services will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Vehicles & Equipment Services is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Vehicles & Equipment Services strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Department of Vehicles & Equipment Services will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department of Vehicles & Equipment Services has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the Department of Vehicles & Equipment Services that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

*For further details please visit <http://www.dves.gov.ky>*



## **6. Complaints**

The Department of Vehicles & Equipment Services aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Ms. Stephane Delapenha at (345) 949-5644 or Ms. Charlene Simpson at (345) 949-5644, and we will try to resolve your complaint as quickly as possible. You can email us at [Stephane.Delapenha@gov.ky](mailto:Stephane.Delapenha@gov.ky) or [Charlene.Simpson@gov.ky](mailto:Charlene.Simpson@gov.ky).

Further information about our complaints procedures can be obtained from <http://www.dves.gov.ky>.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Complaints
- Operating Systems
- Fleet Management Policies & Procedures
- Jobs
- Boards & Committees
- Our Services

## **ABOUT US**

### **Name of public authority**

Department of Vehicles & Equipment Services

### **Ministry**

Ministry of District Administration, Works , Lands & Agriculture (DAW L & A).

### **Chief Officer**

Mr. Kearney Gomez, Ministry of District Administration, Works & Gender Affairs, 4<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands

### **Head of Department**

Mr. John Carey, Director-DVES

### **Information Manager**

Ms. Stephane Delapenha

Information Manager

Department of Vehicles & Equipment Services

P.O. Box 1558

Grand Cayman KY1- 1110

Cayman Islands

Telephone: (345) 949-5644 Ext #25

Facsimile: (345) 945-1318

Email: [stephane.delapenha@gov.ky](mailto:stephane.delapenha@gov.ky)

FOI email: [foi.dve@gov.ky](mailto:foi.dve@gov.ky)

Website: [www.dves.gov.ky](http://www.dves.gov.ky)

Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)

## **Organisation and functions**

*DVES is responsible for providing fleet management services to the Cayman Islands Government fleet of vehicles and equipment.*

*Mailing address: 1558GT, Grand Cayman KY1-1110*

*Telephone number (345)949-5644*

*Fax number (345) 945-1318*

*Email address FOI.DVE@GOV.KY*

*Website address [www.dves.gov.ky](http://www.dves.gov.ky)*

Location and hours	Matters handled
DVES, 386 North Sound Road 8:00am to 5:00pm Monday to Friday.	Fleet Management Services Acquisition Disposal Fuel & Oil Sales Maintenance & Repairs Technical Advice Maintenance of Capacity for Emergencies

### Boards and committees

Name	Meetings	Minutes
Departmental Tenders Committee  John Carey Stephen Quinland Ernest Ebanks	When acquisition in > \$50K <\$250K are made.	Contact Members in writing for details of minutes.

### Frequently asked questions:

- What is the size of Government's Fleet?
- What types of services are provided at your Facility?
- What is the operating cost on a yearly basis?

---

#### What is the size of Government's Fleet?

The total amount of units: 939 include Grand Cayman, Cayman Brac and Little Cayman.

---

#### What types of services are provided at your Facility?

Fleet Management services provided: Acquisition Disposal, Fuel & Oils; Maintenance and Repairs; Technical Advice; Maintenance of generator, Transport and Repair Capacity for Emergencies

---

#### What is the operating cost on a yearly basis?

The operating costs nets: \$4.7M per annum

---

**How do I make an FOI request?**

If you wish to make a request for information then you should contact the Information Manager listed above or in her absence, the Records Officer. Requests may also be made through our assigned email address [foi.dve@gov.ky](mailto:foi.dve@gov.ky). Requests must be in writing by means of (letter, email or facsimile) and must include your name and an address (either postal or email). Please be specific as possible about the information requested as this will assist us to respond promptly. Where possible, please include a contact telephone number so we can contact you should we need to discuss your request if necessary.

The Law requires public authorities to respond within thirty (30) calendar days, allowing an extension of an additional thirty (30) calendar days if needed.

---

**BACKGROUND INFORMATION**

The Department of Vehicles & Equipment Services (DVES) emanated from the former Central Funding Scheme (CFS) that was created in 1977 as an attempt to centralize the replacement and ownership of all fleet under one department. The department's operations have since evolved into a centralized automotive business with a fleet management program in place that enables a wide range of services to be provided to government at rates much cheaper than private commercial enterprises.

The services available include:-

- ❖ Provision of technical advice on vehicle related matters.
- ❖ Acquisition.
- ❖ Disposal.
- ❖ Preventative maintenance and repairs.
- ❖ Fuels and oils.
- ❖ Maintenance and use of generator, transport and repair capacity for emergencies.

There are currently 759 units of vehicles and equipment assigned to government agencies in Grand Cayman that use DVES services. The fleet consists of a diverse range of makes and models of motorcycles, sedans, SUVs, trucks, specialized units, ambulances and large expensive pieces of heavy equipment, some costing > \$600K each. Government also has an additional 180 units assigned to the Sister Islands that DVES provides with fleet management services, upon request.

The recent increase in hurricane activity has made government and the community as a whole, become more aware and appreciative of DVES fleet management program and its role during emergencies.

Care is taken to deliver a high standard of priority fleet management services to emergency and specialized fleet which are instrumental with clean-up and recovery efforts and ensuring continuation of many of the essential and emergency services that government must provide within the community during emergencies. An adequate 'repair capacity' is maintained to service essential and emergency fleet before, during and after an emergency. All generators at hurricane shelters within the various districts are checked bi-weekly during hurricane seasons to keep them operational. The refueling facility that DVES manages for government's fleet is kept fully stocked with fuels and oils and a skeleton crew of key support staff are on site while others are on stand-by to deal with emergency service calls.

In the event of a potential storm strike, DVES provides technical advice and direction to the National Hazard Management Council (NHMC) and other customer agencies in relation to procedure on how, when and where to deploy, secure and safeguard their transport and equipment. And, after a storm, DVES assists the NHMC with selecting and coordinating the distribution of fleet which are deployed in strategic areas within various districts to assist with clean-up and recovery efforts.

It can be noted that at the end of year 2002, DVES had only seven (7) garage work stations and twenty (20) mechanics to service in excess of 500 units of vehicles and equipment however, with the necessity to replace and add new fleet as a result of destruction caused by Hurricane Ivan in late 2004 and the associated additional services required, by the end of 2007, DVES was equipped with twenty one (21) garage work stations and twenty eight (28) technical support staff to perform operations, some requiring precision techniques, specialized skills and knowledge based on extensive training and experience to carry-out assignments ranging from routine to often dangerous and complex procedures and fifteen (15) senior management, admin, accounting and clerical support staff to manage daily activities and perform financial and personnel related functions.

The DVES is customer focused and dedicates the fleet management program to meeting the expectations and requirements of government, the customer. The program is managed and operated by qualified 'in-house' expertise who ensures government's fleet is serviced safely and as quickly as possible and at the best economic price. The program is designed mainly to achieve maximum return on fleet investments before or, at the point of disposal and ensure transport and equipment are always available to government while keeping associated costs approximately 30% lower than private commercial enterprises. After all, it is the effectiveness of this program that determines whether government should continue to patronize DVES operation or, privatize it as some private competitors have suggested in the past.

## **STRATEGIC MANAGEMENT**

To maintain efficient and effective management information and operating systems.

To complete upgrades to the garage repair workshops and Stores office.

To ensure a customer focused and positive results organization

To maintain existing staff complement and ensure quality performances in accordance with service demands and accepted international automotive industry standards.

To provide services efficiently to DVES and customers satisfaction at the best economic price.

To ensure that financial performance is such that revenues meet operating costs.

### **Governance**

- Department Policies and Procedures Manual
- HR Management Policies & Procedures
- PMFL (2005 Revision) and Regulations ( 2007 revision).
- FOI Law Regulations 2008
- National Archive & Public Records Law 2007
- Public Service Management Law 2005
- Personnel Regulations 2006.
- Other laws and regulations governing the civil service.

### **Corporate management**

*High-level documents that plan and evaluate the work of the authority.*

*Examples:*



Departmental Disaster Control Plan



Succession Plan



Continuity of Operations Plan



Deployment Plan for Hurricanes



Occupational, Safety, Health and Administration (OSHA).

## **FINANCE & ADMINISTRATION**

*Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

### **Financial management**

*Examples:*



Annual Budget



Financial. statements; Half-yearly / quarterly reports



Internal Financial and Managerial Operating and Control Systems



Accounting procedures; contracting procedures



Tendering Procedures



Auction, Procurement and Disposal procedures.

### **Administration**

*Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.*

*Examples:*



Fleet History Files



HR Records and Files



Job vacancies; Job Applications,



Staff pay and grading structures  
LANKAR- Inventory control System  
GASBOY- Automated Fuel System.



Records management file plan or classification scheme



## **POLICIES & PROCEDURES**

*Current written protocols used by the authority for carrying out functions, activities and delivering services.*

*Examples:*



Complaints-handling procedure; HR policies and procedures



Information management policy; Disposal schedule (records retention policy)



Operating policies and procedures; Standards of service

Departmental Policies and Procedures Manual.

## **DECISIONS & RECOMMENDATIONS**

*Examples:*



Evaluation procedures; Assessment criteria

Staff Meetings.

DTC and CTC meetings.

## **LISTS & REGISTERS**

*Examples:*



Inventory of Fleet



Inventory of Stock



Asset register; Schedule of property/buildings









FOI disclosure log

## **OUR SERVICES**

DVES role is to provide fleet management services to government's fleet.

Examples:

-  Acquisition
-  Disposal
-  Maintenance and Repairs
-  Sale of Fuel and Oils.
-  Technical Advice
-  Maintenance of Capacity for Emergencies.

DVES services are provided locally and restricted to government.





## Department of Environmental Health (DEH)

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Environmental Health to making information available to the public as part of its normal business activities.

The Department of Environmental Health will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Department of Environmental Health will generally not publish:

- information in draft form;
- information that is not held by the Department of Environmental Health, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Environmental Health's (or another organization's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Some of our documents are published electronically on the DEH website at [www.deh.gov.ky](http://www.deh.gov.ky) and can be downloaded in PDF format.

If you are still having trouble locating information listed using the DEH website, please contact the FOI Information Manager Tania Johnson at 949-6696 or direct line at 743-5952 or email at [tania.johnson@gov.ky](mailto:tania.johnson@gov.ky) or [foi.evh@gov.ky](mailto:foi.evh@gov.ky)

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.evh@gov.ky](mailto:foi.evh@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Tania Johnson at 949-6696 or direct line at 743-5952.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Information Manager  
Department of Environmental Health  
P.O. Box 1820  
Cayman Islands KY1-1109

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Tania Johnson at 949-6696 or direct line at 743-5952 or email at [tania.johnson@gov.ky](mailto:tania.johnson@gov.ky) or [foi.deh@gov.ky](mailto:foi.deh@gov.ky)

The Department of Environmental Health will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Environmental Health is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Environmental Health strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Department of Environmental Health will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information of the FOI regulations*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department of Environmental Health has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Department of Environmental Health that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager Tania Johnson at 949-6696 or direct line at 743-5952 or email at [tania.johnson@gov.ky](mailto:tania.johnson@gov.ky) or [foi.deh@gov.ky](mailto:foi.deh@gov.ky)

#### **6. Complaints**

---

The Department of Environmental Health aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Tania Johnson at 949-6696 or direct line at 743-5952 or email at [tania.johnson@gov.ky](mailto:tania.johnson@gov.ky) or [foi.deh@gov.ky](mailto:foi.deh@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Tania Johnson at 949-6696 or direct line at 743-5952 or email at [tania.johnson@gov.ky](mailto:tania.johnson@gov.ky) or [foi.deh@gov.ky](mailto:foi.deh@gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,



2<sup>nd</sup> Floor, Elizabethan Square, Building C  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: 1 345 747 5402  
Fax: 345-949-2026  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky) / [info@infocomm.ky](mailto:info@infocomm.ky)  
Website: [www.INFOCOMM.ky](http://www.INFOCOMM.ky)

Hours : Monday to Friday, 9:30am - 4:00pm

## **7. Categories of information**

---

- About Us
- Ministry
  - Strategic Management
  - Finance & Administration
  - Laws & Regulations
- Organization and Function
- DEH Laws & Regulations
- DEH Guidelines
- Board and Committees
- DEH Policies & Procedures
- Permits Granted
- Inspections & Recommendations
- List of Information Held

## **ABOUT US**

---

The Department of Environmental Health (DEH) protects the public from environmental health hazards, through activities including waste collection, food hygiene & health and safety inspections.

## **MINISTRY**

DEH operates under the Ministry of District Administration, Works, Lands & Agriculture (DAW&LA)

## **STRATEGIC MANAGEMENT**

---

The Ministry of DAW&LA administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions

and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

## **FINANCE & ADMINISTRATION**

---

The Ministry of DAW&LA administering the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws that regulate the function of government entities.

## **LAWS & REGULATIONS**

### **Financial Management**

- Financial Regulations 2004 The Public Management and Finance Law (2003 Revision) The Financial Regulations, 2004
- July 2008 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.
- 2012 Pay Schedule Monthly and weekly pay dates for 2012

### **Administration & Human Resource Management**

- PSML (2007 Revision): Complete set of laws for the Cayman Islands Civil Service
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions 05-Dec-2007
- Personnel Regulations Public Service Management Law, 2005 (Law 27 of 2005)
- Public Service Management Law, 2005 HR Law
- Public Servant Code of Conduct Code of Conduct for Civil Servants 05-Dec-2007

### **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law 2007
- National Archive and Public Records Law

## **District Administration, Works, Lands & Agriculture (Ministry of)**

### **Minister**

Hon Juliana Y O'Connor-Connolly, JP, MLA

### **Permanent Secretary**

Mr Kearney Gomez JP

### **Address**

Government Administration Building, 71A Elgin Avenue, George Town, Grand Cayman

### **Mailing Address**

Government Administration Building, Box 107  
Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2412 **Fax:** (345) 949-2922

**Email** Ministry.dawla@gov.ky / foi.mpc@gov.ky

**Website:** www.dawla.gov.ky

**Hours of Work:** 8:30am to 5:00pm, Monday to Friday.

**DEH Principle officers**

**Mr. Roydell Carter B.Sc (Hon), M.Sc., MIIRSM**

Director / Chief Environmental Health Officer / Head of Department:

**Dr. Paulino Rodrigues**

Assistant Director

**Dr Maysson Sallam**

Assistant Director Solid Waste

**DEH Contact Details**

**Grand Cayman Office Address:**

**Physical address:**

Cayman Islands Environmental Centre 580 North Sound Rd

**Mailing Address:**

P.O Box 1820,  
Grand Cayman KY1-1109

Tel: 345-949-6696

Fax: 345-949-4503

Email: foi.evh@gov.ky

Website: www.deh.gov.ky

Hours of Work: 8.30am-5pm, Monday-Friday

**Cayman Brac Office Address:**

**Physical address:**

211 Stake Bay Road

**Mailing Address:**

P.O Box 212  
Cayman Brac KY2-2101

Tel: 345-948-2321

Fax: 345-948-2543

Email: foi.evh@gov.ky

Website: www.deh.gov.ky

Hours of Work: 8.30am-5pm, Monday-Friday

**DEH Information Manager**

Tania Johnson at 949-6696 or direct line at 743-5952 or email at tania.johnson@gov.ky or foi.evh@gov.ky

## **ORGANISATION AND FUNCTIONS**

### **RESPONSIBILITIES & FUNCTIONS OF DEH**

#### **Environmental Engineering**

- Development control
  - Review environmental health aspect of development including air quality, noise pollution, solid waste management, hazardous waste management, occupational health and safety, food hygiene, and swimming pool design etc.
  - Conduct certificate of occupancy inspections to ensure compliance with relevant environmental health guidelines.
- Cemeteries management
  - Estimate cemetery capacity
  - Construction of vaults
  - Designing of new cemeteries
  - Other cemeteries works
- Engineering advice
  - Provide technical advice on environmental health engineering matters.
  - Review technical reports
- Engineering inspections
  - Engineering inspections of swimming pools for tourism accommodation premises.
  - Provide other engineering inspection services as required to support the other aspects of the department's function.
- Engineering management
  - Provide project management support for various environmental health engineering projects undertaken by the department.

#### **Environmental Health District Sanitation**

- Pollution prevention
  - Land based pollution industrial/commercial/residential
  - Illegal dumping
  - Derelict vehicles
- Rodent control
  - Rodent baiting of private homes and government buildings
  - Deratting certification for ships
- Statutory nuisance control
  - Investigation of public complaints

#### **Environmental Health and Safety Inspections**

- Inspection of public facilities
  - Schools and pre-schools
  - Day care centers
  - Retirement homes
  - Government building
- Consumer facilities
  - Barber shops and beauty salons
  - Gyms

- Launderettes
- Funeral homes
- Photograph studios
- Nurseries
- Training of personnel

### **Environmental Health Food Hygiene and Safety**

- Post-mortem inspection of locally slaughtered meats
- Monitoring of imported food containers
- Improvement, quality control and licensing inspections of commercial food facilities
- Food handler training
- Food recalls and condemnations
- Food-related illness and complaints investigations
- Food and water sampling
- Inspection of public places for sale and use of Tobacco Products

### **Environmental Health Laboratory**

- Sampling and analysis in the monitoring of
  - Public and private drinking water supplies
  - Swimming pools
  - Bathing beaches
  - Wastewater facility discharges
  - Food Safety
  - Landfills
- Conduct assessments for indoor air quality
- Conduct environmental noise assessments
- Used oil testing
- Hazmat response and support

### **Environmental Health Education and Promotions**

- Provides information the public on environmental health issues
- Facilitates training
- Provides information to the public through
  - School presentations
  - Community presentations
- The production of informational brochures

### **Solid and Hazardous Waste Management**

- Commercial and residential waste collection
  - Recycling, waste reduction and reuse
- Infectious waste management
  - Waste processing; waste disposal
  - Emergency response
- Roadside, beach and special event litter collection

## **LAWS & REGULATIONS**

The Department of Environmental Health (DEH) is regulated by two main laws which are the Litter Law and the Public Health Law and Regulations. There is no regulation under the Litter Law.

### **The Litter Law (12 of 1982) (1997 Revision)**

#### **Public Health Law (2002 Revision)**

- Public Health Law (Communicable Diseases) Regulations (1997 Revision)
- Public Health Law (Garbage and Refuse Disposal) Regulations (2003 Revision)
- Public Health Law (Infectious Waste) Regulations (2002 Revision)
- Public Health Law (Miscellaneous Fees) Regulations (2004 Revision)
- Public Health Law (Quarantine) Regulations (2002 Revision)
- Ships (Rodent Control) Regulations (2003 Revision)

#### **Public Health Law (1996 Revision)**

- Public Health Law (Cemetery Fees) Regulations, 2001

### **DEH GUIDELINES**

- Complaints/Requests Procedure Guidelines
- Guidelines for Indoor Mould Prevention and Remediation in Buildings – May 2006
- Guidelines for the Operation of Tourist Accommodation Properties (Hotel, Condominiums & Guesthouses) – Feb 2007
- Guidelines for the Operation of Temporary / Itinerant Food Facilities
- Guidelines of the Examination of imported Foods
- Guidelines for the Production and Supply of Bottle Water in the Cayman Islands – May 2007
- Guidelines for Tattooing, body Piercing & Body Art Establishments & Procedures
- Guidelines for the Operation of Barbershops & Beauty Salons – March 2007
- Guidelines for the Importation and Disposition of a Deceased body or Human Ash- June 2001
- Guidelines of Burial at Sea – June 2001
- Plan Review Manual and Guidelines – November 2003

### **BOARDS AND COMMITTEES**

Currently, (Dec 2011) there are no functioning committees within DEH; but DEH Officers are members of a number of boards and committees that function within government and the private sector. Frequently, DEH officers are asked to produce reports or recommendations from an Environmental Health prospective.

### **POLICIES & PROCEDURES**

---

In addition to the laws and regulations listed above the following policies and procedures are used at DEH.

- Complaints-handling procedure

- Human Resource policies & procedures
- Hurricane Preparedness manual
- Hazardous Materials policy and procedures
- Solid Waste Management procedures
- Environmental Health Laboratory policies and procedures

#### **List of Forms Used (External & Internal)**

- Application Form – Swimming Pool / Spa Review
- Application Forms for an Environmental Health Related Business – 1999
- Application form for Environmental Health Related Business – New Business
- Application form for Environmental Health Related Business – Re-application
- Basic Food Hygiene Training Course application Form Collection and Disposal Service Contract – July 1, 2003
- Complaints/ Request Investigation Form
- Derelict Vehicles Removal Form – August 2000
- Food Premises Inspection Report – Sept 22, 1999
- Food Safety Advice and Consultation Form
- Food Safety Risk Assessment Score Sheet
- Horse Stables and Animal Pens Inspection Reports
- Hotel / Condominium Inspection Report – Feb 2006
- Laboratory Chain of Custody and Analysis Request Form
- Public Facilities Inspection Form – June 2008
- Public Facilities Inspection Form Recreation & Institutional Health & Safety – 2008
- School Inspection Report (Pre-School & Day Care Centre)
- Waste Disposal Contracts for incinerator Services George Town Landfill – Nov 2003

#### **List of Brochures at DEH**

- A Common Pest: House Flies Aug 2010
- Aluminum Can Recycling
- Business Recycling
- CAREERS in the Department of Environmental Health
- Child Safety 2009
- Cigarette Litter 2009
- Cistern Safety Maintenance Oct 2010
- Food Safety in the kitchen
- Garbage Disposal Flyer
- Garbage Dumps 2009
- Get a Grip on Litter
- How to Disinfect Water
- Lead Acid Battery Recycling
- Lead Poisoning: What you need to know
- Leftovers
- Litter 2009
- Lunch Box Safety
- Managing Used Oil 2009
- Mould 2008
- Office Paper Recycling
- Recycling Information & Fact Sheet 2007

- Recycling Used Cooking Oil
- Responsibilities of DEH
- Rodent Control
- Solid Waste Management
- Starting Your Own Recycling Program
- Used Oil Recycling
- Water Cooler

## **PERMITS GRANTED**

The only permits that DEH grant are:-

- Permits to import and export human remains, and for
- Bonfires on public beaches.

Request for information concerning permits not issued by DEH will have to be directed to the public authority that has responsibilities for issuing a particular permit.

## **DECISIONS & RECOMMENDATIONS**

---

Inspections by DEH Environmental Health Officers are documented through reports or recommendation based on their findings. Many of these reports or recommendations can be access by the public under the FOI law.

### **List of inspections carried out by DEH**

- Liquor Licensing inspections
  - Bars
  - Restaurants
- Food Safety inspections
  - Food Establishment
  - Restaurants
  - Meat inspection
  - Food container
  - Temporary food stalls
  - Food recall & condemnations
- Tourist Accommodation inspections
  - Hotels
  - Condo
  - Guest houses
- Government Buildings inspections
  - Schools – primary, secondary, tertiary
  - Daycares
- Cosmetology industry & other consumer facilities inspections
  - Beauty salon
  - Barbershops
  - Tattoo parlour
  - Mobile beauty & barbershops
  - Funeral homes
  - Laundry mats
- District Sanitation
  - Rodent inspections



- Complaints inspections
- Environmental Engineering Inspection
  - Residential – apartments
  - Commercial
  - Industrial
  - Recreation – parks, swimming pool, spas etc
  - Noise level testing
- Environmental Health Lab
  - Analysis of samples
    - Food, drinking water, beaches, pools, spas, wastewater, ground and surface water, landfill leachate, used oil, unknown substances, and hazardous materials.

### **CLASSES OF INFORMATION HELD**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
Cabinet reports & recommendations	FOI request concerning this type of information should be directed to the Cabinet Officer or the Ministry of DAW&LA.
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Inspections reports & recommendations	Majority of information can be access by the public using FOI. Access is restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Lab analysis	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation. Services paid for by private entities are the property of the payee unless the information is prejudice to health & human safety.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Tender Contracts	FOI request concerning this type of information should be directed to the Ministry of DAW&LA.



## Telecommunications Unit

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **Office of Telecommunications** to making information available to the public as part of its normal business activities.

The **Office of Telecommunications** will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The **Office of Telecommunications** will generally not publish:

- information in draft form;
- information that is not held by the **Office of Telecommunications**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **Office of Telecommunications**' (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.oftel.gov.ky>. If you are still having trouble locating information listed under our scheme, please contact Karefia Ross or Leanna Rivers at 949-2919

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.tco@gov.ky](mailto:foi.tco@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Karefia Ross@949-2919 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

*Office of Telecommunications  
PO Box 10002 APO  
Grand Cayman  
KY1-1001*

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Karefia Ross at 949-2919 or email us at [foi.tco@gov.ky](mailto:foi.tco@gov.ky).

The **Office of Telecommunications** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **Office of Telecommunications** is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **Office of Telecommunications** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The **Office of Telecommunications** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **Office of Telecommunications** has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Office of Telecommunications that is not published under this scheme can be requested in writing by using <http://www.oftel.gov.ky> under making a request, or by emailing [Karefia.ross@gov.ky](mailto:Karefia.ross@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

Request can also be made by Coming to our Office and filling out a FOI request form. We are Located at Cayman Center – Unit2 Building E.

Forms can also be faxed to 945-5091 or email to [foi.tco@gov.ky](mailto:foi.tco@gov.ky)

Office Times are 8:30-5:00 Mon – Friday.

#### **6. Complaints**

---

The **Office of Telecommunications** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Karefia Ross at 949-2919, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from:

<http://www.oftel.gov.ky/>

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---

The Department of Telecommunication is charged with maintaining all of telecommunications and public safety communication needs For the Cayman Islands Government and its citizens.

### **Name of public authority**

Office of Telecommunications

**Physical Address: Cayman Centre - Unit2 Building E**

**Owen Roberts Drive, George Town**

**Mailing Address: PO Box 1002 APO KY1-1001**

**Telephone: 345-949-2919**

**Fax: 345-945-5091**

**Email: [foi.tco@gov.ky](mailto:foi.tco@gov.ky)**

**Website: <http://www.oftel.gov.ky>**

**Hours Of Work: 8:30am-5pm, Monday-Friday**

### **Principal Officer**

Kernilon Owens

Director

**Information manager**

Karefia Ross

949-2919

Kernilon Owens (Information Manager Designate)

949-2919

[www.foi.tco.gov.ky](http://www.foi.tco.gov.ky)

[foi.tco@gov.ky](mailto:foi.tco@gov.ky)

**Ministry**

The Office of Telecommunications operates under the Ministry of District Administration, Planning, Agriculture & Housing (DAPAH) who is responsible for a wide range of services that provide critical infrastructure support for the maintenance of a strong and viable economy as well as to promote a healthy population and clean and safe environment for both visitors and residents alike. The business of Government in Cayman Brac and Little Cayman is channeled through the Ministry as a means of ensuring the timely and efficient implementation of Government policies on the Sister Islands.

**District Administration, Works & Gender Affairs (Ministry of)****Minister**

Hon Juliana Y O'Connor-Connolly, JP, MLA

**Permanent Secretary**

Mr Kearney Gomez JP

**Address**

4th Floor, Government Administration Building, 71A Elgin Avenue, George Town, Grand Cayman

**Mailing Address**

4th Floor, Government Administration Building,  
Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2412 **Fax:** (345) 945-2922

**Email** [Ministry.DAPAH@gov.ky](mailto:Ministry.DAPAH@gov.ky) / [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky)

**Website:** [www.dapah.gov.ky](http://www.dapah.gov.ky)

**Hours of Work:** 8:30am to 5:00pm, Monday to Friday.

**STRATEGIC MANAGEMENT**

---

File Name	Location of File
Monthly Reports	Telecoms Office
Service Reports	Telecoms Office

\* As Per Mission Statement.

**Laws Kept By Office of Telecommunications**

File Name	Location of File	Year/Revision
FOI Laws	Telecoms Office/ <a href="http://www.foi.gov.ky">http://www.foi.gov.ky</a>	2007
Hazard Management Laws	Telecoms Office	Draft Vers.2009
ICTA Laws	Telecoms Office	2006 Revision

## FINANCE & ADMINISTRATION

File Name	Location of File
Budgets	<a href="http://www.gov.ky">www.gov.ky</a> website

## POLICIES & PROCEDURES

File Name	Location of File
Internal Complaints	Telecoms Office
Information Management Policy	Telecoms Office
Vehicle and Driver Card Procedure	Telecoms Office
Leave Procedure	Telecoms Office
FOI Interaction Procedure	Telecoms Office
Fault Records	Telecoms Office
Fault Registry	Telecoms Office
Reporting Policy	Telecoms Office
Reporting Procedure	Telecoms Office
Service co-ordination Procedure	Telecoms Office

## DECISIONS & RECOMMENDATIONS

Please see our Mission Statement shown under the **Section Organizations and Functions**.

## LISTS AND REGISTRIES

FOI Disclosure Log

Request Number	Request Detail	Response	Outcome
27428	Expenses on Budget year 08/09.	Deferred	08 budget available publicly,09 budget was delayed until LA



			met in Sept.
27428	Information Regarding Paid consultants on contract in our entity.	Granted in Full	None are utilized by our Entity.
39849	Records for services contracts and equipment from Avcom Ltd. During 2007-2010.	Exempt	Exempt under section 15(a) & 16
44763	How much funds were spent over 5 years to Non Caymanians for training, re-certifications etc.	No Records found	No Records found

## OUR SERVICES

- Provide advice on Telecommunications Infrastructure
- Provide Service on Telecommunication Infrastructure
- Provide service for Emergency Response Telecommunications

Please refer to our Mission Statement, additional information is also available at <http://www.oftel.gov.ky>

## Organisation and functions

### ***Office of Telecommunications Mission Statement***

The Office of Telecommunications (OfTel) serves through the Permanent Secretary, as the principal adviser to the Government on telecommunications policy making and in the management of the orderly growth of technological advances, in relation to the national telecommunications infrastructure. It is also responsible for implementing Government policies, by managing, coordinating, and providing services relating to the national telecommunications infrastructure. OfTel provides engineering policy and technical advice to the Ministry of District Administration, Works and Gender Affairs and other Government agencies, and the private sector on Telecommunications matters.

OfTel provides emergency response services to the National Security Committee and other organizations, that require maintaining an adequate level of preparedness and the deployment of telecommunications equipment and trained personnel.

PO Box 1002 KY1-10001  
Tel 949-2919  
Fax 949-5091  
Oftel@gov.ky  
[www.oftel.gov.ky](http://www.oftel.gov.ky)

Location and hours	Matters handled
Office Of Telecommunications Unit E2 Cayman Centre Owen Roberts Drive 8:30 – 5:00 Ph# 949-2919 Fax# 945-5091	*Technical advice and recommendations to Government Entities  * Planning and Implementing Telecommunication Infrastructures  * Accounting

### Boards and committees

Name	Meetings	Minutes
Hazard Management Sub-Committee For Emergency Communications	Not available to the public.	Please make an FOI request Using <a href="mailto:foi.tco@gov.ky">foi.tco@gov.ky</a>

### Frequently Asked Questions

#### **Does the Office of Telecommunications provide radio licences?**

In the past the Office of Telecommunications did provide radio licenses, but this function is now being handled by the Information Communication Technology Authority.

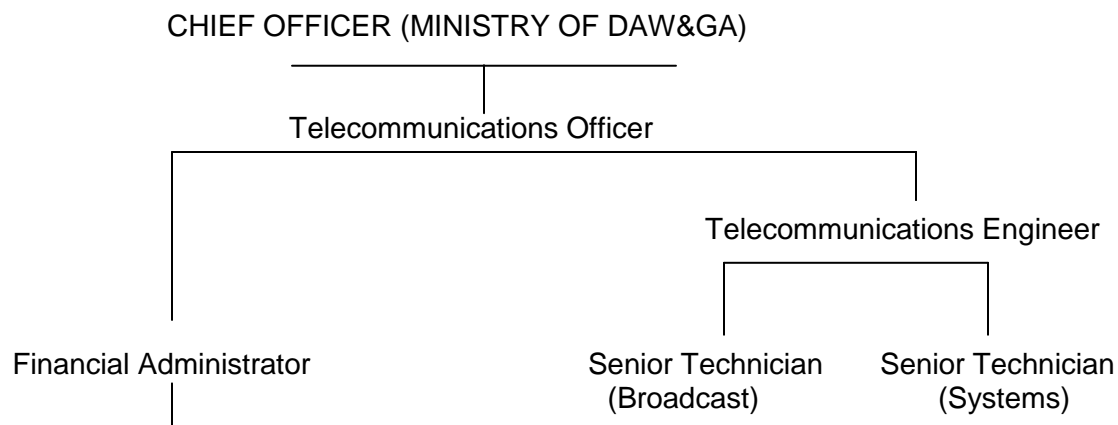
#### **Can a member of the public purchase equipment such as hand held radios from the Office of Telecommunications?**

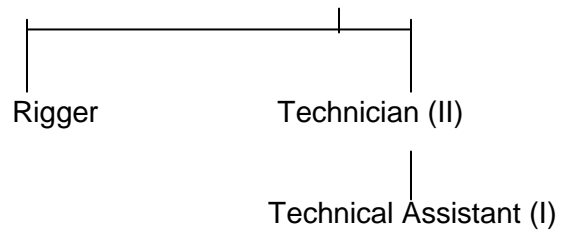
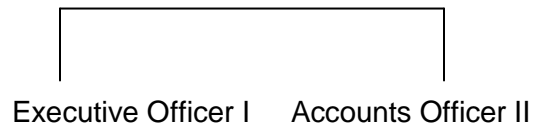
No, all radios and other equipment are strictly provided only to Government entities.

#### **Is the Office of Telecommunications the Same as Emergency Communications/911?**

Although closely related to one another, we are two separate entities.  
Please see our Mission Statement under Decision and Recommendations.

### Organization Chart







## Radio Cayman

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits *Radio Cayman* to making information available to the public as part of its normal business activities.

*Radio Cayman* will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

*Radio Cayman* will generally not publish:

- information in draft form;
- information that is not held by *Radio Cayman*, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm *Radio Cayman's* (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at **[www.radiocayman.gov.ky](http://www.radiocayman.gov.ky)** . If you are still having trouble locating information listed under our scheme, please contact Martha Watler at 949-7799.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email Martha Watler at [foi.rcy@gov.ky](mailto:foi.rcy@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 345 9497799 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Martha Watler  
Information Manager  
P.O. Box 1110  
Grand Cayman KY1-1102  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Martha Watler.

Radio Cayman will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where Radio Cayman is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. Radio Cayman strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Copy of Talk Today Show for a cost of \$18.00 (including disc)

##### Postage costs

Radio Cayman will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when Radio Cayman has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by Radio Cayman that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Send request to:

Martha Watler  
Information Manager  
P.O. Box 1110  
Grand Cayman KY1-1102  
CAYMAN ISLANDS  
Email: [foi.rcy@gov.ky](mailto:foi.rcy@gov.ky)  
Phone: 949-7799  
Fax: 946-1346

Or-

Kadie Ebanks  
Information Manager (Designate)  
P.O. Box 1110  
Grand Cayman KY1-1102  
CAYMAN ISLANDS  
Email: [foi.rcy@gov.ky](mailto:foi.rcy@gov.ky)  
Phone: 949-7799

Fax: 949-6536

## **6. Complaints**

---

Radio Cayman aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Martha Watler at 949-7799, or email [foi.rcy@gov.ky](mailto:foi.rcy@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [www.radiocayman.gov.ky](http://www.radiocayman.gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of public authority: RADIO CAYMAN**

Radio Cayman's first broadcast was during Easter of 1976 and the official broadcast began on 12 December 1976. Twenty-seven years later, it remains one of the Cayman Islands' most respected stations.

In the 1980s Radio Cayman started providing the Cayman Islands with a choice of two services, Radio Cayman One and Two 89.9 and 105.3FM on Grand Cayman and 91.9 and 93.9FM on Cayman Brac and Little Cayman.

Radio Cayman provides the islands with a 24 hour broadcast service daily, including BBC World Service Programming, between midnight and 6am on Radio Cayman One and a magical mix of



music on Radio Cayman Two. The station also delivers the most extensive and credible local, regional and international newscasts in the Cayman Islands.

Radio Cayman is the "Community's Station" and provides extensive coverage of national events, such as the Queen's Birthday Parade in June, Pirates Week Festival activities in November, the Remembrance Day Service in November and other community activities including the broadcast of proceedings in the Legislative Assembly, when the House is in session.

#### **General Contact Information\_\_\_\_\_**

##### **Phone Lines**

Administration	(345) 949-7799
Fax	(345)949-6536
Accounts	(345) 244-2192
News Editors	(345) 244-2187, (345) 244-2186, (345) 244-2185, and (345) 244-2181
Commercial Sales	(345) 244- 2136, (345) 244- 2183 and (345) 244-2193
Request Line	(345) 949-6990

##### **Email**

News Room	rcnews@gov.ky
Sales Dept	rcsales@gov.ky
Talk Today	TalkToday@candw.ky

##### **Mailing Address**

Radio Cayman	P.O. Box 1110 Grand Cayman KY1-1102 CAYMAN ISLANDS
--------------	--

Job Opportunities (Whenever jobs become available at Radio Cayman it is posted on our website and in the Newspapers)

News Desk (Radio Cayman's News is available online at [www.radiocayman.gov.ky](http://www.radiocayman.gov.ky) or by listening to Radio Cayman frequencies at 89.9FM & 105.3 FM in Grand Cayman and 93.9FM & 91.9FM in Cayman Brac and Little Cayman.)

#### **Ministry**

##### **District Administration, Works & Gender Affairs**

Government Administration Building, 71A Elgin Ave, George Town, Grand Cayman  
Mailing Address: Cayman Islands Government, Government Administration Building, Elgin Ave, George Town, Grand Cayman KY1-9000

##### **Principle Officers**

Norma McField, Director  
P.O Box 1110, Grand Cayman KY1-1102, Cayman Islands

Paulette Conolly-Bailey, Deputy Director

P.O. Box 1110, Grand Cayman, KY1-1102, Cayman Islands

### **Information Manager**

Martha Watler

P.O. Box 1110, Grand Cayman KY1-1102, Cayman Islands

### **Information Manager Designate**

Kadie Ebanks

P.O. Box 1110, Grand Cayman KY1-1102, Cayman Islands

### **Organisation and functions**

Radio Cayman is the "Community's Station" we provides the islands with a 24 hour broadcast service daily, including BBC World Service Programming, between midnight and 6am on Radio Cayman One and a magical mix of music on Breeze FM. The station also delivers the most extensive and credible local, regional and international newscasts in the Cayman Islands.

<b>Location and hours</b>	<b>Matters handled</b>
Physical address: 71B Elgin Avenue, George Town, Grand Cayman.  Hours of Work: 8:30am to 5pm	Functions of Public Authority: Provides broadcast of current affairs, entertainment (music) and educational programmes to the people of the Cayman Islands

### **Frequently Asked Questions:**

- **When was Radio Cayman's first broadcast?**

Radio Cayman's first official broadcast was on 12 December 1976, but testing began during Easter of 1976.

- **What are the frequencies of Radio Cayman?**

The frequencies in Grand Cayman are Radio Cayman 1 89.9 and Breeze FM 105.3 on Cayman Brac and Little Cayman RC 1 is 93.9 and Breeze FM is 91.9

- **Where does Radio Cayman get its funding?**

Radio Cayman is partially funded by the Government of the Cayman Islands and also earns revenue from commercial sales.

- **What forms of payment are accepted at Radio Cayman for commercial orders?**

Radio Cayman accepts payment by Cash, cheque and Visa or Master debit and credit cards

- **What is the staff complement at Radio Cayman ?**

The staff complement at Radio Cayman is 21

- **How many songs are in Radio Cayman's Music Library?**

Radio Cayman has approximately eleven thousand CDs, six thousand LP albums, and ten thousand 45rpm records.

- **What genre of music does Radio Cayman play?**

Mainly Pop, R&B, Soca, Calypso, Reggae, Country, Classical, and Jazz

## **STRATEGIC MANAGEMENT**

---

### **Governance**

- Public Service Management Law, 2005.
- National Archive and Public Records Law 2007.
- Freedom of Information Law 2007, Freedom of Information Regulations 2008
- Information and Communication Technology Authority Law (2006 Revision)
- The Public Management and Finance Law (2003 Revision) The Financial Regulations, 2004.
- Radio Cayman's Workplace Rules.

Copies can be obtained from Radio Cayman.

### **Corporate management**

Radio Caymans plans for business continuity, hazard management and disaster recovery (Hard copy can be obtained from Radio Cayman)

## **FINANCE & ADMINISTRATION**

---

### **Financial Management.**

Annual budget (*Hard copy can be obtain from Radio Cayman or by logging on to [www.gov.ky](http://www.gov.ky)*)

### **Administration**

Job vacancies; career opportunities  
Job Opportunities

Staff pay and grading structures (hard copy can be obtained at Radio Cayman)

## **POLICIES & PROCEDURES**

---

Complaints-handling procedure  
Radio Cayman COMPLAINTS POLICY (*Hard Copy available at Radio Cayman*)

Operating policies and procedures; Standards of service

Radio Cayman's Credit Policy (*Hard Copy available at Radio Cayman*)

## **OUR SERVICES**

---

Radio Cayman provides news, information and music for the listeners of the Cayman Islands. Our services are available by calling Radio Cayman at 949-7799, email [radiocayman@gov.ky](mailto:radiocayman@gov.ky) or by logging on to our website at [www.radiocayman.gov.ky](http://www.radiocayman.gov.ky).



## Water Authority - Cayman

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Water Authority - Cayman to making information available to the public as part of its normal business activities.

Water Authority - Cayman will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

Water Authority - Cayman will generally not publish:

- information in draft form;
- information that is not held by the Water Authority - Cayman, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Water Authority - Cayman's commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Many of our documents are published electronically on our website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.waterauthority.ky>. If you are still having trouble locating information listed under our publication scheme, please contact the Information Manager, Wendy Whittaker at [foi@waterauthority.ky](mailto:foi@waterauthority.ky) or call (345) 949-2837 extension 2013.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@waterauthority.ky](mailto:foi@waterauthority.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Wendy Whittaker at (345) 949-2837, Ext. 2013 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Wendy Whittaker  
Information Manager  
Water Authority – Cayman  
P.O. Box 1104  
Grand Cayman KY1-1102  
Cayman Islands

In your request, please provide a name and an address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager, Wendy Whittaker at (345) 949-2837 extension 2013 or email at [wendy.whittaker@waterauthority.ky](mailto:wendy.whittaker@waterauthority.ky) or [foi@waterauthority.ky](mailto:foi@waterauthority.ky).

The Water Authority – Cayman will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Water Authority – Cayman is legally required to translate any information, it will do so.

You can also access the Publication Scheme for Water Authority – Cayman on our website [www.waterauthority.ky](http://www.waterauthority.ky).

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Water Authority – Cayman strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (color; any size).

Computer discs will be charged at a rate of \$2 per disc.

Please refer to Freedom of Information (General) Regulations 2008, Schedule 3 for a complete list of fees.

##### Postage costs

Water Authority - Cayman will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when Water Authority - Cayman has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by Water Authority – Cayman that is not published under this scheme can be requested by writing to:

Wendy Whittaker  
Information Manager  
Water Authority-Cayman  
13G Red Gate Road  
PO Box 1104, Grand Cayman KY1-1102, Cayman Islands  
Fax: (345) 949-0094  
Email: [wendy.whittaker@waterauthority.ky](mailto:wendy.whittaker@waterauthority.ky) or [foi@waterauthority.ky](mailto:foi@waterauthority.ky)



Requests will only be accepted in writing and can be sent via fax, email, post or hand delivered. Please include a name, mailing or email address. Kindly indicate the format in which you wish to receive the information you have requested, e.g., photocopies or scanned copies. Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

---

The Water Authority - Cayman aims to make the publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme you may contact our Information Manager who will try to resolve your complaint as quickly as possible. Also, if you are dissatisfied with our response, you are entitled to an internal review and to do so, please contact:

Wendy Whittaker  
Information Manager  
Water Authority – Cayman  
P.O. Box 1104  
Grand Cayman KY1-1102  
Cayman Islands  
Tel: (345) 949-2837 xtn 2013  
Fax: (345) 949-0094  
Email: [wendy.whittaker@waterauthority.ky](mailto:wendy.whittaker@waterauthority.ky)  
FOI email: [foi@waterauthority.ky](mailto:foi@waterauthority.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are not satisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
PO Box 1375  
Grand Cayman KY1-1108  
Cayman Islands  
Tel: (345) 747-5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services
- List of Forms
- FOI Contact Details

## **ABOUT US**

---

The Water Authority is a statutory body established under the Water Authority Law of 1982 and became a fully functioning statutory organization in 1990. The primary mission of the Authority is to provide public water supply and sewerage services; and, to protect and manage water resources, which includes the regulation of abstraction and disposal wells and the excavation of canals and quarries.

### **Ministry**

The Water Authority is a statutory authority that falls under the portfolio of the Ministry of District Administration, Works Land and Agriculture. The Minister responsible for the portfolio:

Deputy Premier, Hon. Juliana Y. O'Connor-Connolly, JP, MLA

Address: 4<sup>th</sup> Floor, Gov't Admin Bldg, 71A Elgin Avenue, George Town, Grand Cayman

Mailing Address: 4<sup>th</sup> Floor, Gov't Admin Bldg, Grand Cayman, KY1-9000, CAYMAN ISLANDS

Tel: (345) 244-2412

Fax: (345) 945-2922

Email: Ministry.DAPAH@gov.ky

### **Principal Officer**

Dr. Gelia Frederick-van Genderen, Cert Hon

Director

Office: (345) 949-2837 xtn 2000

Fax: (345) 949-0094

Email: gelia.frederickvangenderen@waterauthority.ky

13G Red Gate Road, PO Box 1104, Grand Cayman KY1-1102, Cayman Islands

### **Information Manager**

Wendy Whittaker

Tel: (345) 949-2837 xtn 2013

Fax: (345) 949-0094

Email: wendy.whittaker@waterauthority.ky

FOI email: foi@waterauthority.ky

Website: www.waterauthority.ky

13G Red Gate Road, PO Box 1104, Grand Cayman KY1-1102, Cayman Islands

### **Information Manager (Designate)**

Pat Bell

Chief Human Resources Manager

Tel: (345) 949-2837 xtn 2010

Fax: (345) 949-0094

Email: pat.bell@waterauthority.ky

FOI email: foi@waterauthority.ky

13G Red Gate Road, PO Box 1104, Grand Cayman KY1-1102, Cayman Islands

## Organisation & Functions

### Mission Statement

- To ensure that the entire population of the Cayman Islands has access to a pure, wholesome and affordable supply of potable water; and to regulate other entities who are licensed by the Government to provide water supplies.
- To protect and develop groundwater resources for the benefit of present and future populations of these islands.
- To provide for the collection, treatment and disposal of sewage within these islands in a manner that is safe, efficient and affordable.
- To operate in such a manner as to be financially self-sufficient, while contributing to the economy of these islands and achieving a reasonable and acceptable return on capital investments.

Location and hours	Matters handled
Main Administration Offices P.O. Box 1104 13G Red Gate Road, George Town Grand Cayman KY1-1102 Cayman Islands Tel: (345) 949-2837 Fax: (345) 949-0094  8:30am to 5:00pm Monday to Friday	General Inquiries General Administration Customer Service Water Supply Sewerage Development Control Lab Analysis Permits & Licences
Wastewater Treatment Works Off Seymour Drive (Adjacent to the landfill) George Town Grand Cayman  7:30am to 4:30pm Monday to Friday 7:30am to 2:30pm Saturday & Sunday	Septage Deliveries
Cayman Brac Operations Office P.O. Box 240 96 West End Cross Road Cayman Brac KY2-2002 Cayman Islands Tel: (345) 948-1403 Fax: (345) 948-1404  8:30am to 5:00pm Monday to Friday	General Inquiries General Administration Customer Service Water Supply

## Boards and Committees

The Water Authority Board	Meetings	Minutes
Chairman: Mr John Lemuel Hurlston Members: Mr. Tristan Hydes Mrs. Ingrid Simms, Mr. Miguel Smith Mr. Otto Watler Mr. Corlan McLaughlin Mr. Windell Scott Mrs. Pearlina McGaw-Lumsden Ms. Anne Owens Ms. Reshma Sharma Mr. Jerry Banks Secretary: Dr. Gelia Frederick-van Genderen	Board meets every 3 <sup>rd</sup> Wednesday of the month at Water Authority's Red Gate Road location in the Board Room.  These meetings are not open to the public.	Contact Information Manager
Plumber's Examination Board	Meetings	Minutes
Chairman: Mr. Hendrik-Jan van Genderen Members: Mr. James Smith Mr. James Merren Mr. Victor Yates Secretary: Ms. Alisha Racz	Board meets on the 4 <sup>th</sup> Thursday of every quarter at Water Authority's Red Gate Road location.  These meetings are not open to the public.	Contact Information Manager

## Frequently asked questions

- **What is a cubic metre?**

One (1) cubic metre equals 1,000 litres or 264.2 US gallons. The scientific way to write cubic metre is m<sup>3</sup>.

- **Where is my meter located?**

All meters are located as close as possible to the front corner boundaries of each parcel.

- **When my water is turned off, why do I have to pay the total bill before the current charges are due?**

The Water Authority Law states that after the water is turned off, all outstanding charges for service must be paid before service can be restored. In addition, there is a reconnection service charge of \$25.00 that has to be paid prior to restoration of service.

- **Is the water safe to drink?**

Absolutely. The Water Authority adheres to strict quality control standards for provision of drinkable water.

- **Why do I have to pay a minimum charge when I don't use my services?**

All active accounts are billed for a minimum charge as stipulated in the Water Authority Law.

- **How are the rates determined?**

Rates are viewed routinely to determine the cost of service. Rates are reviewed as necessary and adopted by the Ministry and submitted under Law Updates. Your rate pays for debt service, operations and maintenance costs. For a copy of the current rate schedule, [click here](#) or contact our office.

- **How can I pay my bill online?**

Currently bills cannot be paid online. It is expected that in the near future you will be able to pay your bill online using our secure credit card facility (including debit cards with VISA or MasterCard). There are a number of bill payment options currently available to customers.

## **STRATEGIC MANAGEMENT**

---

The Water Authority – Cayman is committed to operating within the legal framework stipulated by the Cayman Islands Government. Our operations are governed by the Water Authority Law (18 of 1982) (1996 Revision) and the Water Authority Regulations (2007 Revision).

### **Governance**

- Water Authority Law (18 of 1982) (1996 Revision)
- Water Authority Regulations (2007 Revision)
- Water Production & Supply Law (15 of 1979) (1996 Revision)

### **Corporate Management**

- Annual Reports
- Business Plans
- Hurricane Preparedness Plan
- Contracts & Agreement Documents
- Tender Documents
- Capital Projects & Operations Reports

## **FINANCE & ADMINISTRATION**

### **Financial Management**

- Annual Budget
- Financial Statements
- Accounting Procedures

- Contracting Procedures
- Insurance
- Inventory
- Loans
- Management Accounts
- Policy and Procedures
- Salary and Pensions

## **Administration**

- FOI
- Press releases, newsletters, other publications
- Job vacancies; career opportunities
- Staff pay and grading structures
- Human Resources
- Training & Development
- Health & Safety
- Benefits Administration
- Customer Accounts
- Operations Management
- Engineering
- New Works
- Quality Assurance
- Water Resources & Quality Control
- Information Technology

## **POLICIES & PROCEDURES**

- Standard Operating Procedures
- Complaints-handling Procedure
- HR Policies and Procedures
- Labour Law (2007 Revision) & Regulations
- FOI Internal Procedures

## **DECISIONS & RECOMMENDATIONS**

- Minutes of meetings
- Permits & licences
- Consultation Reports

## **LISTS & REGISTERS**

- Register of Canal Works Permit
- Register of Cesspool Emptyer's Licence
- Register of Quarry Permits
- Register of Licenced Well Drillers

- List of Registered Water Plants
- List of Registered Plumbers:
  - Master Plumbers 2010
  - Journeyman Plumbers 2010
  - Apprentice Plumbers 2010
- FOI Disclosure Log

## **OUR SERVICES**

---

The Water Authority of the Cayman Islands provides water and sewerage services to over 15,000 customers in the Grand Cayman districts of George Town, Bodden Town, East End, North Side and the Sister Island of Cayman Brac. Additionally, we carry out development control relating to water, wastewater and groundwater.

### **Water**

The Water Authority provides piped potable water to over 14,700 customers in Grand Cayman service area in the districts of George Town, Bodden Town East End and North Side. In Cayman Brac the Authority provides piped potable water in the service area of West End and by truck to all areas of the Brac. Currently we do not operate a water supply system in Little Cayman.

Please visit our website for further information if you would like to apply for water services.

### **Sewerage**

The West Bay Beach Sewerage System is operated by the Authority. Public sewerage is provided to all residences and developments along the West Bay Road, between the Walter's Road area and up to Raleigh Quay, except those in the Canal Point, sections of Governor's Harbour, and Snug Harbour developments.

Wastewater is collected in the Authority's sewerage system and pumped to the Grand Cayman Wastewater Treatment Works situated at the end of Seymour Road, adjacent to the George Town Landfill.

Please visit our website for further information if you would like to apply for sewerage services.

### **Laboratory**

The Water Authority's Laboratory carries out testing of the Authority's potable water supplies and effluent of the Authority's wastewater treatment plant. The public can also use this service, provided the requests for testing can be accommodated by the Laboratory.

The Water Authority's laboratory services include:

- Quality Control and Quality Assurance of Water Authority's potable water supplies
- Quality Control of effluent disposed in the Cayman Islands

- Analytical support for Water Authority's groundwater monitoring programmes and monitoring of surface and marine water carried out in conjunction with Department of the Environment
- Analytical service for the public (such as potable water quality monitoring for Cayman Water Company, private request to check water quality in cisterns and wells)
- Compliance monitoring for permits issued by the Authority.

In May 2002 the Water Authority Laboratory received accreditation from the American Association for Laboratory Accreditation. The Laboratory is accredited for technical competency in the field of environmental testing in accordance with the ISO/IEC 17025-1999 standard.

## **Development Control**

The Water Authority plays an important role in review of new development or changes to existing development. Under the Water Authority Law, the Authority is charged with the protection of groundwater and therefore it regulates development in respect of water supply, groundwater abstraction, wastewater treatment and disposal. The Authority also regulates excavation of canals and quarries and licenses well drillers and plumbers.

The Water Authority also carries out the following important functions relevant to developers:

- Public education regarding wastewater treatment and disposal
- Development and implementation of the Authority's development control policies for wastewater treatment and disposal
- Monitoring of privately operated wastewater treatment plants
- Development of requirements and review of environmental impact assessments carried out by developers

## **Licensing & Permits**

Under the Water Authority Law, specific activities that affect groundwater require a licence or permit from the Authority. Also certain trades and businesses are required to operate under a licence from the Authority. See below for a listing of the specific registers of permits and licences.

- Canal Works Permit
- Cesspool Emptier's Licence
- Disposal Permit
- Groundwater Abstraction Licence
- Plumber's Licence
- Quarry Permit
- Well Driller's Licence
- Water Plants

## **List of Forms**

- Job application form
- Application form to apply for water service
- Application form to apply for sewerage service
- Water sampling request form



- Canal Works Permit
- Cesspool Emptiers Licence application form
- Disposal Permit application form
- Groundwater Abstraction Licence application form
- Apprentice Plumber's application Licence
- Journeyman or Master Plumber Exam application form
- Application from to renew an existing WAC Plumber's Licence
- Quarry Permit application form
- Well Drilling Permit application form
- Payment agreement application form
- Report a problem
- Request meter reading
- Change billing address
- Add tenant form
- FOI form

Please refer to our website: [www.waterauthority.ky](http://www.waterauthority.ky) for documents listed in the Publication Scheme or contact the Information Manager or her Designate between 8:30am and 4:30pm Monday to Friday.

#### **Contact details:**

##### **Information Manager**

Wendy Whittaker  
 Information Manager  
 Water Authority – Cayman  
 P.O. Box 1104  
 Grand Cayman KY1-1102  
 Cayman Islands  
 Tel: (345) 949-2837 xtn 2013  
 Fax: (345) 949-0094  
 Email: [wendy.whittaker@waterauthority.ky](mailto:wendy.whittaker@waterauthority.ky)  
 FOI email: [foi@waterauthority.ky](mailto:foi@waterauthority.ky)  
 Website: [www.waterauthority.ky](http://www.waterauthority.ky)  
 Freedom of Information website: [www.foi.gov.ky](http://www.foi.gov.ky)

##### **Information Manager (Designate)**

Pat Bell  
 Chief Human Resources Manager  
 Water Authority - Cayman  
 P.O. Box 1104  
 Grand Cayman KY1-1102  
 Cayman Islands  
 Tel: (345) 949-2837 xtn 2010  
 Fax: (345) 949-0094  
 Email: [pat.bell@waterauthority.ky](mailto:pat.bell@waterauthority.ky)  
 FOI email: [foi@waterauthority.ky](mailto:foi@waterauthority.ky)

Produced in accordance with the Deputy Governor's Code of Practice

### **CONTENTS:**

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the Publication Scheme
6. Complaints
7. Categories of information

#### **1. About the Publication Scheme**

Every public authority covered by the Freedom of Information Law, 2007 has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The Publication Scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This Publication Scheme commits the NRA to making information available to the public as part of its normal business activities.

The NRA will:

- Specify the information held by the Authority, which falls into the categories below;
- Proactively publish or otherwise make routinely available, information which is held by the Authority and falls within the categories below;
- Describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- List any fees charged for access to information described in this scheme;
- Publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- Make this publication scheme available to the public;
- Regularly review and update the information made available under this scheme.

#### **2. Information that may be withheld**

The NRA will generally **not** publish:

- Information in draft form;
- Information that is not held by the NRA, or which has been disposed of in accordance with a legally authorized disposal schedule;
- Information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- Information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this Publication Scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of Information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the NRA's (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

### **3. Methods of access**

Information available under our Publication Scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on the NRA website at [www.caymanroads.com](http://www.caymanroads.com) and can be downloaded in PDF format.

If you are still having trouble locating information listed using the NRA website, please contact the Information Manager Lois Hall-Vaughan at 946-7780 or email at [lois.hall-vaughan@nra.ky](mailto:lois.hall-vaughan@nra.ky) or [foi.nra@gov.ky](mailto:foi.nra@gov.ky).

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Email

If information is listed in our Publication Scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.nra@gov.ky](mailto:foi.nra@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the Publication Scheme can be requested by telephone. Please call Lois Hall-Vaughan at 946-7780 or email at [lois.hall-vaughan@nra.ky](mailto:lois.hall-vaughan@nra.ky) to request information.

### Post

All information listed in the Publication Scheme will usually be available in hard copy. Requests may be addressed to:

Information Manager  
National Roads Authority  
342B Dorcy Drive  
PO Box 10426  
Grand Cayman KY1-1004

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details).

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the Publication Scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Lois Hall-Vaughan Information Manager, at 946-7780 or email at [lois.hall-vaughan@nra.ky](mailto:lois.hall-vaughan@nra.ky).

The NRA will adhere to its obligations under section 10 of the FOI Law and any requirements relating to disability or discrimination, when providing information in accordance with this Publication Scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the NRA is legally required to translate any information, it will do so.

## **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The NRA strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of CI\$1.00 per copy (black & white – 8 ½ X 11 & 8 ½ x 14) and CI\$1.50 per copy (colored – 8 ½ x 11 & 8 ½ x 14) and computer discs at a rate of CI\$2.00 per disc as per the FOI Law.

The NRA will charge CI\$3.00 per copy (black & white – 11 x 17) and CI\$3.50 per copy (colored – 11 x 17).

#### Postage costs

The NRA will pass on to the requester the actual costs of postage or courier delivery.

Deliveries of any individual charges which differ from the above policy are provided within section 7: Categories of information.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the NRA has received your payment.

### **5. Requests for information outside the Publication Scheme**

Information held by the NRA that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting the Information Manager Lois Hall-Vaughan at 946-7780 or email at [lois.hall-vaughan@nra.ky](mailto:lois.hall-vaughan@nra.ky) to request information.

### **6. Complaints**

The NRA aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this Publication Scheme, please contact Lois Hall-Vaughan at 946-7780 or email at [Lois.Hall-Vaughan@nra.ky](mailto:Lois.Hall-Vaughan@nra.ky) or [foi.nra@gov.ky](mailto:foi.nra@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Lois Hall-Vaughan at 946-7780 or email at [Lois.Hall-Vaughan@nra.ky](mailto:Lois.Hall-Vaughan@nra.ky) or [foi.nra@gov.ky](mailto:foi.nra@gov.ky) .

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman, KY1-1108  
CAYMAN ISLANDS

Telephone: # 1-345-747-5402  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of Information**

- About Us
  1. Ministry
  2. Organization & Function
  3. Laws & Regulations
  4. Board & Committees
  5. Permits Granted
- Policies and Procedures
- Strategic Management
  1. Governance
  2. Corporate Management
- Finance & Administration
  1. Financial Management
  2. Administration
- Our Services

### **ABOUT US**

The NRA was created July 1<sup>st</sup>, 2004 by the National Roads Authority Law (2004). The NRA was created to administer, manage, control, develop and maintain the Cayman Islands public roads and related facilities such as signals, storm water facilities, roadway lighting, roadway directional signage, etc. It performs the following: collects information on the performance of the existing transportation system, forecasts future traffic demand, and identifies possible solutions to anticipated issues in system performance and deficiencies. The NRA will publish a long-term National Roads Plan (NRP) every four years to be updated annually. The NRP which is a general planning document will be the provision on which medium to long-term plans for road development will be identified. It also will be used to seek approval for funding of NRP projects that will be implemented according to the objectives of this long-term plan.

A Board of Directors governs the NRA and members of the Board are appointed by the Governor in Cabinet. The Managing Director oversees daily operations, supported by the Deputy Director.

According to the NRA Law, the Managing Director is charged with specifying a three-year public roads development plan that included construction programmes for new public roads.

### **Ministry**

The NRA operates under the Deputy Premier Mrs. Juliana Connor-Connolly of the Ministry of District Administration, Works, Land & Agriculture (DAW&LA), Government Administration Building, Grand Cayman, CAYMAN ISLANDS. The Ministry is responsible for the authority and may give general policy directions to the Board. The Board is then responsible for enacting NRA policy and the general affairs and business of the Authority.

#### Chief Officer

Mr. Kearney Gomez  
Ministry of District Administration, Works, Land & Agriculture  
Government Building, George Town  
Grand Cayman

#### Principal Officers

##### **Mr. Brian L. Tomlinson, P.E.**

Managing Director  
National Roads Authority

##### **Mr. Edward Howard**

Deputy Managing Director  
Planning & Administration  
National Roads Authority

##### **Mr. Paul Parchment**

Deputy Managing Director (Designate)  
Engineering and Operations  
National Roads Authority

##### **Mr. Paul Schreiner**

Chief Financial Officer  
Finance  
National Roads Authority

##### **Mr. Denis Thibeault**

Assistant Director  
Transportation & Planning  
National Roads Authority

#### Information Manager

Mrs. Lois Hall-Vaughan  
Executive Secretary to the NRA Board of Directors/Information Manager  
National Roads Authority  
PO Box 10426  
Grand Cayman KY1-1004  
Tel # 1-345-946-7780  
Fax # 1-345-946-4151  
Email: [lois.hall-vaughan@nra.ky](mailto:lois.hall-vaughan@nra.ky)  
Website: [www.caymanroads.com](http://www.caymanroads.com)

#### Designate

Mrs. Aldene Kidd-Hylton  
Administration & Operations Officer/Information Manager Designate  
National Roads Authority  
PO Box 10426  
Grand Cayman KY1-1004  
Tel # 1-345-946-7780  
Fax # 1-345-946-4151  
Website: [www.caymanroads.com](http://www.caymanroads.com)

#### Organization and Functions

The Mission of the NRA is to contribute to sustainable transport and land development in the Cayman Islands by building and maintaining a safe and efficient network of national roads, in partnership with Cabinet and the Private Sector, having regard to national and economic growth strategies.

The vision of the NRA is that commitment to our mission will enhance the quality of life, promote economic prosperity, and improve access and mobility for all residents

and visitors to the Cayman Islands. We will be a recognized leader in the Caribbean for providing high quality roads and transport related infrastructure.

The NRA's primary function is to secure the provision of a safe and efficient network of national roads. It has overall responsibility for the planning and supervision of construction and maintenance of national roads. In addition, the NRA has a number of specific functions under the National Roads Authority Law 2004, including:

- Provision of medium to long term plans for road development that makeup a National Roads Plan (updated every four (4) years)
- Implementation of a management system for planning, organizing, directing and controlling routine and periodic maintenance activities perform by employees of the Authority or through independent contractors
- Securing the carrying out of construction, improvement and maintenance works on national roads
- Carrying out on a permanent basis such necessary engineering traffic and economic studies that it may consider necessary for the maintenance and improvement of public roads
- Training, research or testing activities in relation to any of its functions.

National Roads Authority  
PO Box 10426  
Grand Cayman KY1-1004  
CAYMAN ISLANDS  
Website: [www.caymanroads.com](http://www.caymanroads.com)

National Roads Authority  
Office location: 370 North Sound Road  
Public Works Department Compound  
George Town  
Operating hours: Monday to Friday – 8:30am to 5:00pm

#### Laws and Regulations

- The National Roads Authority Law 2004
- The Roads Law 2005 (Revision)
- The Traffic Law & Regulations 2003

#### Board and Committees

The NRA Board of Directors  
Mr. Colford Scott - Chairman (NRA Board of Directors)  
Mr. Troy Whittaker - Deputy Chairman (NRA Board of Directors)

This Board meets once a month (or more if required). The Minutes are available on the NRA's website and can also be obtained in a hard copy from the Information Manager. There are two (2) sub-committees of the Board, the Personnel Sub-Committee which reviews HR matters and the Finance Sub-Committee which reviews the finances of the NRA. Select members of the Board are members of both committees.

Members of the Senior Management of the NRA staff also sit on the following committees:

- The Traffic Advisory Committee



- The Aggregate Assessment Committee
- The Utilities Committee
- Hazard Management Cayman Islands
- The Development Planning Review Committee

#### Permits/Licenses Granted

The NRA grants permits for the importation, transportation and storage of explosives and also grants licenses to blasters in the Cayman Islands.

### **POLICIES AND PROCEDURES**

The following are policies and procedures of the NRA, the ones with red asterisk \* are awaiting approval:

- Absence Management
- Management of Leave
- Overtime Working, TOIL, Flexible Working, Flexible Hours
- Staff Development
- Capability
- Health & Safety
- Sickness Absence
- Recruitment Selection
- Promotion
- Performance Management
- Discipline & Dismissal
- Redundancy
- Talent Management & Success Planning
- Grievances
- Drug & Alcohol Abuse \*
- Complaints handling Procedure
- Information Management Policy
- Disposal schedule (records retention policy)
- Operating policies & procedures
- Standards of service
- Probationary Employment \*
- Managing Staff Reductions \*

### **STRATEGIC MANAGEMENT**

Administering the Authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the authority's overall performance and progress towards established targets; managing programs to improve business procedures and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

#### Governance

- The National Roads Authority Law (2004)

- The Roads Law 2005 (Revision)
- The Traffic Law & Regulations (2003 Revision)
- The Labour Law (2007)
- The Public Management, Finance Law (2005 Revision)
- The National Archive & Public Records Law
- The Freedom of Information Law 2007

#### Corporate Management

- Corporate Plans
- Annual Reports
- Audit reports on overall operations and major projects
- Monthly NRA Management Report
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics (collect traffic counts)
- Asset Management (pavement, street lights, storm water management, structure, traffic signs and signals)
- Plans for business continuity, hazard management and disaster recovery
- Access Management Plan (this details access points on primary arterial roads especially the newly constructed Esterley Tibbetts Highway & the East/West Arterial)
- Long-Range Transportation Plan

#### **FINANCE & ADMINISTRATION**

Administering the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

To finance the NRA, government created a 'Road Fund' with four (4) categories of revenue. These are:

- 20% of the duty collected motor gasoline imported into the Cayman Islands
- 16 2/3% of the duty collected upon diesel oil imported into the Cayman Islands, (excluding diesel used by Caribbean Utilities Co. Ltd.)
- 100% of the fees paid to the infrastructure fund, as outlined in the Development and Planning Law (2003 Revision)
- 80% of the fees paid in respect of the registration of motor vehicles under Part II of the Traffic Law (2003 Revision)

#### Financial Management

- Annual Budget
- Financial Statements; monthly reports
- Sources of revenue; payment of invoices
- Accounting procedures; contracting procedures
- Board members allowances and expenses
- List of current tenders, contracts or quotations; recently awarded contracts

## Administration

- Insurance Policies
  1. Health Insurance for staff
  2. Motor Vehicle Insurance
  3. Property Insurance
  4. Liability Insurance (Risk Management)
- Press Releases
  1. Information regarding road projects
- Job vacancies
- Staff pay and grading structures
- Records management file plan or classification scheme

## **OUR SERVICES**

The architecture of a country defines its culture; the efficiency of its transportation systems defines its intellect.

Roads are one of the first indicators of the stability and strength of any country's infrastructure. They are the avenues to social and economic growth, providing access to health centres, financial institutions, supermarkets and most importantly, to family and friends.

Not only does the NRA build and maintain roads, we also collect information on the performance of the existing transportation system; forecast future traffic demand; and identify possible solutions to anticipated issues in system performance and deficiencies.

\*\*\*\*\*

# **ELECTRICITY REGULATORY AUTHORITY**

## **PUBLICATION SCHEME 2012**

**Produced in accordance with the Deputy Governor's Code of Practice  
dated 11<sup>th</sup> November 2009**

### **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### **1. ABOUT THE PUBLICATION SCHEME**

Every public authority covered by the Freedom of Information Law 2007 has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information and to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Electricity Regulatory Authority to making information available to the public as part of its normal business activities.

The Electricity Regulatory Authority (hereafter referred to as “the ERA”) will:

- specify the information held by the Authority which falls within the seven (7) categories below;
- proactively publish - or otherwise make routinely available - information which is held by the Authority and falls within the categories below;
- describe the methods by which specific information is made available so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish - or otherwise make information available - in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. INFORMATION THAT MAY BE WITHHELD

The ERA will generally not publish:

- information in draft form;
- information that is not held by the ERA or information which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information or commercially sensitive information as defined under the Freedom of Information Law, 2007, in Part 111, Exempt Records, Section 21. Records containing exempt matter will be published in a redacted<sup>1</sup> form whenever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the ERA's (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld we will inform you of this and explain why that information cannot be released. Even where information is withheld it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. METHODS OF ACCESS

Information available under the ERA's publication scheme will usually be accessible through the methods described below and *Section 7: Categories of information* provides more details on the information available under the scheme along with additional guidance on how the information within each category may be accessed.

### On-line

Some of our documents are published electronically on the ERA website [www.caymanera.ky](http://www.caymanera.ky) and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of information* will direct you to the relevant page or document.

If you experience problems locating information listed in this publication scheme as being available on the ERA website [www.caymanera.ky](http://www.caymanera.ky), please contact [general@caymanera.ky](mailto:general@caymanera.ky) or telephone the ERA Information Manager on (+1) 345 949 8372 (n.b. +1 345 949 8372 if you are telephoning from outside of the Cayman Islands).

---

<sup>1</sup> A copy of the record with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

## **E-mail**

If information is listed in the ERA's publication scheme but is not published on the website, we may be able to send it to you by e-mail. You can e-mail us in English at [general@caymanera.ky](mailto:general@caymanera.ky) or [foi.era@gov.ky](mailto:foi.era@gov.ky) to request information. Please provide a telephone number so that we can telephone you to clarify details if necessary.

## **Telephone**

Documents listed in the ERA's publication scheme can also be requested by telephone. Please telephone the ERA Information Manager on (+1) 345 949 8372 re obtaining copies of a document or documents.

## **Post**

Information listed in the ERA's publication scheme will usually be available in hard copy. Requests for copies of such information in English may be addressed to:

The Information Manager, Electricity Regulatory Authority,

P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS

In your request, please provide your name and address and full details of the information or documents you would like to receive. You may also wish to provide a telephone number or e-mail address so that we can contact you quickly to clarify details if necessary. For faster processing, please also include any applicable fee. (See *Section 4: Fees and charges* for further details.) Any fee submitted via mail should be in the form of a Banker's Draft in Cayman Islands Dollars and not cash or personal cheques.

## **Personal visits**

In limited cases, you may be required to make an appointment to view information listed in the publication scheme during normal business hours - which are 8:30 a.m. to 5:00 p.m. Monday through Friday (Bank Holidays excepted). If this is a requirement it will be clearly stated in *Section 7: Categories of information*. Appointments to view information may be made by contacting the ERA Information Manager by e-mail at [general@caymanera.ky](mailto:general@caymanera.ky) or by telephone (+1) 345 949 8372

## **Advice and assistance**

If you experience any difficulty identifying the information / records you want to access, please contact the ERA Information Manager by e-mail at [general@caymanera.ky](mailto:general@caymanera.ky) or by telephone (+1) 345 949 8372

The ERA will adhere to its obligations under Section 10 of the FOI Law and any requirements relating to disability or discrimination when providing information in accordance with this publication scheme. Please note that comprehensive access to guidance on the implementation of the Freedom of Information Law, 2007, can be obtained by visiting the website of the Freedom of Information Unit at [www.foi.gov.ky](http://www.foi.gov.ky)

The ERA will provide information in the language in which it is held or in such other language that is legally required. Where the ERA is legally required to translate any information, it will do so.

#### **4. FEES AND CHARGES**

The purpose of this publication scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The ERA strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published on-line, downloaded through a website, or sent to you by e-mail will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc or for translation into a language other than English. Charges will reflect the actual costs of reproduction, postage and translation as described below.

There are no publications that the ERA offers for sale. Copies of relevant laws are available for purchase from the Laws Section, Legislative Assembly Building in George Town, Grand Cayman, Cayman Islands. (Please also see further details on access to copies of the relevant laws in *section 7: Categories of information* of this publication scheme under the title “Governance of the ERA”).

Contact details - **Laws Section**, Legislative Assembly Building, 33 Fort Street, Grand Cayman

P.O. Box 890, Grand Cayman KY1-1103, CAYMAN ISLANDS

Telephone number (+1) 345 949 4236

E-mail contact [indianna.watson@gov.ky](mailto:indianna.watson@gov.ky)

##### **Reproduction costs**

Where fees apply, photocopied information will be charged at a standard rate of Cayman Islands’ Dollars 1.00 per page (black and white; any size) and Cayman Islands’ Dollars 1.50 per page (colour; any size).

Computer discs will be charged at a rate of Cayman Islands’ Dollars 2.00 per disc.

##### **Postage costs**

The ERA will pass on to the person requesting the information the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of information*.

If a fee applies, you will be advised in writing of the amount and how it has been calculated. Information will be provided when the ERA has received your payment.

#### **5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME**

Information held by the ERA that is not published under this scheme can be requested in writing. Requests will be considered and handled in accordance with the provisions of the Cayman Islands’ Freedom of Information Law, 2007, and accompanying Regulations.

Requests must be submitted in writing – this can be by letter, e-mail or facsimile or on the Freedom of Information Law 2007 Application Form. This form can be down-loaded from the Freedom of Information Unit’s web site [www.foi.gov.ky](http://www.foi.gov.ky) or a printed copy of this form can be collected from the ERA’s offices between 8:30 a.m. and 5:00 p.m. Monday to Friday (Bank Holidays excepted).

Requests for records from the ERA made under the provisions of the Cayman Islands' Freedom of Information Law, 2007, should be addressed in writing to the ERA Information Manager and can be submitted in any of the following ways:

by mail to P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS

**or** e-mailed to [general@caymanera.ky](mailto:general@caymanera.ky)

**or** delivered to Suite 14, Grand Pavilion Commercial Centre, West Bay Road, Grand Cayman.

When making a request under the provisions of the Cayman Islands' Freedom of Information Law, 2007, please be as specific as possible about exactly which record or records you are requesting as this will help in getting you a prompt response to your request. A daytime contact telephone number for you should be included in your request so that you can be contacted as soon as possible if it is necessary to clarify your request.

In your written request you need to state the following:

- Whether you wish to inspect or view the record or records **or**
- In which format you wish to receive a copy or copies of the record or records you ask for if you require a copy or copies - e.g. photocopy, compact disc, diskette, transcript - **and**
- The number of copies required for each record

More information detailing how to request information under the terms of the Cayman Islands' Freedom of Information Law, 2007, can be found in the booklet "Your guide to THE FREEDOM OF INFORMATION LAW 2007 CAYMAN ISLANDS" published by the Cayman Islands' Freedom of Information Unit in 2008 which is available from Government agencies in the Cayman Islands. This information is also available on the "Freedom of Information" page of the ERA website [www.caymanera.ky](http://www.caymanera.ky)

## **6. COMPLAINTS**

The ERA aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to make a complaint about any aspect of this publication scheme, please contact the ERA Information Manager in writing by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or by post to the Information Manager, Electricity Regulatory Authority, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS and we will deal with your complaint as quickly as possible.

Further information about our complaints procedures and access to the ERA Complaint Form can be obtained via the "Complaints" page on the ERA website [www.caymanera.ky](http://www.caymanera.ky)

Printed copies of the document outlining the Complaints Procedure of the ERA and of the ERA Complaint Form are available for collection from the ERA offices during normal business hours or may be requested by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or by post from the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS

The ERA does not pursue anonymous complaints or complaints made by telephone.

You have legal rights to access information under this publication scheme, and a right to complain to the Information Commissioner if you are dissatisfied with the response you receive from the ERA Information Manager or the outcome of an internal review of that response carried out by the ERA.



If you are dissatisfied with the internal review of our decision, or an internal review was not available, you can seek an appeal from the Information Commissioner. The contact details for the Information Commissioner's Office are as follows:

**Information Commissioner's Office,**

2nd Floor, Elizabethan Square, Building 1, George Town, Grand Cayman  
PO Box 1375, Grand Cayman KY1-1108, CAYMAN ISLANDS

Telephone: (+1) 345 747 5402

E-mail: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

More information on your Right of Appeal can be found on the "Freedom of Information" page on the ERA website at [www.caymanera.ky](http://www.caymanera.ky).

## 7. CATEGORIES OF INFORMATION

- About Us
  - Establishment of the ERA
  - Mission Statement of the ERA
  - Functions of the ERA
  - Organization of the ERA
  - Board and Committees of the ERA
  - Governance of the ERA
- ERA Operational Records
- ERA Administrative Records
  - Financial Management
  - Human Resources Management
  - Information Management Records
  - Secretariat Support
  - Strategic Management
- Policies and Procedures of the ERA
- Decisions and Recommendations of the ERA
- ERA Lists and Registers
- Services of the ERA
- Frequently asked questions submitted to the ERA

### **ABOUT US**

The **Electricity Regulatory Authority (ERA)** is a Statutory Authority of the Government of the Cayman Islands and operates under the **Ministry of District Administration, Works, Lands and Agriculture**. A Board of Directors – appointed by the Governor in Cabinet of the Cayman Islands - directs the work of the ERA.

The ERA has three members of staff:

<b>Acting Managing Director</b>	<b>Mr. Louis Boucher</b>
<b>Administrative Analyst</b>	<b>Mr. Jason Abraham</b>
<b>Information Manager and Administrator</b>	<b>Mrs. Lesley Lawrence</b> Contact <a href="mailto:general@caymanera.ky">general@caymanera.ky</a> or <a href="mailto:foi.era@gov.ky">foi.era@gov.ky</a>
<b>Physical Office Address</b>	Suite 14, Grand Pavilion Commercial Centre West Bay Road, Grand Cayman
<b>Mailing Address</b>	Electricity Regulatory Authority, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS
<b>Telephone number</b>	(+1) 345 949 8372

<b>E-mail Address via ERA web site</b>	<a href="mailto:general@caymanera.ky">general@caymanera.ky</a> For Contacting Us and for submitting Complaints
<b>E-mail Address</b>	<a href="mailto:foi.era@gov.ky">foi.era@gov.ky</a> For Freedom of Information Requests
<b>ERA website Address</b>	<a href="http://www.caymanera.ky">www.caymanera.ky</a>
<b>Office Hours</b>	8:30 a.m. to 5:00 p.m. Monday to Friday (Bank Holidays excepted)

### **Establishment of the ERA**

The Electricity Regulatory Authority (ERA) was formed by the passing of the Electricity Regulatory Authority Law, 2005, in the Legislative Assembly on the 2nd of March, 2005. This Law was published with Gazette No. 7 dated 4th April, 2005. It was revised on the 12th of July 2005 with the issue of the Electricity Regulatory Authority Law (2005 Revision) and further revised with the issue of the Electricity Regulatory Authority Law (2008 Revision) which was published with Gazette No. 13 dated 23rd June 2008. A further revision of the Electricity Regulatory Authority Law was published in Supplement No. 9 with Gazette No. 22 dated 25<sup>th</sup> October, 2010 as the [\*\*ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)\*\*](#).

### **Mission Statement of the ERA**

The Electricity Regulatory Authority (ERA) will protect the rights of electricity consumers in the Cayman Islands to ensure that they receive dependable power supply at the lowest possible cost.

The ERA is committed to the development of electricity from renewable resources to reduce the dependence of the Cayman Islands on diesel fuel.

The ERA, in consultation with other agencies, will promote the development of environmental and efficiency standards for electricity industry licensees in the Cayman Islands.

### **Functions of the Electricity Regulatory Authority**

The principal functions of the Electricity Regulatory Authority (ERA) are defined under condition 9 (2) of the [\*\*ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)\*\*](#).

The ERA is committed to protecting the rights of electricity consumers in the Cayman Islands, and, under Section 9 (5) of the ERA Law (2010 Revision), the Authority shall have regard to the need to develop, permit and promote the use of renewable or alternative forms of energy by consumers so as to reduce the load on any Transmission and Distribution system. The ERA has the power under Section 9 (6) of the ERA Law to establish environmental standards and to ensure that licensees comply with planning standards; and take effective measures to comply with safety and environmental standards.

Section 92 (2) of the Electricity Regulatory Authority Law (2005 Revision) states:- “Notwithstanding subsection (1), nothing in this Law or any other law shall alter the terms of a licence granted prior to the 12th April, 2005, unless the Authority and the licensee agree in writing to such alteration or the licence is otherwise varied by operation of law.”

The result of Section 92 (2) was that the existing electricity providers, Caribbean Utilities Company Ltd. in Grand Cayman - whose licence was issued in January 1986 - and Cayman Brac Power & Light - whose licence was issued in December 2003 - were not subject to the regulations of the ERA Law.

The functions of the ERA at that time were therefore to assist the Cayman Islands Government in negotiating new licences with Caribbean Utilities Company Ltd.

The Electricity Regulatory Authority (Amendment) Law, 2008, was published with Extraordinary Gazette No. 4 dated 8 February 2008.

Two new licences were issued to Caribbean Utilities Company Ltd on April 3rd, 2008. There is an Electricity Generation Licence and an Electricity Transmission and Distribution Licence. Copies of both licences are available for access on-line in the ERA's "Document Library" which can be accessed via the "Home" page of the ERA website [www.caymanera.ky](http://www.caymanera.ky). The ERA now regulates Caribbean Utilities Company Ltd new licences under the [\*\*ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)\*\*](#).

Under the terms of the [\*\*ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)\*\*](#) the ERA conducts the solicitation process for future generating capacity for Grand Cayman, encourages competition in generation in Grand Cayman, and the development of environmental standards and efficiency standards within the industry as required under the Law.

Currently the ERA is monitoring three licences - two Licences issued to Caribbean Utilities Company Ltd for Grand Cayman and one Licence issued to Cayman Brac Power & Light Company for Cayman Brac and Little Cayman.

### **Organization of the ERA**

In accordance with the Electricity Regulatory (Amendment) Law (2009 revision), the Governor-in-Cabinet appointed the following persons to the Electricity Regulatory Authority Board to hold office from 13th August 2009 until 13th August 2012 – Mrs. Sherri Bodden as Chairperson, Mr. Kendal Ryan as Deputy Chairman, Mr. Charles Farrington, Mr. Kenneth Hay, Mr. Samuel Jackson, Mr. Darrel Rankine, Mr. Michael Herland, Mr. Samuel Young and Mr. Derrick Tibbetts.

A representative of the Ministry of District Administration, Works, Lands and Agriculture sits on the ERA Board as an Ex Officio member. Technical and Legal Committees were appointed at the first meeting of the newly appointed Board which took place on 26th August, 2009. The members of the ERA Board and the Technical and Legal Committees are listed in the following table.

## Board and Committees of the ERA

Name	Meetings	Minutes
<b>ERA Board of Directors</b>  Mrs. Sherri Bodden Chairperson Mr. Kendal Ryan Deputy Chairperson Mr. Charles Farrington Mr. Kearney Gomez MBE, JP Mr. Kenneth Hay Mr. Michael Herland Mr. Samuel Jackson Mr. Darrel Rankine Mr. Derrick Tibbetts Mr. Samuel Young	<p>Meetings of the ERA Board of Directors are held once a month at an agreed location in Grand Cayman.</p> <p>Meetings of the ERA Board of Directors are not open to the public.</p>	<p>Minutes of Board Meetings are not available on-line.</p> <p>Application may be made in writing for hard copies of the minutes to:  The Information Manager,  ERA, P. O. Box 10189,  Grand Cayman KY1-1002  CAYMAN ISLANDS</p>
<b>ERA Technical Committee</b>  Mr. Charles Farrington Chairperson Mr. Kenneth Hay Mr. Michael Herland Mr. Darrel Rankine Mr. Derrick Tibbetts	<p>Meetings of the ERA Technical Committee are generally held on a monthly basis at an agreed location in Grand Cayman.</p> <p>Meetings of the ERA Technical Committee are not open to the public.</p>	<p>Minutes of Technical Committee Meetings are not available on-line.</p> <p>Application may be made in writing for hard copies of the minutes to:  The Information Manager,  ERA, P. O. Box 10189,  Grand Cayman KY1-1002  CAYMAN ISLANDS</p>
<b>ERA Legal Committee</b>  Mrs. Sherri Bodden Chairperson Mr. Samuel Jackson Mr. Samuel Young	<p>Meetings of the ERA Legal Committee are held when necessary at an agreed location in Grand Cayman.</p> <p>Meetings of the ERA Legal Committee are not open to the public.</p>	<p>Minutes of the ERA Legal Committee Meetings are not available on-line.</p> <p>Application may be made in writing for hard copies of the minutes to:  The Information Manager,  ERA, P. O. Box 10189,  Grand Cayman KY1-1002  CAYMAN ISLANDS</p>

## **Governance of the ERA**

The Electricity Regulatory Authority is established under the [\*\*ELECTRICITY REGULATORY AUTHORITY LAW \(2010 Revision\)\*\*](#). The major responsibilities of the ERA are defined in the ELECTRICITY REGULATORY AUTHORITY LAW (2010 Revision) and Regulations. Under Section 89 of this Law, the ERA has the authority to establish rules and procedures for licensees.

The ERA has responsibilities to comply with the terms of the [\*\*ELECTRICITY LAW, 2008\*\*](#), the [\*\*FREEDOM OF INFORMATION LAW, 2007\*\*](#) and the [\*\*PUBLIC MANAGEMENT AND FINANCE LAW\*\*](#) .

The ERA also has responsibilities to comply with the terms of [\*\*THE NATIONAL ARCHIVE AND PUBLIC RECORDS LAW \(2010 Revision\)\*\*](#) .

## **Personnel Matters**

All personnel matters affecting ERA staff are dealt with under the terms of the [\*\*PUBLIC SERVICE MANAGEMENT LAW \(2011 REVISION\)\*\*](#).

Please see the following table for information on where to purchase printed copies of these Laws.

<b>Laws under which the ERA operates</b>	<b>Printed Copy available</b>	<b>e-copy available</b>
Electricity Regulatory Authority Law (2010 Revision)	From the Legislative Assembly at a cost of Cayman Islands' Dollars 14.40 per copy	On the ERA web site at <a href="http://www.caymanera.ky">www.caymanera.ky</a> No cost to download
Electricity Law, 2008 Revision	From the Legislative Assembly at a cost of Cayman Islands' Dollars 7.20 per copy	On the ERA web site at <a href="http://www.caymanera.ky">www.caymanera.ky</a> No cost to download
The Freedom of Information Law, 2007	From the Legislative Assembly at a cost of Cayman Islands' Dollars 6.40 per copy	On the Cayman Islands' Government web site and via the link below <a href="http://www.foi.gov.ky">FREEDOM OF INFORMATION LAW, 2007</a> No cost to download
The Freedom of Information (General) Regulations, 2008	From the Legislative Assembly at a cost of Cayman Islands' Dollars 4.80 per copy	On the Document Library tab of the Cayman Islands' Freedom of Information web site at <a href="http://www.foi.gov.ky">http://www.foi.gov.ky</a> listed at the bullet entitled "Freedom of Information Legislation" No cost to download
The National Archive and Public Records Law (2010 Revision) and amendment	From the Legislative Assembly at a cost of Cayman Islands' Dollars 4.00 per copy	On the Cayman Islands' Government gazettes web site at the link shown above this table No cost to download
The National Archive and Public Records Regulations, 2007	From the Legislative Assembly at a cost of Cayman Islands' Dollars 2.40 per copy	On the Cayman Islands' Government gazettes web site at the link shown above this table No cost to download
The Public Management and Finance Law (2010 Revision)	From the Legislative Assembly at a cost of Cayman Islands' Dollars 14.40 per copy	On the Cayman Islands' Government web site at the link shown above this table No cost to download

<b>Laws under which the ERA operates</b>	<b>Printed Copy available</b>	<b>e-copy available</b>
The Public Service Management Law (2011 Revision)	From the Legislative Assembly at a cost of Cayman Islands' Dollars 9.60 per copy	On the Cayman Islands' Government gazettes web site at the link shown above under the title " <b>Personnel Matters</b> "  No cost to download

The contact details for the Legislative Assembly are as follows:

**The Laws Section**, Legislative Assembly Building, 33 Fort Street, Grand Cayman

P.O. Box 890, Grand Cayman KY1-1103, CAYMAN ISLANDS

Telephone number (+1) 345 949 4236

E-mail contact [indianna.watson@gov.ky](mailto:indianna.watson@gov.ky)



## CLASSES OF INFORMATION HELD BY THE ERA

A Class of Information is a method of collecting together similar types of information. The ERA has grouped its Classes of Information into broad categories by **function** which reflect the ERA's major areas of responsibility.

The main **operational functions** of the ERA are:

- **Licensing of Electricity Generation and Transmission and Distribution companies**

The ERA holds records relating to this function grouped alphabetically under the following headings:

Advising;  
Dispute Resolution;  
Enforcement;  
Granting Licences;  
Guidance;  
Monitoring of existing licences;  
Research and Development;  
Tendering

- **Regulating of Electricity Generation and Transmission and Distribution licensees**

The ERA holds records relating to this function grouped alphabetically under the following headings:

Advising;  
Complaints related to electricity providers licensed by the ERA;  
Enforcement;  
Guidance;  
Monitoring;  
Policy;  
Promoting the use of Renewables;  
Research and Development

Requests for access to ERA operational records held under the headings listed above may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

The main **administrative functions** of the ERA on which the ERA holds records are as follows:

1. Financial Management
2. Human Resources Management
3. Information Management
4. Secretariat Support
5. Strategic Management

## 1. FINANCIAL MANAGEMENT

Records held by the ERA under this administrative function cover the following:

Administering the ERA's monetary resources; managing funds allocated through Cabinet-purchased outputs, Regulatory Fees and other sundry revenues; establishing internal controls and procedures for financial management; operating accounting systems; financial planning and budget management.

These records are organized under the Activities and Records Series listed in the table below.

Activity	Record Series
Accounting	
	Accounts payable
	Accounts receivable
	Banking
	Ledgers and Journals
	Financial Secretary
	Revenue Collection
Acquisition	
	Asset Management
	Asset Register
	Depreciation Schedules
	Computer Services
Auditing	
	Audited Financial Statements 2005, 2006, 2007, 2008, 2009, 2010 and 2011 and related correspondence
Budgeting	
	Budget 2006/7
	Budget 2007/ 8
	Budget 2008/9
	Budget 2009/10
	Budget 2010/11
	Budget 2011/12
	Ownership and Purchase Agreements signed with Cabinet for 2005, 2006, 2007, 2008, 2009, 2010 and 2011
Funds Administration	
	Equity Investments
Policy	
	Financial Management Policies
	Financial Management Procedures
Remuneration	
	Payroll
	Health Insurance
	Pensions
Reporting	
	Monthly FM Reports
	Annual FM exports

Requests for access to records held under the headings in the above table may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

**Documents relating to the administration of the Authority's monetary resources – including budgeted income and expenditure are as follows:**

- **Annual Budget 2011 / 2012** - available on the ERA website [www.caymanera.ky](http://www.caymanera.ky)

Requests for access to copies of the annual budget documents for previous years – starting from 2005 – may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

- **Annual Financial Statements** - Half-yearly financial reports (unaudited) are published on the ERA website [www.caymanera.ky](http://www.caymanera.ky)
- **Audited Financial Statements 2005, 2006, 2007, 2008, 2009, 2010 and 2011**

Requests for copies of the half-yearly financial reports (unaudited) and the Audited Financial Statements may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

## 2. HUMAN RESOURCES MANAGEMENT

Records held by the ERA under this administrative function cover the Activities and Record Series listed in the table below.

Activity	Record Series
Development and Training	
	Internal Training
	External Training
Performance Management	
	Agreement and Assessment
Planning	
	HR Plans
Policies and Procedures	
	HR Policies
	HR Procedures
Recruitment	
	Recruitment Exercises
Staff Administration	
	Staff Personnel Files

Requests for access to records held under the headings in the above table may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

**Other documents relating to ERA Human Resources Administration include the following:**

- Insurance policies - **Contents and Directors' and Officers' Liability Insurance**
- Documents related to ERA staff vacancies; career opportunities
- Details of any ERA staff vacancies are placed on the ERA website [www.caymanera.ky](http://www.caymanera.ky) and vacancies are advertised in accordance with the requirements of the Labour Laws of the Cayman Islands.
- Staff pay and grading structures

Requests for access to copies of these documents may be made in writing and e-mailed to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

### 3. INFORMATION MANAGEMENT

Records held by the ERA under this administrative function cover the following:

Administering the ERA's information resources and systems; designing, procuring and implementing systems for managing and communicating business information; maintaining and disposing of software or hardware; creating or acquiring, storing and disposing of information resources; providing reference services and handling Freedom of Information requests; developing policies, tools and procedures for managing information. Administering communications with the Government and the public; contributing to formal inquiries or investigations; developing public relations through community events, media campaigns and official functions; designing and producing publications in any format including the ERA website.

These records are organized under the Activities and Records Series shown in the table below.

Activity	Record Series
Communications	
	Press Releases
	Promotional information about the ERA
	ERA Website
	Gazetted hard copy Publication Scheme
	CI Gazettes re the ERA
Handling FOI Requests	
	Implementation guidance
	Correspondence with the FOI Unit
	Requests for Information
	Disclosure Log
	Requests for FOI data from the Ministry
	Communication with the FOI Information Commissioner's Office
Records Management	
	File Plan
	Disposal Schedules
	Electronic Records Management
	Storage of Records

Requests for access to records held under the headings in the above table may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

#### 4. SECRETARIAT SUPPORT

Records held by the ERA under this administrative function cover the following:

Administering or providing administrative services to the ERA Board and ERA Committees. Includes records of the establishment of the Board and Committees, appointment of members, terms of reference, proceedings, agendas and minutes. This section also holds records relating to the Secretariat Support for the National Energy Policy Committee.

These records are organized under the Activities and Records Series shown in the table below.

Activity	Record Series
Advising	
	The Governor in Cabinet
	ERA Board of Directors
	ERA Technical Committee
	ERA Legal Committee
	Government Agencies
	Inquiries from the public
Arrangements	
	Meetings
	Accommodation
	Catering
	Travel
	Insurance
Establishment	
	ERA Board of Directors
	ERA Technical Committee
	ERA Legal Committee
	The National Energy Policy Committee
Proceedings	
	ERA Board of Directors Meetings
	ERA Technical Committee Meetings
	ERA Legal Committee Meetings The National Energy Policy Committee Meetings

Requests for access to records held under the headings in the above table may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

## 5. STRATEGIC MANAGEMENT

Records held by the ERA under this administrative function cover the following:

Administering the ERA's operations at the organizational level; developing business plans and policy; setting long-term goals and objectives; evaluating the ERA's overall performance and progress towards established targets; managing programmes to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the ERA's functions and responsibilities; obtaining legal advice from external sources. Includes executive support, internal policy development, planning and annual reporting activities; and obtaining advice from consultants.

These records are organized under the Activities and Records Series shown in the table below.

Activity	Record Series
Assessment	
	HOD Reports to Ministry
Complaints	
	Complaints Procedure re complaints about the ERA
Hazard Management	
	Hazard Management Plan
Planning	
	Obtaining Legal Advice
	Portfolio and HOD Meetings
	Obtaining Advice from Consultants
	Setting short, medium and long term goals

Requests for access to records held under the headings in the above table may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or in writing and posted to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

## POLICIES and PROCEDURES of the ERA

Current written protocols used by the ERA for carrying out functions, activities and delivering services include:

- Complaints-handling procedure – in accordance with the recommendations of the Office of the Complaints' Commissioner.

Information on the ERA Complaints Procedure can be accessed on the "Complaints" page of the ERA website [www.caymanera.ky](http://www.caymanera.ky).

Printed copies of the document outlining the Complaints Procedure of the ERA and of the ERA Complaint Form are available for collection from the ERA offices during normal business hours or may be requested by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or by post from the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

- HR policies and procedures – in accordance with the guidelines of the Portfolio of the Civil Service

- Records management policy – in accordance with the Chief Secretary’s Code of Practice on Record Management, the National Archive and Public Records Law (2010 Revision) and the Freedom of Information Law, 2007.
- Disposal schedule (records retention policy) - in accordance with the regulations issued by the Cayman Islands National Archive.

## **DECISIONS and RECOMMENDATIONS of the ERA**

Proposals, recommendations, resolutions and decisions are recorded in the minutes of the meetings of the ERA Board of Directors, the ERA Technical Committee and the ERA Legal Committee.

Minutes of the ERA Board Meetings and meetings of the ERA Technical and Legal Committees are not available on-line.

Application may be made in writing for hard copies of the minutes to:

The Information Manager, Electricity Regulatory Authority, P. O. Box 10189,  
Grand Cayman KY1-1002, CAYMAN ISLANDS

## **LISTS and REGISTERS of the ERA**

- Asset Register

Requests for access to the ERA Asset Register may be made by e-mail to [general@caymanera.ky](mailto:general@caymanera.ky) or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

- Register of Directors and Officers – published on the ERA website [www.caymanera.ky](http://www.caymanera.ky) on the “About Us” page
- Freedom of Information disclosure log  
In compliance with the implementation guidance of the Freedom of Information Unit, the ERA maintains a Freedom of Information disclosure log which can be found on the ERA website [www.caymanera.ky](http://www.caymanera.ky) on the “Freedom of Information” page.

## **SERVICES of the ERA**

- Monitoring and Regulating of Licensees – These are the main functions of the ERA as defined under the ERA Law (2010 Revision)
- Licensing of Generators of electricity and Transmission and Distribution Suppliers in the Cayman Islands

The ERA is funded from two sources:

1. Regulatory Fees which are based on half of one percent of the gross revenues of the Grand Cayman Transmission and Distribution Licensee billed to consumers on a monthly basis as defined in the Transmission and Distribution Licence held by Caribbean Utilities Company Ltd.



A copy of this licence can be accessed on-line on the ERA website [www.caymanera.ky](http://www.caymanera.ky) on the “Home” page via the menu item “Document Library”.

2. Fees billed to Cabinet for outputs provided in accordance with the purchase agreement signed with Cabinet. These are listed in the Government budgets for each year and for the 2011 / 2012 fiscal year can be accessed on-line on the Cayman Islands’ Government website at [http://www.bmu.gov.ky/ files/file\\_108.pdf](http://www.bmu.gov.ky/files/file_108.pdf), page 342.

Documents relating to the monitoring and regulation of licensees can be found on the ERA website [www.caymanera.ky](http://www.caymanera.ky) on the “Home” page via the menu item “Document Library”.

Solicitations for additional generating capacity for Grand Cayman are carried out by the ERA on an international basis based on a “Certificate of Need” supplied by the Transmission and Distribution supplier. All relevant documents related to the solicitation are published on the “Generation Solicitation” page of the ERA website [www.caymanera.ky](http://www.caymanera.ky).

Requests for copies of documents listed above as being published on-line on the ERA website can be made by people who do not have access to the internet or e-mail by mail to the Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

#### **FREQUENTLY ASKED QUESTIONS submitted to the ERA**

Frequently asked questions are generally from companies and individuals requesting information on how they might become licensees to generate electricity in the Cayman Islands. Responses to such questions would refer the company or individual to the relevant section of the ERA Law (2010 Revision) and the information published on the ERA website [www.caymanera.ky](http://www.caymanera.ky).

# **Information and Communications Technology (“ICT”) Authority’s Publication Scheme**

## **Produced in accordance with the Deputy Governor’s Code of Practice**

### **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### **1. About the publication scheme**

Every public authority covered by the *Freedom of Information Law, 2007* (“FOI Law”) has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the ICT Authority to making information available to the public as part of its normal business activities.

The ICT Authority will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

One exemption of particular relevance to the ICT Authority and its Licensees is that covering commercially sensitive information. The ICT Authority handles commercially sensitive information in accordance with the *Information & Communications Technology Authority (Confidentiality) Regulations* ("the Confidentiality Regulations"). These Regulations state that any person submitting information to the Authority may request that such information be designated "confidential" provided it is accompanied by:

- a. a written justification for the claim of confidentiality; and,
- b. either a redacted copy of the document, or a statement as to the existence and general nature of the document, for placing on the public record.

The ICT Authority itself, or any third party, may challenge the claim of confidentiality. The originator is given the opportunity to further justify its claim of confidentiality, and then the ICT Authority makes a determination in accordance with the Regulations.

Unless the ICT Authority considers such a claim for confidentiality is justified, the Authority may - and normally will - make the information publicly available by publishing it on its web site or providing copies to parties who request them.

It is the ICT Authority's understanding that, following the introduction of the FOI Law, information provided to the ICT Authority under a confidentiality claim made in accordance with the Confidentiality Regulations will continue to be handled in accordance with those Regulations. As before, information for which no such claim is justified will be liable to disclosure and now will also be subject to the FOI Law. It should be noted that the FOI Law and the Confidentiality Regulations are very similar, and that both include a "public interest" test. Perhaps the biggest difference is that under the Confidentiality Regulations the ultimate decision on whether or not information should be disclosed is made by the Board of the ICT Authority whilst under the FOI Law it is made by the Information Commissioner.

In addition, the ICT Authority will generally not publish:

- information in draft form;
- information that is not held by the ICT Authority, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the ICT Authority's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Most of our documents are published electronically on our website at [www.icta.ky](http://www.icta.ky) and can be downloaded in various formats. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.icta.ky](http://www.icta.ky). If you are still having trouble locating information listed under our scheme, please contact our Information Manager, Dr Russell Richardson, at 946-4282 or [foi@icta.ky](mailto:foi@icta.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@icta.ky](mailto:foi@icta.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call our Information Manager, Dr Russell Richardson, on 946-4282 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Dr Russell Richardson  
General Counsel and Head of Licensing and Compliance  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
Cayman Islands

Tel: +1 345 945 4282  
Fax: +1 345 945 8284

Email: [foi@icta.ky](mailto:foi@icta.ky)

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact our Information Manager, Dr Russell Richardson, on 946-4282.

The ICT Authority will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or non-discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the ICT Authority is legally required to translate any information, it will do so.

### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The ICT Authority strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; Letter size or Legal size only) and \$1.50 per page (colour; Letter size or Legal size only).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The ICT Authority will pass on to the requester the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the ICT Authority has received your payment.

## **5. Requests for information outside the publication scheme**

Information held by the ICT Authority that is not published under this scheme can be requested from our Information Manager whose details are given in Section 3 above. Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

The ICT Authority aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact our Information Manager, and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response. The Information Commissioner's details are"

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1357,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

The Authority has already published over 1,000 documents on its web site ([www.icta.ky](http://www.icta.ky)); too many to list in this publication scheme. An alphabetical index, menus and a search engine are provided on-line. Anyone without Internet access may seek the assistance of the Authority's staff during normal working hours. The main categories of information are summarized below:

- A. About Us
- B. Policy
- C. Organisation
- D. Personnel
- E. Financial Management
- F. Development and Strategy
- G. Legislation
- H. Licensees
- I. Operations
- J. Public Registers

### **A. ABOUT US**

#### **Name of public authority**

Information and Communications Technology Authority ("ICT Authority")

**Minister**

The Board of the ICT Authority reports to the Legislative Assembly through the Minister of District Administration, Works & Gender Affairs (DAW&GA).

**Principle officer**

David Archbold  
Managing Director  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
Cayman Islands

Tel: +1 345 945 4282  
Fax: +1 345 945 8284

**Information manager**

Dr Russell Richardson  
General Counsel and Head of Licensing and Compliance  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
Cayman Islands

Tel: +1 345 945 4282  
Fax: +1 345 945 8284  
Email: [foi@icta.ky](mailto:foi@icta.ky)

**Organisation and functions**

The ICT Authority is an independent statutory Authority which was created by the *Information & Communications Technology (ICT) Authority Law* on 17th May 2002 (“ICTA Law”) and is responsible for the regulation and licensing of Telecommunications, Broadcasting, and all forms of radio which includes ship, aircraft, mobile and amateur radio. The ICT Authority conducts the administration and management of the .ky domain, and also has a number of responsibilities under the *Electronic Transactions Law 2000*.

With the enactment of the ICTA Law, the Cayman Islands became one of the first countries in the world to officially recognise the convergence of telephony, radio and broadcasting, the Internet and e-business.

**Location and hours**

Information and Communications Technology Authority  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104

## CAYMAN ISLANDS

Tel: [345] 946-ICTA (4282)

Fax:[345] 945-8284

Email:

General Enquiries:

[info@icta.ky](mailto:info@icta.ky)

Ship, Aircraft and Misc Licensing Matters:

[licensing@icta.ky](mailto:licensing@icta.ky)

Contributions to Public Consultations:

[consultations@icta.ky](mailto:consultations@icta.ky)

Business Hours:

8.30am to 5pm, Monday to Friday

### **Board of Directors**

ICT Authority Board members are appointed by the Governor in Cabinet and hold their office for not less than 3 years.

The Board of Directors is responsible for the policy and general administration of the affairs and business of the ICT Authority.

The current Board of Directors was appointed on 15th September 2009 and consists of:

- Mr. George Berry - Director
- Mr. Alexander Bodden - Director
- Mr. Lyndhurst Bodden - Director
- Mr. J. Samuel Jackson - Director
- Dr. Joseph Jackman - Director
- Mrs. Pearlina McGaw-Lumsden - Director
- Mr. John Thompson - Director
- Mr Paul Tibbetts - Director
- Mr David Archbold - Managing Director

### **Frequently asked questions**

The ICT Authority has published a list of Frequently Asked Questions about the regulation of the ICT Sector (and their answers) on its web site at [www.icta.ky/da\\_faqs.php](http://www.icta.ky/da_faqs.php).

## **B. POLICY**

The policy for the ICT Authority, relationships with Government, International Organisations and other jurisdictions. This topic includes:

- Directives to ICTA
- Hazard Management
- Correspondence with CI Government
- Correspondence with Regional and International ICT organisations
- Information on ICT Regulation in other jurisdictions



## **C. ORGANISATION**

Office accommodation, office equipment, press releases, establishment, office miscellaneous. This topic includes:

- Establishment
- Accommodation
- Office Equipment
- File Index
- Press Releases
- Misc. Boards & Committees
- Office Miscellaneous

## **D. PERSONNEL**

Personnel policy, recruitment, staff files, pensions, and training. This information is not available on-line but may be requested in accordance with the FOI Law. Topics include:

- Policy
- Job Descriptions
- Recruitment
- Pensions
- Work Permits
- Routine Correspondence
- Courses and Seminars
- Temp Staff & Consultants
- Staff Files

## **E. FINANCIAL MANAGEMENT**

Documents relating to the administration of the authority's monetary resources – including projected and actual income, including:

- Accounts Policy
- Asset Register
- Audit
- Bank
- Budgets
- Accounting Forms
- Financial Statements
- Government reporting
- Insurance
- Invoices
- Licence Fees
- Pensions
- Purchases

- Spectrum Fees
- Suppliers

## **F. DEVELOPMENT AND STRATEGY**

Research, development and statements of regulatory policy matters, including:

- Numbering
- Customs Duty Waiver
- Emergency Services 911
- Forms and Licences
- Information Security
- Internet Café Policy
- License Fees
- Disaster Communications
- Regulatory Structure
- Tech Standards & Certifications
- Access
- Testing
- Accounting Separation
- Bypass
- Payment Gateway
- Imputation Tests
- Directives
- Licensing General
- Ebusiness
- Price Caps
- Quality of Service
- Directories

## **G. LEGISLATION**

Laws, Regulations, drafting instructions organised as follows:

- Data Protection
- Freedom of Information
- Hansard
- ICTA Law
- ICTA Regulations
- Intellectual Property Rights
- Notice Under s23(2) ICTA Law
- Other Cayman Laws
- Process Rules
- Public Authorities Bill
- Tobacco & Liquor Advertising
- Legal Opinions

## **H. LICENSEES**

Matters between the ICT Authority and a single licensee, licence documents and amendments, including:

- Applicants & Potential Licensees
- Archives of ex-Licensees and Applicants
- All current Licensees

## **I. OPERATIONS**

The ICT Authority's day-to-day regulatory matters, complaints, fixed licences, ky domain, Board decisions, compliance, including:

- Complaints - General Public
- Complaints - Licensees
- Compliance
- Fixed Licences
- FAC Model
- ICT Decisions
- ICTA Board
- Interconnection
- KY Domain
- Public Consultations
- Spectrum Management
- Statistics and Financial Reports
- Type Approvals

## **J. PUBLIC REGISTERS**

In addition to the above, the ICT Authority publishes the following Registers on its web site:

- Licence Applications
- Licences Issued
- Number Ranges allocated to Licensees
- Spectrum Allocations and Assignments

# Publication Scheme –January 2012

## *Sister Islands Affordable Housing Development Corporation* Publication Scheme Produced in accordance with the Deputy Governor's Code of Practice

### CONTENTS:

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### 1. About the publication scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the ***Sister Islands Affordable Housing Development Corporation*** to making information available to the public as part of its normal business activities.

The ***Sister Islands Affordable Housing Development Corporation*** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The ***Sister Islands Affordable Housing Development Corporation*** will generally not publish:

- information in draft form;
- information that is not held by the ***Sister Islands Affordable Housing Development Corporation***, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the ***Sister Islands Affordable Housing Development Corporation***'s (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.dapah.gov.ky](http://www.dapah.gov.ky). If you are still having trouble locating information listed under our scheme, please contact Leyda Nicholson-Makasare on extension 244-2412 or email [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky)

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [Leyda.nicholson-coe@gov.ky](mailto:Leyda.nicholson-coe@gov.ky) or [Foi.mpc@gov.ky](mailto:Foi.mpc@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Leyda Nicholson-Makasare on (345)244-2412 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

FOI Manager

Leyda Nicholson-Makasare

Ministry District Administration, Works, Lands & Agriculture

Government Administration Building, Box 107, 133 Elgin Avenue

George Town

Grand Cayman KY1-9000

Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact our FOI Manager, Leyda Nicholson-Makasare, or the Information Manager Designate on (345) 244-2412.

The *Sister Islands Affordable Housing Development Corporation* will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the *Sister Islands Affordable Housing Development Corporation* is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The *Sister Islands Affordable Housing Development Corporation* strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The *Sister Islands Affordable Housing Development Corporation* will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the *Sister Islands Affordable Housing Development Corporation* has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the *Sister Islands Affordable Housing Development Corporation* that is not published under this scheme can be *requested in writing* – [DAPAH@gov.ky](mailto:DAPAH@gov.ky) . Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

The *Sister Islands Affordable Housing Development Corporation* aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact FOI Manager, [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky) , Leyda Nicholson-Makasare and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [www.dapah.gov.ky](http://www.dapah.gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)



## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

*Sister Islands Affordable Housing Development Corporation*

### **Ministry**

*Ministry of District Administration, Works, Lands & Agriculture*

### **Minister**

Deputy Premier

Hon. Juliana O'Connor-Connolly, JP

### **Principal Officer**

Mr. Kearney S. Gomez, MBE, JP

Permanent Secretary/Chief Officer

### **Key Staff**

- Mrs. Christine Maltman – Chairman, Sister Islands Affordable Housing Development Corporation Board
- Larry Bryan
- James Peters
- Marlyn Fay Scott
- Zanda Scott
- Temple Tatum
- Thelma Galbraith
- Martha Scott
- Ministry of District Administration, Works, Lands and Agriculture Permanent Secretary or designate - Jonathan Jackson
- Ministry of District Administration, Works, Lands and Agriculture, CFO -Nadisha Walters

## **Information Manager and Designate**

Mrs. Leyda Nicholson-Makasare – Information Manager

[Leyda.Nicholson-Coe@gov.ky](mailto:Leyda.Nicholson-Coe@gov.ky)

Mrs. Tanya Vasquez-Ebanks– Information Manager Designate

[Tanya.Vasquez-Ebanks@gov.ky](mailto:Tanya.Vasquez-Ebanks@gov.ky)

## **Organisation and functions**

*SIAHDC was officially launched in January 2006 as a government-funded, non-profit company established to provide affordable housing options for the Sister Islands. As such, their main goal is to assist families in securing affordable financing at lower interest rates.*

<i>Mailing address:</i>	<i>PO BOX 141 KY2-2101</i>
<i>Telephone number</i>	<i>948 8177</i>
<i>Fax number</i>	<i>same</i>
<i>Email address</i>	<i>siahdc@candw.ky</i>
<i>Website address</i>	<i>www.dawla.gov.ky</i>

## **Physical Address:**

5<sup>th</sup> Floor, Government Administration Building,  
133 Elgin Avenue,  
George Town  
Grand Cayman KY1-9000  
Cayman Islands

## **Contact Details:**

Government Administration Building, Box 107  
133 Elgin Avenue  
George Town  
Grand Cayman KY1-9000  
Cayman Islands  
Telephone: +1 345 244 2412  
Email: [foi.mpc@gov.ky](mailto:foi.mpc@gov.ky)  
Website: [www.dawla.gov.ky](http://www.dawla.gov.ky)

Location and hours	Matters handled
<i>Sister Islands Affordable Housing Corporation Monday – Friday 8:30 am – 5:00 pm</i>	<ul style="list-style-type: none"> <li>• <i>Provision of affordable housing options for the Sister Islands</i></li> <li>• <i>Assist families in securing affordable financing at lower interest rates</i></li> </ul>

### Boards and committees

Name	Meetings	Minutes
<i>Sister Islands Affordable Housing Development Corporation Board</i>	<i>Meetings held once a month at SIAHDC office, Cayman Brac.</i>  <i>Meetings not open to the public.</i>	Email: <a href="mailto:Leyda.nicholson-coe@gov.ky">Leyda.nicholson-coe@gov.ky</a> or Foi.mpc@gov.ky

## **STRATEGIC MANAGEMENT**

*Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

### **Governance**

*High-level documents that inform and direct the functions and activities of the authority:*

- *Articles of Association*
- *The Public Management and Finance Law*

## **FINANCE & ADMINISTRATION**

*The Cayman Islands Government (CIG) assisted SIAHDC by donating Cayman Brac Crown registered property for the sites of the affordable houses at Watering Place and West End. The CIG provided an injection to fund initial capital expenditure, development requirements and the construction of the first set of homes in 2008. A further capital injection was provided in April 2009.*

*An Office Administrator along with a contracted Project Manager/Quantity Surveyor as directed by the SIAHDC Board, manage operations during the construction phase.*

### **Financial management**

*All administration and financial documents are maintained to a high standard for annual audits.*

*The Internal Audit Unit will be utilized on a regular basis to provide reviews in compliance with Public Management and Finance Law.*

.

## **POLICIES & PROCEDURES**

*The following Policy is used and has been created by the Corporation*

- Complaints Policy

## **DECISIONS & RECOMMENDATIONS**

*In selecting applicants for the affordable housing units, the process requires each applicant to submit a needs assessment/application form with relevant support documentation to the Office Administrator(OA) who ensures completeness before submitting the application to the Chairman of the Tenant Selection Subcommittee (TSS).*

*The OA assigns a file number and completes a Priority Means Test (PMT) which determines and ranks each applicant's need for housing and this is also provided to the Chairman of TSS. The TSS meets as required to consider all applications and recommends a course of action on each applicant to the entire SIAHDC Board.*

*A majority vote is needed by the SIAHDC Board to ratify the TSS recommendation and the OA is then instructed to convey the decision to each applicant.*

## **LISTS & REGISTERS**

- *Crown property provided by CIG for affordable housing development both on Watering Place 106E 141 and West End 96E 277 REM 1.*

## **OUR SERVICES**

*SIAHDC is a government company that falls under the Ministry of DAWLA; its governance is the responsibility of a Board of Directors and its two primary subcommittees for Applicant Selection and Project Management.*

*SIAHDC was established to provide affordable housing options for the Sister Islands. Its main goal is to assist families in securing affordable financing at lower interest rates.*

### *Tips for determining which information to publish*

- 1. Identify – and continue to make available – information which is already published.*
- 2. Identify information that the authority has a legal duty to publish.*
- 3. Identify “hot topics” – documents, issues or events which are likely to be of significant public interest and which may lead to a high volume of FOI requests.*
- 4. Identify any other information which may be of serious concern or benefit to the general public at large.*

*Experience in other jurisdictions suggests there is significant public interest in the following types of information, held by most public authorities:*

- internal policies and procedures for human resource management;*
- finance functions, including procurement and the awarding of contracts;*
- service allocation policies and procedures;*
- allocation of funds to policy priorities – not just the value, but the awarding criteria and responsibilities for approving funding decisions;*
- details of decision making processes, such as: the criteria applied by the authority for approving projects or grant funding, and the process deployed for option appraisal;*
- information about relationships and agreements with other parties, including: protocols, memoranda of understanding, circulars, bulletins and newsletters.*

*There are many sources to help authorities identify information that the public wants to see. Some examples are listed below:*

- A high volume of FOI requests may indicate that there is interest in information about particular functions or processes within the authority;*
- High-profile events and issues which receive extensive media coverage or generate editorial content are likely to raise public interest in certain documents;*
- Website use reports often indicate both successful and unsuccessful searches;*
- Opinion surveys may show areas of the authority’s activity that are less well known or understood;*
- Suggestions, comments and complaints to the authority may indicate information which would support greater confidence in the authority;*
- Community engagement may highlight information which would help more people to get involved in key policy areas;*
- The experience of other authorities in the same sector may show gaps in information provision.*



MINISTRY OF  
EDUCATION, TRAINING,  
& EMPLOYMENT  
CAYMAN ISLANDS GOVERNMENT

c/o Government Administration Building  
3rd Floor Royal Plaza,  
Grand Cayman, KY1-9000, CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

## **Model Publication Scheme**

### **Ministry of Education, Training and Employment Publication Scheme**

**Produced in accordance with the Deputy Governor's  
Code of Practice**

Information Manager: Janet Chisholm





MINISTRY OF  
EDUCATION, TRAINING,  
& EMPLOYMENT  
CAYMAN ISLANDS GOVERNMENT

c/o Government Administration Building  
3rd Floor Royal Plaza,  
Grand Cayman, KY1-9000, CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

## **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information



## **I. About the publication scheme**

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Ministry of Education, Training and Employment to making information available to the public as part of its normal business activities.

The Ministry of Education, Training and Employment will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.



## 2. Information that may be withheld

The Ministry of Education, Training and Employment will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Education, Training and Employment, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Ministry of Education, Training and Employment's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.



### 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

- A. If there is no link, or the link is broken, you can use our website's "Search" facility at – <http://www.education.gov.ky>

If you are still having trouble locating information listed under our scheme, please contact Janet Chisholm.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.meh@gov.ky](mailto:foi.meh@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-2417 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**Mrs. Janet Chisholm**

Ministry of Education, Training and Employment  
Government Administration Building Box 108  
133 Elgin Avenue Grand Cayman KY1-9000  
Grand Cayman  
CAYMAN ISLANDS  
t. (345) 244-2417 f. (345) 949-9343  
[www.education@gov.ky](mailto:www.education@gov.ky)



In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Janet Chisholm at (345) 244 -2417.

The Ministry of Education, Training and Employment will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Ministry of Education, Training and Employment is legally required to translate any information, it will do so.

## **4. FEES AND CHARGES**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Ministry of Education, Training and Employment strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.



### Postage costs

The Ministry of Education, Training and Employment will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Ministry of Education has received your payment.

### **5. Requests for information outside the publication scheme**

Information held by the Ministry of Education, Training and Employment that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

B. For further details please visit – <http://www.education.gov.ky>

### **6. Complaints**

The Ministry of Education, Training and Employment aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Janet Chisholm at (345) 244-2417, and we will try to resolve your complaint as quickly as possible.

C. Further information about our complaints procedures can be obtained from <http://www.education.gov.ky>

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building I  
George Town, Grand Cayman  
PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402

Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)



## 7. Categories of information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Ministry**

Ministry of Education, Training and Employment

### **Principle officer [or Key staff]**

[Hon Rolston M Anglin, MLA](#) – Minister for Education, Training and Employment

[Ms Mary Rodrigues](#) – Permanent Secretary & Chief Officer

[Vaughan Carter](#) – Deputy Chief Officer (Business planning)

[Christen Suckoo](#) – Deputy Chief Officer, Finance, Administration and Special Units

[Mrs. Nicola Anderson-Wildman](#) – Chief Financial Officer

[Peter Beckford](#) – Chief Human Resources Manager

[Steve Durksen](#) – ICT Manager

[Christen Suckoo](#) – Deputy Chief Officer, Finance, Administration and Special Units

### **Information Manager**

Mrs. Janet Chisholm  
Ministry of Education, Training and Employment



MINISTRY OF  
EDUCATION, TRAINING,  
& EMPLOYMENT  
CAYMAN ISLANDS GOVERNMENT

c/o Government Administration Building  
3rd Floor Royal Plaza,  
Grand Cayman, KYI-9000, CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

133 Elgin Avenue Grand Cayman KYI-9000  
Grand Cayman  
CAYMAN ISLANDS  
t. (345) 244-2417 f. (345) 949-9343  
Email: [janet.chisholm@gov.ky](mailto:janet.chisholm@gov.ky), [foi.meh@gov.ky](mailto:foi.meh@gov.ky)

### Organisation and functions

The ministry is primarily concerned with the Education, Training and Employment outcomes desired by Government, and delivers interventions to achieve these. The core ministry team's main responsibilities are: i) provision of policy advice to the Ministry and Cabinet and ii) accountability for the output and ownership performance of the Ministry, including its departments.

#### Address:

Ministry of Education, Training and Employment  
c/o Government Administration Building, Box 108  
133 Elgin Avenue Grand Cayman KYI-9000  
Grand Cayman  
CAYMAN ISLANDS  
t. (345) 244-2417 f. (345) 949-9343  
[www.education@gov.ky](mailto:www.education@gov.ky)

Location and hours	Matters handled
<p>Ministry of Education, Training and Employment Government Administration Building, Box 108 133 Elgin Avenue Grand Cayman KYI-9000, Grand Cayman CAYMAN ISLANDS t. (345) 244-2417 f. (345) 949-9343 <a href="mailto:www.education@gov.ky">www.education@gov.ky</a></p> <p><b>Mailing Address</b> 133 Elgin Avenue Grand Cayman Box 108 KYI-9000 Grand Cayman, Cayman Islands</p> <p>Hours: 8:30am to 5:00pm, Monday to Friday.</p>	<p>The ministry is primarily concerned with the Education, Training and Employment outcomes desired by Government, and delivers interventions to achieve these. The core ministry team's main responsibilities are: i) provision of policy advice to the Ministry and Cabinet and ii) accountability for the output and ownership performance of the Ministry, including its departments.</p>





<p>Education Standard &amp; Assessment Unit 133 Elgin Avenue Grand Cayman KYI-9000 Grand Cayman, Cayman Islands t. (345) 244-2417 f. (345) 949-9343 <a href="mailto:www.education@gov.ky">www.education@gov.ky</a></p> <p><b>Mailing Address</b> 133 Elgin Avenue Grand Cayman PO Box 128 KYI – 9000 Grand Cayman, Cayman Islands</p> <p>Hours: 8:30am to 5:00pm, Monday to Friday.</p>	<p>The Education Standards and Assessment Unit (ESAU) is the government body responsible for conducting independent evaluations of Cayman’s public and private schools.</p>
<p><b>Education Services</b> Thomas Russell Way, George Town, Grand Cayman</p> <p><b>Mailing Address</b> Box 910GT, Grand Cayman, Cayman Islands</p> <p><b>Hours</b> 8:30am to 5:00pm, Monday to Friday.</p>	<p>The Department of Education Services implements the transformation of education in the Cayman Islands while simultaneously ensuring the smooth day to day operation of the Government School System and the strategic development of the capacity of the system to effect further improvement.</p>
<p><b>Employment Relations</b> 2nd Floor, Royal Plaza, George Town, Grand Cayman</p> <p><b>Mailing Address</b> Box 2257, Grand Cayman KYI-1107, Cayman Islands</p> <p><b>Hours</b> 8:30am to 5:00pm, Monday to Friday.</p>	<p>The Employment Relations Office deals with ways of Preventing and resolving employment disputes;</p> <p>Resolving individual disputes over implement rights; Providing impartial information and advice on employment matters; Improving the understanding of employment relations in the Cayman Islands; Providing job placement services for Caymanians, and assisting small business in various ways.</p>



<b>National Pensions Office</b> Bermuda House, Dr. Roy's Dr, George Town, Grand Cayman  <b>Mailing Address</b> Box 2182 GT, Grand Cayman, Cayman Islands  <b>Hours</b> 8:30am to 5:00pm, Monday to Friday.	National Pensions Office is the regulatory body of private pension plans in the Cayman Islands, and proactively meet service delivery standards and address evolving needs while balancing the interests of employees, other beneficiaries, legislators, employers, and administrators.
<b>National Archive</b> 37 Archive Lane (Crewe Rd. and Thomas Russell Way), George Town, Grand Cayman  <b>Mailing Address</b> Gov't Admin Bldg, George Town, Grand Cayman, Cayman Islands  <b>Hours</b> 8:30am to 5:00pm, Monday to Friday.	The National Archive has responsibilities to establish rules and procedures, as defined in The Financial Regulations section 43(2); The Personnel Regulations section 49(3); and The Freedom of Information Law section 52(3).
<b>Sunrise Centre</b> West Bay, Grand Cayman, Cayman Islands  <b>Mailing Address</b> Box 100WB, Grand Cayman, Cayman Islands  <b>Hours</b> 8:30 to 5:pm, Monday to Friday	Sunrise Adult Training Centre is a government agency in the Cayman Islands that, provides training, support, and services for the empowerment, employment and independence of adults with disabilities through a team of dedicated and caring staff. Sunrise Adult Training Centre advocates for the rights of, and promotes public. Sunrise Adult Training Centre advocates for the rights of, and promotes public Acceptance of adults with disabilities as contributing members of society.



<b>Public Libraries</b> 68 Edward Street, George Town, Grand Cayman  <b>Mailing Address</b> P. O. Box 1172, Grand Cayman, KY1- 1102, CAYMAN ISLANDS  <b>Hours</b> 8:30 to 5:pm, Monday to Friday	The Cayman Islands Public Library is committed to encouraging life-long learning, literacy and the joy of reading within the population of the Cayman Islands
---	---

### Boards and committees

Name	Meetings	Minutes
<u><a href="#">Education Council</a></u> Minister of ETE                      Chairman Chief Officer, Ministry of ETE      Deputy ETE                                      Chairman Chief Education Officer              Member Mrs. Levonne Ryan                  Member Ms Georgene Lazzari                Member Mr Peter Embleton                  Member Ms Pat Genao                        Deceased Mr Chad Powell                      Member Ms Deirdre Seymour                Member Ms Keisha Simms                    Member Ms Pearlina McGaw-Lumsden      Member Ms Marjorie Ebanks                Member Ms Danielle Japal                    Secretary	Meeting are held monthly, or as needed.	Minutes are only available in hard copy and can be obtained by requesting a copy in writing from the Information Manager at the below address: Information Manager Janet Chisholm 3rd Floor Royal Plaza Cardinal Ave George Town Grand Cayman, Cayman Islands  Email: <a href="mailto:foi.meh@gov.ky">foi.meh@gov.ky</a>

### Frequently asked questions



### **Q: Which organisations are public authorities covered by the Freedom of Information Law?**

If an organisation is a public authority as defined by the Freedom of Information Law it will be covered by the provisions of this legislation. If it does not meet the definition it will not be a public authority and will therefore have no obligations under the Law. The Freedom of Information Law applies to information that is held by a public authority and sets out which bodies and offices are considered public authorities for the purpose of the Law:

- a) Ministry, portfolio or department;
- b) statutory body or authority, whether incorporated or not;
- c) government company which –
  - (i) is wholly owned by Government or in which the Government holds more than 50% of the shares; or
  - (ii) is specified in an Order under section 3 ((2) of FOI Law;
- d) other bodies or organisation specified in an Order under section 3 (2) of FOI Law.

### **Q: Who can request information?**

Under the Freedom of Information Act, any individual, anywhere in the world, is able to make a request to a public authority for information. An applicant is entitled to be informed in writing as to whether the information is held and have the information communicated to them. If any of the information is to be refused, the organisation must provide you with a Refusal notice which clearly states the reasons why it is withholding the information you have requested and making clear the appeals process.

### **Q: How do I make a request?**

Your request must:

- be made in writing (this can be electronically eg, fax, email) to the Ministry of Education, Training and Employment;
- state the name of the applicant and an address for correspondence; and
- describe the information requested.



**FOI request cannot be made over the telephone.**

**Q: What can I request under the Freedom of Information Law?**

You have the right to request any information held by public authorities. The Law allows access to recorded information, such as emails, meeting minutes, research or reports, held by public authorities in the Cayman Islands. Public authorities are subject to the Freedom of Information Law 2007.

**Q: Do I need to complete a form?**

No, just write a letter or send an e-mail message with as much detail as possible about the records you want.

**Q: How long will it take the Ministry of Education, Training and Employment to respond to my request?**

Under FOI Law, agencies have 30 working days to answer a request. You must be informed in writing whether the public authority holds the information requested and if so, have the information communicated to you, promptly, but not later than 30 working days after they receive the request. In some circumstances a request may be refused. If this is the case, generally a Refusal Notice should have been issued to you. This should state the exemption providing the basis for refusal within the Freedom of Information Law and why it

**Q: How do I know if Ministry of Education, Training and Employment has withheld records from me?**

The FOI Manager will tell you in its response letter if records or parts of records you requested have been withheld and which exemptions apply.

**Q: What happens if the Ministry of Education, Training and Employment does not have the records I want?**

The FOI Manager will tell you in writing if they are unable to locate records you requested.

**Q: What are the fees for filing a FOI request?**

There are no fees associated with FOI request made to the Ministry of Education, Training, and Employment at this time.

**Q: How can I reach the Ministry of Education, Training and Employment FOI Office?**



MINISTRY OF  
EDUCATION, TRAINING,  
& EMPLOYMENT  
CAYMAN ISLANDS GOVERNMENT

c/o Government Administration Building  
3rd Floor Royal Plaza,  
Grand Cayman, KY1-9000, CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

The FOI Manager, Janet Chisholm can be reached by phone at (345) 244-2417.  
Government Administration Building Box 108  
133 Elgin Avenue Grand Cayman KY1-9000  
Grand Cayman  
CAYMAN ISLANDS  
t. (345) 244-2417 f. (345) 949-9343  
[www.education@gov.ky](mailto:www.education@gov.ky)

**Q: Will I be able to get any information I want?**

Not always. The Freedom of Information Law recognises that there will be valid reasons why some kinds of information may be withheld, such as if its release would prejudice national security or commercial interests.

**Q: I choose how I receive the information?**

When making a request you can state a preference of how you want the information communicated to you. This could be providing a hard copy, or an electronic copy of the information, providing you an opportunity to inspect a record containing the information or providing a digest or summary of the information. The public authority should give effect to this as far as is reasonably practical, or notify you why it is not so.

**Q: Does the Freedom of Information Law apply to personal data?**

The Freedom of Information Law gives applicants the right to request information held by public authorities. It does not provide a right of access to personal information about you.

**Q: What is the difference between the Ministry of Education and the Education Department?**

The Education Department is a department within the Ministry of Education that delivers the education services to the people of the Cayman Islands. While the core ministry main responsibilities are: i) provision of policy advice to the Ministry and Cabinet and ii) accountability for the output and ownership performance of the Ministry, including its departments.

**Q: How do I apply for an Overseas Government Scholarship?**

A complete application form must be submitted to the Ministry of Education, Training and Employment by March 31 prior to the start of programme. This application is accessible at [www.education@gov.ky](http://www.education@gov.ky).



**Q: Can I get a scholarship for online study?**

Scholarships for online study are only awarded for graduate programmes. Undergrad online programmes are not supported.

**Q: How much money can I get each year to study overseas?**

For undergraduate programmes one need get up to CI\$20,000 per annum for up to two years.

For Masters programmes one can get up to CI\$25,000 per annum for up to 2 years.

**Q: After completion of studies oversea, does one have to return to the Islands and work for the Government?**

One is bonded to the Cayman Islands in general not specifically to the government.




**Q: If I am not happy with the information that I have received from the Information Manager, the following are steps that needs to be taken:**

1. appeal to the Personnel Secretary, if not satisfied,
2. appeal to the to the Information Commissioner who rehears the matter, and if still dissatisfied,
3. appeal by way of judicial review to Grad Court.

## **STRATEGIC MANAGEMENT**

### **Governance**

#### **Reports**

-  Mathematics in Government Primary
-  Pre-tender follow conference report
-  New Cayman High School pre-tender conference
- Special Education Needs Report

The above reports can be found at: <http://www.education@gov.ky>

- ✓ Public Management and Finance Law/Financial Regulations (2003 Revision) The Financial Regulations, 2004





- ✓ Public Service Management Law, 2005 HR Law
- ✓ Public Service Management Law (2007 Revision)
- ✓ Public Service Management Law, 2005 (Law 27 of 2005) Personnel Regulations, 2006
- ✓ Freedom of Information Law (Law 10 of 2007)
- ✓ Freedom of Information (General) Regulations 2008

The above laws and regulations can be accessed from the Cayman Islands Legislative Assembly Office.

**Employment Information and Human Resources  
Activity Annual Report: (retrievable from the link below).**  
<http://www.gov.ky>

#### **Corporate management**

**Annual reports -** <http://www.gov.ky>

**Audit reports on overall operations or major projects**  
<http://www.gov.ky>

Plans for business continuity, hazard management and disaster recovery  
Please contact Freedom of Information Manager at (345) 244-2417 for access to this document.

### **FINANCE & ADMINISTRATION**

#### **Financial management**

##### **Financial management\***

- ✓ Finance and Accounting
- ✓ Annual Budget
- ✓ Financial statements; quarterly reports/annually
- ✓ Annual plan & estimates
- ✓ Sources of revenue; Investments; Capital programme
- ✓ List of current tenders - recently-awarded contracts





Financial documents can be accessed by contacting the Information Manager at (345) 244-2417.

## **Administration**

### **Human Resource Management Policies and Procedures Manual**

This documents can be accessed by contacting the Information Manager at (345) 244-2417

### **The Public Service Management Law**

<http://www.gazettes.gov.ky>

### **Press releases**

<http://www.education@gov.ky>

### **Job vacancies; career opportunities**

<http://www.education@gov.ky/>

### **Staff pay and grading structures**

<http://www.gov.ky/pls/>

### **Records management file plan or classification scheme**

Available upon request from Information Manager at (345) 244-2417

## **POLICIES & PROCEDURES**



INTERNAL COMPLAINTS PROCEDURES

EXTERNAL COMPLAINTS PROCEDURE

GENERAL COMPLAINTS FORM

Available upon request from Information Manager at (345) 244-2417

## **DECISIONS & RECOMMENDATIONS**

-  [National Curriculum for Schools: Overview](#)
-  [International Baccalaureate](#)
- [2008 national Curriculum documents](#)
- The national Consensus on the future of Education in the Cayman Islands.
- New Module for the Governance of Education Services.

<http://www.education@gov.ky>



## **LISTS & REGISTERS**

### **List of public authorities**

- **Department of Education**
- **Department of Employment Relations**
- **Education Standards and Assessment Unit**
- **National Pensions Office**
- **Public Libraries**
- **Sunrise Centre**
- **National Archive**

<http://www.education@gov.ky>

### **Asset Register**

Retrievable from Information Manager at (345) 244-2417

### **FOI disclosure log**

Available upon request from Information Manager at (345) 244-2417

## **OUR SERVICES**

Inspecting; Investigating; Monitoring; Regulating Scholarships

### **Applications Registering**

-  [Local application form](#)
-  [Oversees Application form](#)
- [Priority Areas of Study 2007-08](#)

### **Other Scholarship Opportunities**

On occasion the Ministry of Education, Training, Employment, Youth, Sports & Culture is able to promote additional scholarship opportunities on behalf of a third-party.

- [Scholarships Opportunities in the Maritime Sector](#)
- [Mediterranean Institute of Management \(Cyprus\) CFTC Scholarship](#)
- [OAM Paul F. Fenton Scholarship Award](#)

<http://www.education@gov.ky>



## Classes of Information

A Class of Information is a way of collecting together similar types of information. The Ministry of Education, has grouped its Classes of Information into broad categories (or functions) which reflect the Ministry's outputs. If you are intending to make a request, the following grouping of information should give you an indication of where the information may be found.

Function	Description	Activity
Administration	Business Service	Vendors
Administration	Information, Communication & Technology (ICT).	Software, Networking, Video Conferencing Equipment
Finance	Budget & Reports	Service Level Agreement, Invoices
Human Resources	Employee Relations	External Development Training, Human Resources Management
Administration	Departmental	Education, Pensions, Employment, Facilities, National Archive

All documents can be obtained by writing or calling our Information Manager the below address between the hours of 8:30am and 4:30pm, Monday to Friday.

Information Manager  
Janet Chisholm  
3rd Floor Royal Plaza  
Cardinal Ave George Town  
Grand Cayman, Cayman Islands

Email: [foi.meh@gov.ky](mailto:foi.meh@gov.ky)  
Telephone: 244-2417 Fax: 949-9343



MINISTRY OF  
EDUCATION, TRAINING,  
& EMPLOYMENT  
CAYMAN ISLANDS GOVERNMENT

c/o Government Administration Building  
3rd Floor Royal Plaza,  
Grand Cayman, KY1-9000, CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)



## Department of Education Services

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
  2. Information that may be withheld
  3. Methods of access
  4. Fees and charges
  5. Requests for information outside the publication scheme
  6. Complaints
  7. Categories of information
- 

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Education Services to making information available to the public as part of its normal business activities.

The Department of Education Services will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Department of Education Services will generally not publish:

- information in draft form;
- information that is not held by the Department of Education Services, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Education Services' (or another organization's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of Access**

---

Information available under our publication scheme can be accessed by logging on to: [www.des.gov.ky](http://www.des.gov.ky). If you are unable to locate the information that you are seeking on this site, kindly contact James T. Watler at: [foi.des@gov.ky](mailto:foi.des@gov.ky).

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on: [www.des.gov.ky](http://www.des.gov.ky) website and can be downloaded in PDF format.

If there is no link, or the link is broken, you can contact us at: [foi.des@gov.ky](mailto:foi.des@gov.ky) If you are still having trouble locating information listed under our scheme, please contact James T. Watler or Maria Bodden at the Department of Education Services.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at: [foi.des@gov.ky](mailto:foi.des@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call James T. Watler at 945-1199 or direct line at 244-1841 or email us at: [foi.des@gov.ky](mailto:foi.des@gov.ky) to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: James T. Watler at 945-1199 or direct line at 244-1841 or email us at: [foi.des@gov.ky](mailto:foi.des@gov.ky)

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact James T. Watler at 945-1199 or direct line at 244-1841 or email us at: [foi.des@gov.ky](mailto:foi.des@gov.ky).

The Department of Education Services will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Education Services is legally required to translate any information, it will do so.

## **4. Fees and Charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Education Services strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the Department of Education Services offers for sale. This includes: Cayman Islands Social Studies Textbooks, Student Workbooks, Teacher's Manuals, Maps of the Cayman Islands, and the Children's National Festival of the Arts Coot's Collection Books. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### Postage costs

The Department of Education Services will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department of Education Services has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the Department of Education Services that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Manager James T. Watler at 945-1199 or direct line at 244-1841 or email at: [foi.des@gov.ky](mailto:foi.des@gov.ky)

## **6. Complaints**

---

The Department of Education Services aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact James T. Watler at 945-1199 or direct line at 244-1841 or email us at [foi.des@gov.ky](mailto:foi.des@gov.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from James T. Watler at 945-1199 or direct line at 244-1841 or email us at: [foi.des@gov.ky](mailto:foi.des@gov.ky) at the Department of Education Services.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman, KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Administration
- Student Services
- Business Services
- Finance Unit
- Early Childhood Unit
- Curriculum Development
- Teaching and Learning
- Human Resources



## ABOUT US

---

### **Ministry**

*The Department of Education Services operates under the Ministry of Education, Training and Employment.*

### **Principal Officers**

#### **Mrs. Shirley Wahler**

Chief Education Officer

#### **Mr. Peter Beckford/ Ms. Jo Richards**

Chief Human Resources Manager

#### **Mrs. Michelle General-McKain**

Liaison Accountant

#### **Miss Debra McLaughlin**

Head of Business Services

#### **Mrs. Delores Thompson**

Acting Head of Testing and Exam

#### **Dr. Philip Palmer**

Senior Manager Data Service

#### **Mrs. Tammy Banks-Dacosta**

Senior School Improvement Officer – Cayman Brac & Little Cayman

#### **Mr. Roger Morris**

Senior School Improvement Officer – Western Districts, Grand Cayman

#### **Ms. Elaine Aylmer**

Senior School Improvement Officer – Eastern Districts, Grand Cayman

#### **Mrs. Barbara Peace-Ebanks**

School Improvement Officer – Senior School Improvement Officer - SEN

#### **Mr. James Truman Watler**

Education Officer, Information Officer

### *Physical Address*

130 Thomas Russell Ave.,  
Mailing Address  
P.O. Box 910 GT, Grand Cayman KY1-1103,  
Phone: 945-1199 Fax: 945-1457  
Email: foi.des@gov.ky  
Hours of Work: 8:30 a.m. – 5:00 p.m. Monday – Friday

### **Information manager**

James T. Watler Information Manager 130 Thomas Russell Ave. P.O. Box 910 GT Grand Cayman KY1-1103 CAYMAN ISLANDS Phone: 945-119 Direct Line : 244-1841 Email: james.watler@gov.ky	Maria Bodden Information Manager (Designate) 130 Thomas Russell Ave. P.O. Box 910 GT Grand Cayman KY1-1103 CAYMAN ISLANDS Phone: 945-119 Direct Line : 244-1831 Email: maria.bodden@gov.ky
---	--

### **Organisation and functions – Our Mission**

The Mission of the Cayman Islands Government school system, as the embodiment of the distinctive ideals and values of the Caymanian people, is to develop the full and unique potential of all students, challenging them to assume a productive and fulfilling role in a stable multi-cultural society distinguished by rapid economic growth, through an educational system characterized by visionary leaders, caring and committed teachers, a responsible partnership with parents and the community, and a varied and relevant curriculum.

### Department of Education Services Contact Details

130 Thomas Russell Ave.  
P.O. Box 910 GT  
Grand Cayman KY1-1103  
CAYMAN ISLANDS  
Phone: 945-1199  
Fax: 945-1457

Hours of Work: 8:30 a.m. – 5:00 p.m. Monday – Friday

### **Government Schools Information**

**AEC: Mrs. Evelyn**

**Rockett**

Acting Principal (Sec:

**BTPS: Ms. Cetonya Cacho**

Principal (Sec: Coralie Williams)

**Bodden Town Primary School**

**LESHS: Mr. Pedro Lazzari**

Acting Principal (Sec: Cheryl  
Christian)

Rosemarie Pusey)  
**Alternative Education  
Center**  
c/o Education  
Department  
P.O. Box 910, GC KY1-  
1103

Erockett@aec.edu.ky  
TEL: 949-6058 Short Dial:  
CELL: 916-8035 FAX: 949-

**CPS: Ms. Claudette  
Lazzari**  
(Acting) Principal (Sec:  
Amory Smith)  
**Creek Primary School**  
P.O. Box 03, Creek, CB  
KY2-2300

Claudette.Lazzari@gov.k  
y  
TEL: 948-0226 Short Dial:  
CELL: 925-7232 FAX: 948-

**GTPS: Miss. Marie  
Martin**  
Principal (Sec: Fay  
Taylor)  
**George Town Primary  
School**  
P.O. Box 1099, GC KY1-  
1102

georgetownprimary@yah  
oo.com  
TEL: 949-2689 Short Dial:  
CELL: 925-5439 FAX: 949-

**JGHS: Lynnette  
Monteith**  
(Acting) Principal  
Secretary – Patsy  
Jackson  
**John Gray High School**  
P.O. Box 1108, GC KY1-  
1102

lynette.monteith@jghs.e  
du.ky  
TEL: 949-9444 Short Dial:  
CELL: 938-8555 FAX: 949-

P.O. Box 50, GC KY1-1600  
Cetonya.Cacho@gov.ky  
TEL: 947-2288 Short Dial: 112  
CELL: 925-5464 FAX: 947-8870

**EEPS: Mrs. Allison Wallace**  
Acting Principal (Sec: Ileea  
Moore)  
**East End Primary School**  
General Delivery East End  
GC KY1-1800

Allison.Wallace@gov.ky  
TEL: 947-7428 Short Dial: 114  
CELL: 929-8289 FAX: 947-8869

**CIFEC: Mr. Adrian Jones**  
Acting Director (Sec: Rochelle  
Terry) C. I. Further Education  
Centre  
P.O. Box 1809, Grand Cayman  
KY1 – 1109  
Tel: 949 – 3285 CEL: 925 – 6386  
FAX: 946 - 6876

**Adrian.Jones@gov.ky**

**Layman E. Scott Sr. High  
School**  
P.O. Box 251, CB KY2-2102  
Pedro.Lazarri@gov.ky  
TEL: 948-2226 Short Dial: 121  
CELL: 925 7233 FAX: 948-2254

**CHHS: Steven Geraghty**  
Principal  
**Clifton Hunter High School**  
P.O. Box 1809, GC KY1-1109  
steve.geraghty@chhs.edu.ky  
TEL: 949-9488 Short Dial: 107  
CELL: 516-0471 FAX: 949-9490

**JACPS: MR. Joseph Wallace**  
Principal (Sec: Joy Morrison)  
**John A Cumber Primary  
School**  
P.O. Box 405 WB, GC KY1-1302  
Joseph.Wallace@gov.ky  
TEL: 949-3314 Short Dial: 108  
CELL: 916-7584 FAX: 949-1096

**LHS: Ms. Carla Bodden**  
Principal (Sec: Sherry Hodgson)  
**Lighthouse School**  
P.O. Box 1834, GC KY1-1110

**Carla.Bodden@gov.ky**  
TEL: 947-5454 Short Dial: 117  
CELL: 925-5470 FAX: 947-5406

**NSPS: Mrs. Carol Nyack**  
Acting Principal (Sec: Adira Kelly)  
**North Side Primary School**  
GC KY1-1701

Carol.Nya@gov.ky  
TEL: 947-9516 Short Dial: 113  
CELL: 925-5436 FAX: 947-8868

**PPS: Mrs. Gloria Bell**  
Principal (Sec: Denise Urizar)  
**Prospect Primary School**  
c/o DoES, P.O. Box 910,  
GC KY1-1103

Gloria.Pollard@gov.ky  
TEL: 947-8889 Short Dial:  
CELL: 925-8641 FAX: 947-

**SPS: Mrs. Gloria Bell**  
Acting Principal (Sec:  
Tricia Skyers-Palacio)  
**Savannah Primary School**  
P.O. Box 435, GC KY1-  
1500

Magaret.Rattray@gov.ky  
TEL: 947-1344 Short Dial:  
CELL: 925-5463 FAX: 947-

**Ms. Elaine Aylmer**  
**SSIO:** BTPS, PPS, SPS,  
CHHS, EEPS, NSPS

Elaine.Aylmer@gov.ky  
TEL: 945-1199  
CELL: 926 - 9727  
FAX: 945 - 9244

**TCCB: Mrs. Tammy Banks-Dacosta**  
(Sec: Carolyn Branch)  
**SSIO:** CBHS, SBPS,  
CPS, WEPS, LCES  
P.O. Box 24, CB KY2-  
2301

Tammy.Banks-Dacosta@gov.ky  
TEL: 948-0356 Short Dial  
CELL: 916-6287 FAX: 948-

**RBPS: MRS. Vickie Frederick**  
Principal (Sec: Beverly McLaughlin)  
**Red Bay Primary School**  
P.O. Box 380, GC KY1-1502

Vickie.Frederick-Best@gov.ky  
TEL: 947-6333 Short Dial: 110  
CELL: 926-1400 FAX: 947-6642

**WEPS: Mrs. Gale Connolly**  
Principal (Sec: Karen Lazzari)  
**West End Primary School**  
P.O. Box 104, CB KY2-2000

Gale.Connolly@gov.ky  
TEL: 948-1425 Short Dial: 124  
CELL: 925-7244 FAX: 948-1539

**Mr. Roger Morris**  
**SSIO:** GTPS, SJACPS, JGHS,  
RBPS, CINFECT  
Department of Education  
Services

Roger.Morris@gov.ky  
TEL: 945 - 1199  
CELL: 916-6314  
FAX: 945-9244

**LCES: Mrs. Veronica Juman-Khan**  
(Sec: Carolyn Branch)  
**Little Cayman Services**  
c/o TCCB, CB KY2-2300  
  
veronicakhangy@yahoo.com  
TEL: 948-1052; 925-7239  
FAX: 948-0381

**SBPS: MRS. Janice Bradshaw**  
Principal (Sec: Amory Smith)  
**Spot Bay Primary School**  
P.O. Box 142, Spot Bay, CB  
KY2-2400

Janice.Bradshaw@gov.ky  
TEL: 948-0225 Short Dial: 122  
CELL: 925-7238 FAX: 948-0637

**DEPARTMENT OF EDUCATION SERVICES (DoES)**  
P.O. Box 910, GC KY1-1103

TEL: 945-1199  
FAX: 946-2194 (Business  
Services)  
FAX: 945-1457 (CEO's Office)

**Mrs. Barbara Peace-Ebanks**  
**SSIO:** AEC, LHS  
Department of Education  
Services

Barbara.Peace-Ebanks@gov.ky  
TEL: 945-1199  
CELL: 926 - 2614  
FAX: 945 - 9244

**EARLY INTERVENTION PROGRAMME**  
TEL: 947-5454

**YOUNG PARENTS PROGRAMME**  
TEL: 949-4360 FAX: 945-6571

**Education Standard and Assessment Unit**  
TEL: 945-6308 FAX: 945-6309

## **Boards and committees**

The Department of Education Services provides administrative support, technical support and advice to Education Council as required.

The granting of permits is not a function of the Department of Education Services. However, the Department of Education Services issues Temporary Teacher's Licences for six (6) months with a further six (6) months extension being considered for approval to teachers being employed in Private Schools. After these two (2) six (6) months period all completed applications with the required supporting documentation are submitted to the Education Council for approval.

## **Frequently asked questions**

### **General Information:**

School registration begins on the third week of April each year and runs for six (6) weeks. The Cayman Islands Education Law requires that every child must be enrolled in a registered primary school in September of the year in which his/her fifth (5<sup>th</sup>) birthday occurs.

Registration forms are available at the Cayman Brac Teachers' Centre, Government schools and the Department of Education Services (Reception Area Room 2). The completed registration form and all required documentation must be brought to the school where the child is to attend in September.

- **My child's 5<sup>th</sup> birthday is on November 14<sup>th</sup>. When should I register him?**

All children who are 5 years of age by September or those who will turn 5 before the following January 31<sup>st</sup>, must be registered by June 30<sup>th</sup> before their 5<sup>th</sup> birthday.

- **What documents will I need to complete the Registration process?**

The Parent must attach the following documents to the registration form:

- Copy of child's birth certificate
- Copy of child's immunization record
- Documentation of the child's immigration status – RS101 Immigration Form
- Caymanian or legal resident if the child is transferring from another school
- Copy of the last year's school report and in the case of a transfer to JGHS or GHHS a transcript from the last school attended
- Utility Bill – proof of place of residence

- **Does my child have to have a medical exam to enrol in school?**

Yes. In most instances, an appointment will be made for you with the Public Health nurse when you bring the completed registration form back or you may schedule your own appointment with a private doctor, but your child must have the examination before he or she is officially enrolled in school.

- **Can I choose the school that my child can attend?**

No. Your child must attend the school which is located in the catchment area where you live. Children may however, be registered in a different school if they have a sibling

already enrolled in Years 1 – 6 provided there is space at that school. This will have to be approved by the school principal and the Department of Education Services.

▪ **Which schools are located in the catchment areas?**

If your residence is located in catchment area #1 then, you must register your child for the school in catchment area #1. The catchment area for each primary school is as follows:

**Catchment Area # 1:**

John A. Cumber Primary School – Starts at the north of Government House to Spanish Bay Reef

**Catchment Area # 2:**

George Town Primary – Starts at the south side of Government House (the Governor's Residence) and runs all the way to Memorial Avenue, north along Walkers Road to Maple Road and east along Smith Road, north on Crew Road through the new junction on Industrial Park Road and then east on Owen Robert's Drive past the airport to North Sound.

**Catchment Area # 3:**

Red Bay Primary – Starts at the area on the south side of Memorial Avenue along Walker's Road to Maple Road, the south side of Smith Road, both sides of Crewe Road bordered by Owen Roberts to the North and South Sound to the south and bordered on the east at Achievement Centre in Red Bay.

**Catchment Area # 4:**

Savannah Primary School – Starts east of Spotts-Newlands Road to Beach Bay Road in Pedro.

**Catchment Area #5:**

Bodden Town Primary – Starts east of Beach Bay up to Breakers.

**Catchment Area # 6:**

East End Primary – All of East End and Colliers

**Catchment Area # 7:**

North Side Primary – All of Frank Sound onto Cayman Kai

**Catchment Area # 8:**

Prospect Primary – All areas east of the Achievement Centre in Red Bay, eastward to the west side of Spotts-Newlands Road (to include all Prospect Park, Patrick Island, Ocean Club, Cascades Drive and west side of Spotts-Newlands Road).

**Catchment Area # 9**

## **Cayman Brac and Little Cayman**

### **West End Primary**

Western end of Cayman Brac to Faith Hospital on the North side of the island and correspondingly across the island to the South coast

### **Creek Infant/Spot Bay Junior School**

All areas East of Faith Hospital to the Eastern end of Cayman Brac.

### **Little Cayman Education Services**

All of Little Cayman

#### **▪ What fees must I pay when registering?**

Students who possess Caymanian Status must pay the following book rental fees per year:

Years 1 6 PRIMARY	As of 2008 (Fees Waived)
Years 7- 9 GHHS	As of 2008 (Fees Waived)
Years 10-12 JGHS	As of 2008 (Fees Waived)

Non-Caymanian students must pay school fees at the following rate per term (3 terms)

Years 1 - 6 PRIMARY	\$250.00
Years 7 - 9 GHHS	\$300.00
Years 10 - 12 JGHS	\$400.00

#### **▪ Where do I pay the fees?**

All fees must be paid at the Government Administration Building on the ground floor and for Cayman Brac and Little Cayman at the Cayman Brac Teachers' Centre. All fees must be paid before a child is officially registered. Students will not be enrolled in September unless all fees are paid.

#### **▪ When will I know that my child is officially registered?**

When all forms have been completed, medical examination completed and fees paid, you will receive communication from the school indicating that your child is registered and may enroll for September.

#### **▪ Where do I purchase school uniforms?**

Contact your principal or the school's Secretary for all information regarding uniforms.

## **STRATEGIC MANAGEMENT**

---

The Department of Education Services carries out the Ministry's policies and directives at the organizational level; developing services, and; setting short, medium and long-term goals and

objectives; evaluating the entities' overall performance and progress towards set targets/outcomes; managing programs to improve teaching and learning and ensure consistent delivery of services.

### **Governance**

- Department of Education Services Education Law 1983 (Revised 1999)
- Personnel Management Revised Law, 2005 & Regulations 2006
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- Customs Law (2007 Revision) and Regulations
- Environmental Health Laws and Regulations
- Other Local Laws and Regulations

### **Corporate management**

For information relating to the following documents kindly visit the following website: [www.des.gov.ky](http://www.des.gov.ky). If you are unable to find the information that you are seeking kindly feel free in contacting James T. Watler at: [foi@des.ky](mailto:foi@des.ky).

- Annual reports
- Audit reports on overall operations or major projects
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics
- Risk management assessments

## **FINANCE & ADMINISTRATION**

---

The Finance of the Department of Education Services is administered by the Accounts Sections in the Ministry of Education, Training and Employment Chief Finance Officer, Finance and Accounting Section. The function of this Section includes: the management of the Department's monetary resources; relationships with clients, the public and other government agencies. The Department of Education Services currently maintains a Liaison Accountant who assists the various schools with their Accounts.

### **Financial Management**

The Ministry of Education is responsible for the collection of the following fees which is collected centrally down at the Ministry of Education, as currently no fees are collected here at the DOES:

- School Fees
- Examination Fees
- Rental of Centres
- Transcripts
- Miscellaneous i.e. Social Studies Textbooks, etc

### **Administration**

Documents relating to other administrative functions carried out within the Department of Education Services – including buildings, equipment & vehicles; communications; human resources; information & technology management can be accessed by logging on to:



www.des.gov.ky, and if the information that you are seeking cannot be found on this site please e-mail or James T. Watler at: [foi@des.ky](mailto:foi@des.ky)

## **POLICIES & PROCEDURES**

---

- SEN Policy
- Teachers Qualification Policy
- Education Council Guidelines for Early Childhood Programmes
- Discipline Policy in Early Childhood Settings

## **DECISIONS & RECOMMENDATIONS**

---

Information about proposals, assessments and results, including decision-making processes can be accessed by contacting the FOI Manager at: [foi@des.ky](mailto:foi@des.ky)

- Department's Education Leadership Meetings (ELF)
- Minutes of meetings
- Evaluation Procedures
- Assessment Criteria

## **OUR SERVICES**

---

The Department of Education Services serves a small jurisdiction, which in some important aspects, is atypical of other jurisdictions in the Caribbean. Students are educated in pleasant, well-maintained schools where there are generally good facilities and more than adequate human and material resources. Schools have good student: Staff ratios, teachers and Department staff generally work hard and wherein schools provide an orderly environment within which teaching and learning can take place.

The Department of Education Services has overall responsibilities for the following:

- Maintenance of school buildings
- Aspects of its financial services to schools
- Maintaining the policy on school uniform for all its schools;
- Student registration
- The administration of student financial support arrangements;
- School funding
- Levels of peripatetic support teachers
- Levels of classroom assistants
- Aspects of support for students with special educational needs (SEN)
- Its recognition of the need for change and the focus on improving its own performance

### **FORMS:**

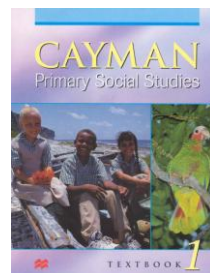
The following forms can be accessed by dropping by the Department of Education Services, or by calling the receptionist @ 945 – 1199 and request that the relevant form be faxed to you or by providing an e-mail address so that it can be sent to you via this means. In addition to this you may also access these forms via our web site at: [www.des@gov.ky](http://www.des@gov.ky)

- *General Complaints Form*

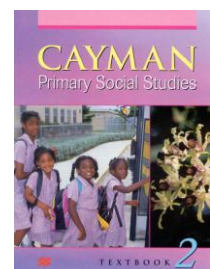
- *Licence to Teach Form*
- *Student Registration Form*
- *Home Schooling Application Form*
- *Student Immigration Form (RS101)*
- *Application for the Registration of a Private School*
- *Home Schooling Approval Standards Form*
- *The Cayman Islands Government Job Placement Form*
- *Request for Release and Application for Transfer Form*
- *Pre-School Assistance Claims Form*
- *Request for Use of School Form*
- *Employment Application Form*

## List of Publications by the Department of Education Services

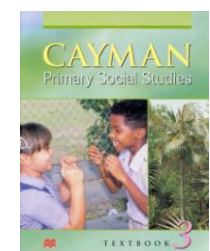
- *Cayman Primary Social Studies Textbook 1*



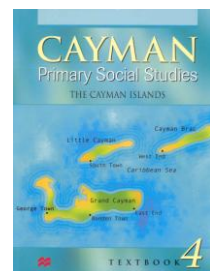
- *Cayman Primary Social Studies Textbook 2*



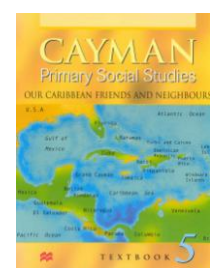
- *Cayman Primary Social Studies Textbook 3*



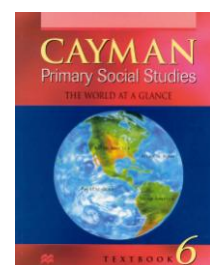
- *Cayman Primary Social Studies Textbook 4*



- *Cayman Primary Social Studies Textbook 5*



- *Cayman Primary Social Studies Textbook 6*





- *Cayman Primary Social Studies Workbook 1*
- *Cayman Primary Social Studies Workbook 2*
- *Cayman Primary Social Studies Workbook 3*
- *Cayman Primary Social Studies Workbook 4*
- *Cayman Primary Social Studies Workbook 5*
- *Cayman Primary Social Studies Workbook 6*
- *Cayman Islands Primary Social Studies Teacher's Guide 1 – 3*
- *Cayman Islands Primary Social Studies Teacher's Guide 4 – 6*
- *Curriculum Learning Outcomes*
- *National Curriculum*
- *The Profile of the Educated Caymanian*
- *IB Units of Enquiry*
- *Educated Caymanian [www.buildingexcellencetogether.blogspot.com](http://www.buildingexcellencetogether.blogspot.com)*
- *25<sup>th</sup>, National Children's Festival of the Arts 1982 – 2007*
- *The RBS Coutts Collection, Poems and Essays (1982 – 2008)*
- *The Best of 21 Festival of the Arts 1983 – 2004*
- *The Islands Time Forgot, Stories of the Cayman Islands*

# **Publication Scheme for the Department of Employment Relations**

**Produced in accordance with the Deputy Governor's Code of Practice**

## **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### **1. About the publication scheme**

The Department of Employment Relations covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Employment Relations to making information available to the public as part of its normal business activities.

The Department of Employment Relations will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- Regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The Department of Employment Relations will generally not publish:

- information in draft form;
- information that is not held by the Department of Employment Relations, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- Information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Employment Relations' (or another organization's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.



### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.employmentservices.gov.ky](http://www.employmentservices.gov.ky) if you are still having trouble locating information listed under our scheme, please contact

**The FOI Manager  
Department of Employment Relations  
2<sup>nd</sup> Floor, Royal Plaza, Cardinal Avenue,  
P.O. Box 2257  
Grand Cayman KY1-1107  
Cayman Islands**

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.der@gov.ky](mailto:foi.der@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call **(345)-945-3114** to request information.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**The FOI Manager  
Department of Employment Relations  
2<sup>nd</sup> Floor, Royal Plaza, Cardinal Avenue,  
P.O. Box 2257  
Grand Cayman KY1-1107  
Cayman Islands**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Advice and assistance

If you experience any difficulty identifying the information you want to access,  
please contact

**The FOI Manager  
Department of Employment Relations  
2<sup>nd</sup> Floor, Royal Plaza, Cardinal Avenue,  
P.O. Box 2257  
Grand Cayman KY1-1107  
Cayman Islands**

The Department of Employment Relations will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Employment Relations is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Employment Relations strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Department of Employment Relations will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department of Employment Relations has received your payment.

## **5. Requests for information outside the publication scheme**

Information held by the Department of Employment Relations that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

The Department of Employment Relations aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact [foi.der@gov.ky](mailto:foi.der@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from

**The FOI Manager  
Department of Employment Relations  
2<sup>nd</sup> Floor, Royal Plaza, Cardinal Avenue,  
P.O. Box 2257  
Grand Cayman KY1-1107  
Cayman Islands**

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office

2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402

email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

- **About Us**
- **Mission and vision**
- **Strategic Management**
- **Finance & Administration**
- **Policies & Procedures**
- **Decisions & Recommendations**
- **Lists & Registers**
- **Our Services**

## **ABOUT US**

**Department of Employment Relations  
Ministry of Education, Employment and Training**

**Chief Officer**

**Mrs. Mary Rodrigues**

**Acting Director**

**Mrs. Jennifer Smith**

**Department of Employment Relations**

**Information Manager**

**Mr. Yoshneck Mutomba**

**Department of Employment Relations  
2<sup>nd</sup> Floor, Royal Plaza, Cardinal Avenue,  
P.O. Box 2257**

**Grand Cayman KY1-1107**

**Cayman Islands**

**[Foi.der@gov.ky](mailto:Foi.der@gov.ky)**

**[www.foi.gov.ky](http://www.foi.gov.ky)**

## **Organisation and functions**

### **MISSION**

The mission of the Department of Employment Relations (DER) is:

To develop a highly skilled, productive workforce able to compete effectively in the global economy through advising, educating and training and through the promotion of harmonious labour relations, while ensuring that the rights and dignity of both employers and employees are protected.

### **VISION**

“National Development through People Development”

### **GUIDING VALUES**

We seek to resolve conflicts, maximise agreement and encourage employment policies and practices that contribute to improvements in performance, organizational effectiveness and quality of working life. In helping employers and employees to develop positive ways of working together and promoting employee involvement, we will:



- Act independently, impartially and with integrity.
- Respect confidentiality.
- Be accessible to all and respond promptly to all requests for information or assistance.
- Use resources cost effectively within budgets.
- Continue to develop a highly motivated and committed workforce able to deliver our services courteously, efficiently and effectively.

## ACTIVITIES

In working towards our mission we provide a number of key services as follows:

- Preventing and resolving employment disputes.
- Resolving individual disputes over implement rights.
- Providing impartial information and advice on employment matters.
- Improving the understanding of employment relations in the Cayman Islands.
- Providing job placement services for Caymanians.
- Assisting small business in various ways.

## CONTACT INFORMATION

### **Department of Employment Relations**

2<sup>nd</sup> Floor, Royal Plaza, Cardinal Avenue,

P.O. Box 2257

Grand Cayman KY1-1107

Cayman Islands

Telephone number: (345)-945-3114

Fax number: (345)-945-3115

Email address: [der.jobs@gov.ky](mailto:der.jobs@gov.ky)

Website address [www.employmentservices.gov.ky](http://www.employmentservices.gov.ky)

Location and hours	Matters handled
<p><b>2<sup>nd</sup> Floor, Royal Plaza, Cardinal Avenue,</b></p> <p><b>Opening hours: 8:30AM - 5:00PM</b></p>	<ul style="list-style-type: none"> <li>• <b>Job Placement Programmes</b></li> <li>• <b>Labour Market Research</b></li> <li>• <b>Conciliation &amp; Mediation</b></li> <li>• <b>Training and Development</b></li> <li>• <b>Labour Tribunals</b></li> <li>• <b>Labour Appeals Tribunals</b></li> <li>• <b>Occupational Health and Safety</b></li> </ul>

### **Boards and committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
Labour Appeals Tribunal	<i>Labour Tribunals are scheduled generally twice a week or when the members can convene.</i>	<i>Hearing are closed form the public</i>
Labour Appeals Tribunal	<i>Labour Appeals Tribunals are scheduled generally twice a week or when the members can convene</i>	<i>Hearing are not open to the public.</i>

# Frequently Asked Questions

- **Am I entitled to vacation pay and if so, how much am I entitled to?**

You are entitled to vacation pay as follows: For 1 to 4 years of service to the same employer, you are entitled to 2 weeks of pay; for 5 to 9 years, you are entitled to 3 weeks of pay; for 10 and more years, you are entitled to 4 weeks of pay.

- **Am I entitled to public holiday pay?**

If you have worked on a public holiday, you are entitled to be paid at double time. If, however, you have not worked on a public holiday, but you have worked the shift before and after the holiday, you are entitled to be paid a straight wage for that holiday.

- **Am I entitled to overtime pay and if so, how is it computed?**

If you have worked in excess of 9 hours a day, or 45 hours a week, you are entitled to overtime pay. The pay is computed based on time and one half for each hour of overtime work.

- **Am I entitled to maternity leave and if so, how much am I entitled to?**

You are entitled to up to 12 weeks of maternity leave, with full pay for the first twenty working days (3 weeks), and half pay for the following 20 working days (3 weeks).

- **Am I entitled to sick leave and if so, how many days am I entitled to?**

You are entitled to sick leave after completing a probationary working period. The total entitlement is 10 days per year.

- **Can I file a complaint for unfair dismissal?**

If you believe that you were terminated unfairly, you do have the right to file a complaint for unfair dismissal, providing you are not on probation.

- **What are the consequences of unfair dismissal?**

If a complaint is taken to a Labour Tribunal and, and it is found that an employee was terminated unfairly, the employee will be awarded compensation.

- **What is severance pay and how is it computed?**

Severance pay is awarded as an appreciation of an employee's years of service. The amount to be paid is calculated at a rate of one week's pay (based on the employee's current weekly pay) per year of service, up to a maximum of 12 weeks.

- **What is notice pay?**

Should an employer desire to terminate an employee, that employer is obligated by law to give notice to the employee. Similarly, should an employee decide to leave, he or she is

obligated by law to give notice to the employer. After giving notice, the employer then has the option to either allow the employee to work out the notice period, or the employer can pay the employee in lieu of working for the period.

Correspondingly, the employee can either work for the period of notice, or pay the employer in lieu of working.

- **How much notice should one be given?**

The amount of notice is determined by the time interval between an employee's pay period. That is to say, for example, if the employee is paid weekly, there should be a week's notice given, or if he or she is paid monthly, there should be a month's notice given. If the employee is not paid on a set interval, the written notice should as specified in the employee's contract.

- **Can monies be deducted from one's salary and what's the maximum that can be deducted at any one time?**

Only monies authorized by the employee, such as pensions, insurance, and short falls in cash, can be deducted from his or her salary. The maximum deduction that can be made at any one time is one third of the employee's salary.

- **Does an employer have the right to suspend without pay?**

An employer can suspend an employee without pay only if the employee has been previously given a written warning.

# Do I need to See a Labour Officer?

You may seek advice regarding the Employment Relations Law, file a complaint and or an incident report for any of the following reasons:

- If you have been terminated and you're of the opinion that it was unfair.
- If you're about to or have terminated an employee and you're not sure if you've followed the right procedures.
- If you've been suspended with/without pay.
- If you have completed a minimum of one year of employment and have been terminated without having been paid severance pay.
- If you've worked on a public holiday and were not paid at double pay or if you've worked the schedule shift before and after the public holiday (despite not working on the holiday) and were not paid at straight wage for the holiday.
- If you've completed a twelve-month period of employment and have not been paid vacation pay.
- If you've worked in excess of nine hours per day or forty-five hours per week and have not been paid overtime pay.
- If more than one third of your salary is being deducted to service a debt without your consent.
- If you've been terminated or laid off without notice.
- If you've given birth to a child and have not been paid

partial/maternity leave.

- If you've experienced a death to a family member (mother, father, spouse or child) and have not been given compassionate leave.
- If you're of the opinion that you're being discriminated against in any way, shape, or form.

## **STRATEGIC MANAGEMENT**

The key strategic goals and objectives Department of Employment Relations in the Cayman Islands are:

- A.** To develop a highly skilled, productive workforce that is built on the foundation of harmonious labour relations in the commitment to lifelong learning, while protecting the fundamental rights and dignity of workers.
- B.** To maximize the ability of unemployed Caymanians to find work.
- C.** To ensure people have the necessary skills to enter into and compete in the labour market.
- D.** To develop programs that meet the market need for skills training.
- E.** To prepare people for changes in the labour market.
- F.** To make high quality labour market information available.
- G.** To provide beneficial services, such as independent advice, assistant in training to business, as well as potential employers and employees.
- H.** To create the necessary framework for learning, training and improving qualifications.
- I.** To provide leadership across Government in the development of a labour market development strategy that addresses skills shortages and is linked to Government's economic strategy.
- J.** To help individuals and businesses adapt to economic change.
- K.** To monitor and evaluate the impact of policies and strategies.



- L.** To develop programs those are integrally linked to the achievement of broader economic performance, employment and social goals.
- M.** To contribute substantially to other policy measures directed towards sustaining a fundamentally sound economy that is able to adjust to external shocks and designed to decrease unemployment.
- N.** To promote the link between quality of workplace relations and business economic performance.
- O.** To have a positive impact on the community, organizations, businesses and individuals.
- P.** To promote the use of information technology to improve the efficiency of the labour market.
- Q.** To promote and maintain the highest degree of social, physical, and mental well being of all workers.
- R.** To prevent among workers adverse effects on health caused by working conditions.
- S.** To ensure a safe and healthy working environment for all workers.

## **Governance\***

 Labour Law (2007 Revision) and Regulations

 [Complaints-handling procedure](#)

- HR policies and procedures
- Public Accountants Law (2009 Revision) - International Public Accounting Standards
- Information management policy; Disposal schedule (records retention policy)

 [Operating policies and procedures; Standards of service](#)

- Labour Law (2007 Revision) and Regulations
- Public Service Management Law
- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Electronic Transactions Law 2003 revision
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- Workmen's Compensation Law (1996 Revision)
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- Other Local Laws and Regulations

*\*Copies can be obtained upon request from Information Manager*

## **Corporate Management\***

- Annual reports
- Audit reports on overall operations or major projects
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics\*\*
- Risk management assessments
- Hurricane Plan - Plans for business continuity, hazard management and disaster recovery: this is found in our Employee Manual

\* Copies can be obtained upon request from Information Manager

\*\* Specialized reports can be created to collate specific information when necessary

## **FINANCE & ADMINISTRATION**

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies. Principal accounting policies are adopted and are prepared in accordance with International Public Accounting Standards.

### **Financial management\***

- Finance and Accounting
- Annual Budget
- Financial statements; Half-yearly / quarterly reports
- Sources of revenue; Investments; Capital programme
- Accounting procedures; Contracting procedures
- Board members allowances and expenses


\*Copies can be obtained upon request from Information Manager

### **Administration\***

- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme
- Training and Safety
- Information Technology
- Human Resources
- Staff pay and grading structures
- Records management file plan or classification scheme

\*Copies can be obtained upon request from Information Manager

### **POLICIES & PROCEDURES\***

 Labour Law (2007 Revision )

\*Copies can be obtained upon request from Information Manager

### **DECISIONS & RECOMMENDATIONS\***

- Board Meeting
- Minutes of meetings
- Evaluation procedures
- Assessment criteria

\*Copies can be obtained upon request from Information Manager

### **LISTS & REGISTERS**

- Asset Register\*
- Register of interests
- Schedule of Vehicles

\*Copies can be obtained upon request from Information Manager

### **OUR SERVICES\***

As specified in our mission statement The Department of Employment Relations Cayman Islands is responsible for Conciliation & Mediation and Arbitration, respectively.

#### **Conciliation:**

The act of reconciling or bringing together the parties in a dispute with the aim of moving forward to a settlement acceptable to all sides.

#### **Mediation:**

Acting as an intermediary in talking to both sides. The aim is for parties to resolve the problem between themselves but the mediator will make suggestions along the way.

The main activities of the Department, for an optimum harmonisation of employment relations in line with the Ministry's policy, are, inter alia, to:

- a) Effect preventative visits to enterprises and inquire into complaints of workers.
- b) Advise in workers/employees and employers. Owners of enterprises on employment relations issues.
- c) Assist in workers' educations programs through delivery of lectures.

- d) Provide a conciliation/mediation service for settlement of employment disputes.
- e) Process cases for referent to the employment tribunal under Section 82 of the Employment Law.
- f) Monitor stoppage of work and liaise with the Attorney General's Office on legal issues.
- g) Compile and submit statistical information to the Ministry regarding above activities.
- h) Keep basic records on trade unions, non-union affiliated enterprises, labour force and profile of organizations/enterprises.





## CI National Pensions Office

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the National Pensions Office to making information available to the public as part of its normal business activities.

The National Pensions Office will:

- specify the information held by the authority, which falls within the seven (7) categories below;



- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The National Pensions Office will generally not publish:

- information in draft form;
- information that is not held by the National Pensions Office or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily available, for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.
- Information which under the National Pensions Law is not available to the general public

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the National Pensions Office's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.npo.gov.ky](http://www.npo.gov.ky). If you are still having trouble locating information listed under our scheme, please contact FOI Information Manager, Amy Wolliston or FOI Information Manager Designate, Dorcas Watson at 945-8960 or email [foi.npo@gov.ky](mailto:foi.npo@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.npo@gov.ky](mailto:foi.npo@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Amy Wolliston or Dorcas Watson at 945-8960 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

National Pensions Office  
P O Box 2182  
Grand Cayman KY1-1105

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Amy Wolliston or Dorcas Watson at 945-8960 or email [foi.npo@gov.ky](mailto:foi.npo@gov.ky).

The National Pensions Office will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the National Pensions Office is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The National Pensions Office strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The National Pensions Office will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the National Pensions Office has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the National Pensions Office that is not published under this scheme can be requested in writing. Additional information on making a request can be found on our website, [www.npo.gov.ky](http://www.npo.gov.ky), under the FOI section. Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager, Amy Wolliston or FOI Information Manager Designate, Dorcas Watson at 945-8960 or [foi.npo@gov.ky](mailto:foi.npo@gov.ky).

#### **6. Complaints**

---

The National Pensions Office aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact FOI Information Manager, Amy Wolliston or Information Manager Designate, Dorcas Watson at 945-8960 or [foi.npo@gov.ky](mailto:foi.npo@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our website, [www.npo.gov.ky](http://www.npo.gov.ky), under the FOI section.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building C

George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---

### **Name of public authority**

The National Pensions Office is the regulatory body of private pension plans in the Cayman Islands; we proactively meet service delivery standards and address evolving needs while balancing the interests of employees, other beneficiaries, legislators, employers, and administrators.

### **Ministry**

The National Pensions Office operates under the Ministry of Education, Training and Employment.

### **Chief Officer**

Mrs. Mary Rodrigues,  
Ministry of Education, Training & Employment,  
3<sup>rd</sup> Floor, Royal Plaza, Cardinal Avenue,  
George Town, Grand Cayman

**Superintendent of Pensions:** Ms. Amy Wolliston

**Physical Address:** Cayman Financial Centre Bermuda House Building #3, 36C Dr. Roy's Drive

**Mailing Address:** P.O. Box 2182, Grand Cayman KY1-1205, Cayman Islands

**Telephone:** (345) 945-8960

**Fax:** (345) 945-8961

**Email:** [npo@gov.ky](mailto:npo@gov.ky)

**Website:** [www.npo.gov.ky](http://www.npo.gov.ky)

**Hours:** 8:30am to 5:00pm, Monday to Friday

**Information Manager:** Ms. Amy Wolliston

**Information Manager Designate:** Ms. Dorcas Watson

**FOI Email Address:** [foi.npo@gov.ky](mailto:foi.npo@gov.ky)

**FOI Website:** [www.foi.gov.ky](http://www.foi.gov.ky)

## **Organisation and functions**

### **Our Mission**

The National Pensions Office's mission is to ensure the effective and efficient administration, implementation and evolution of the National Pensions Law and Regulations.

### **Statutory Duty**

The National Pensions Office, formerly the Office of the Superintendent of Pensions, was established by section 79 of the National Pensions Law ("the NPL").

Section 79 (2) of the NPL, also establishes the responsibilities of the Superintendent and states: The Superintendent is the Chief Administrative Officer of the National Pensions Board and shall exercise the powers and perform the duties that are vested in or imposed upon the Superintendent by this Law and the regulations.

The National Pensions Board is established under section 78 of the NPL and has the following duties, under section 80 of the NPL:

The Board shall-

- (a) administer this Law and the Regulations;
- (b) promote the establishment, extension and improvement of pension plans throughout the Islands;
- (c) advise the Minister in respect of the business of the Board; and
- (d) make recommendations to the Minister in respect of pension plans.

<b>National Pensions Board</b>	<b>Meetings</b>	<b>Minutes</b>
Mr. Orren Merren, Chairman Mr. Kimbert Solomon, Deputy Chairman Mr. William Adam, Member Mr. Vaughan Carter, Member Ms. Deloris Gordon, Member Miss Philippa McFarlane, Member Ms. Linda Bush, Member Mr. Eddie Bodden, Member Mr. John Pitcairn, Member	Meetings are usually held every month and are not open to the public.	Minutes are only available in hard copy and can be obtained by requesting a copy in writing from the Information Manager

## **Frequently Asked Questions - General**

- **As an employer, do I have to provide a pension plan for my employees?**

Yes, participation in a pension plan is mandatory. Employers must provide a pension plan for those eligible employees and can be subject to a fine if they do not. Additional information is available on our website, [www.npo.gov.ky](http://www.npo.gov.ky)

- **Who must participate?**

An eligible employee is any employee or self-employed person between 18 and 60 years of age who is:

- Caymanian,
- A permanent resident, or
- A non-Caymanian with 9 months of continuous employment.

The only exceptions to providing pension coverage apply to:

- Non-Caymanians who have not completed 9 months of continuous employment on the Islands (not necessarily with the same employer), or
- Those employed to do housework in private residences

Those working at more than one job must participate on all their jobs

- **Where can I find a pension plan for my employees?**

Employers may register their own plan with the NPO or participate in one of the registered Multi-Employer Pension Plans.

- **Who offers a Pension Plan?**

Employers may register their own plan with the NPO or participate in one of the following Multi-Employer Pensions Plans:

- British American - (345) 949-5811
- British Caymanian - (345) 949-8699
- Cayman National Trust - (345) 640-9263
- Chamber of Commerce - (345) 745-7630
- Fidelity - (345) 949-7822
- Silver Thatch - (345) 943-7770

- **As an employer, how much must I contribute?**

At the minimum, an employer must contribute 5% of an employee's earnings, up to the annual maximum pensionable earnings of \$60,000. Self-employed persons must contribute a minimum of 10% of their pensionable earnings to a registered pension plan.

- **Does the employee have to contribute?**

In consultation with the employees, the employer selects the pension plan to be utilised. The employee may contribute a maximum of 5% of their earnings up to the annual maximum pensionable earnings of \$60,000. Together, the employer and employee contributions must total at least 10% of pensionable earnings. Pensionable earnings are defined to include wages, salary, leave pay, commissions, bonus (with exceptions) and gratuities.

It is the employer's responsibility to deduct and submit the pension contributions to the selected pension plan.

- **When are the contributions due and payable?**

Both the employer and employee contributions must be paid by the 15th of the month immediately following the month to which the contributions pertain. For example, any contributions deducted or collected in April must be paid by May 15.

Late payments are subject to interest which is calculated at the C.I. Prime Rate plus 5% (enshrined in the law). This interest calculation begins the day after the contributions are due, in our example that would be May 16.

In addition, if the Superintendent has directed an employer to pay arrears within two weeks and if they fail to comply, the employer may be liable to a fine of \$500 for each day that the contributions are in arrears.

- **What is the retirement age?**

The normal retirement age under a pension plan submitted for registration under the National Pensions Law shall be within 12 months of attaining sixty years of age.

- **What if I change employers and they have a different pension plan?**

In this circumstance, you have the option of leaving the pension contributions in the original plan or subject to approval, you may have the money transferred into the new plan. Either way you will be required to join and begin contributing to the new plan.

- **When is an employee entitled to a refund?**

A member of a pension fund can be entitled to a refund if the following conditions are satisfied:

- A member's employment is terminated.
- That member ceases to reside in the Islands.
- No contributions have been made to a pension plan by or on behalf of the member for a period of two years or more.

- **What will the refund include?**

Under a defined contribution plan, a lump sum payment of an amount equal to not less than the amount of contributions made on or behalf of a member and the investment earnings on the contributions made under the pension plan. In the case of a defined benefit plan, the amount is a commuted value based calculation.

### **Frequently Asked Questions – Pensions Holiday**

- **Is it necessary for each employee to submit the documentation in order to participate in the pension holiday period?**

Yes. The pension holiday period is specific to the employer and that particular employee therefore if multiple employees want to participate then, each employee with that employer would have to submit the required documentation including the application, proof of nationality and the written agreement.

- **Can someone be forced to participate in the pension holiday period?**

No. Both the employer and the employee must voluntarily agree to participate in the holiday, which is documented in writing when each party signs the written agreement. If an employee feels that they were forced to sign the agreement, the employee should contact the National Pensions Office.

- **Is there a set timeframe to apply for the pension holiday?**

No. The employee and employer can apply for the pension holiday at anytime during the employee's eligible period, which is 1 year (or until 25<sup>th</sup> April 2011) for Caymanians and 2 years (or until 25<sup>th</sup> April 2012) for non-Caymanians.

- **Does the pension holiday period apply to new employees as well as current employees?**

Yes. A new employee must voluntarily decide if they want to participate in the pension holiday period. If so, then that employee and the employer will submit the necessary documentation to the pension plan administrator. If the new employee or the employer don't want to participate, then mandatory pension contributions would be required, as per the National Pensions Law (2010 Revision).

- **Where should an employer or employee direct any further questions?**

Further information can be obtained from your pension plan administrator or the National Pensions Office, which can be reached at 945-8960 or via email, [npo@gov.ky](mailto:npo@gov.ky).



## **STRATEGIC MANAGEMENT**

---

### **Governance**

- National Pensions Law (2010 Revision) <sup>2</sup>
- National Pensions (Actuarial and Fund Management) Regulations (1998 Revision) <sup>2</sup>
- National Pensions (Pension Fund Investments) Regulations (1998 Revision) <sup>2</sup>
- National Pensions (General) Regulations (1998 Revision) <sup>2</sup>
- Confidential Relationships (Preservation) Law (2009 Revision)

### **Corporate management**

- National Hurricane Plan – National Pensions Office Hazard Management Plan <sup>1</sup>
- National Hurricane Plan – National Pensions Office Continuity of Operations <sup>1</sup>
- National Pensions Board Annual Report (January 2004 – June 2005) <sup>2</sup>
- National Pensions Board Annual Report (July 2005 – June 2006) <sup>2</sup>
- National Pensions Board Annual Report (July 2006 – June 2007) <sup>2</sup>
- National Pensions Board Annual Report (July 2007 – June 2008) <sup>2</sup>
- Mercer Final Report (March 2007) <sup>2</sup>
- Cayman Islands Government Annual Reports <sup>3</sup>
- Cayman Islands Government Annual Budgets <sup>3</sup>

<sup>1</sup> - Information located at the National Pensions Office

<sup>2</sup> - Information can be found on National Pensions Office website: [www.npo.gov.ky](http://www.npo.gov.ky)

<sup>3</sup> - Information can be found on the Government website: [www.gov.ky](http://www.gov.ky)

## **FINANCE & ADMINISTRATION**

---

### **Financial management**

- Public Management and Finance Law (2010 Revision)
- Public Management and Finance Law, Financial Regulations (2010 Revision)
- Cayman Islands Government Annual Budgets <sup>3</sup>

### **Administration**

*Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.*

### **Human Resources**

- Ministry of Education, Training, Employment, Human Resources Manual (2010) <sup>1</sup>
- Public Service Management Law (2007 Revision)
- Public Service Management Law, Personnel Regulations (2006 Revision)
- Public Servant Code of Conduct
- Salary Scale effective July 2010 -2011 <sup>3</sup>

**Record Management:**

- National Archive and Public Records Law (2007)
- National Archive and Public Records Regulations (2007)
- Freedom of Information Law (2007) - [www.foi.gov.ky](http://www.foi.gov.ky)

**Office Equipment:**

- Fixed Asset Register

**Communication:**

- Press Releases <sup>2,3</sup>
- Brochures

<sup>1</sup> - Information located at the National Pensions Office

<sup>2</sup> - Information can be found on National Pensions Office website: [www.npo.gov.ky](http://www.npo.gov.ky)

<sup>3</sup> - Information can be found on the Government website: [www.gov.ky](http://www.gov.ky)

**POLICIES & PROCEDURES**

---

- National Pensions Law (2010 Revision) <sup>2</sup>
- National Pensions (Actuarial and Fund Management) Regulations (1998 Revision) <sup>2</sup>
- National Pensions (Pension Fund Investments) Regulations (1998 Revision) <sup>2</sup>
- National Pensions (General) Regulations (1998 Revision) <sup>2</sup>
- Confidential Relationships (Preservation) Law (2009 Revision)
- National Pensions Office - Standard Operating Procedures <sup>1</sup>
- Ministry of Education, Training, Employment, Human Resources Manual (2010) <sup>1</sup>
- National Archive and Public Records Law (2007)
- National Archive and Public Records Regulations (2007)
- Freedom of Information Law (2007) – [www.foi.gov.ky](http://www.foi.gov.ky)
- Complaint Process <sup>2</sup>
- Guidance Notes <sup>1</sup>

**DECISIONS & RECOMMENDATIONS**

---

- National Pensions Board Annual Report (January 2004 – June 2005) <sup>2</sup>
- National Pensions Board Annual Report (July 2005 – June 2006) <sup>2</sup>
- National Pensions Board Annual Report (July 2006 – June 2007) <sup>2</sup>
- National Pensions Board Annual Report (July 2007 – June 2008) <sup>2</sup>
- Mercer Final Report (March 2007) <sup>2</sup>
- National Pensions Board Meetings – Approved Minutes (available by FOI Request)

<sup>1</sup> - Information located at the National Pensions Office

<sup>2</sup> - Information can be found on National Pensions Office website: [www.npo.gov.ky](http://www.npo.gov.ky)

<sup>3</sup> - Information can be found on the Government website: [www.gov.ky](http://www.gov.ky)

**LISTS & REGISTERS**

---

- List of registered pension plans – available by making a FOI request <sup>1</sup>
- Asset register – available by making a FOI Request <sup>1</sup>

## **OUR SERVICES**

---

As the regulatory body of private pension plans in the Cayman Islands, the National Pensions Office proactively meet service delivery standards and address evolving needs while balancing the interests of employees, other beneficiaries, legislators, employers, and administrators. We strive to ensure the effective and efficient administration, implementation and evolution of the National Pensions Law and Regulations.

### **General Forms: <sup>2</sup>**

- Employee & Employer General Information
- Internal Complaint Form
- Registration of Pension Plan
- Renewal of Registration of a Pension Plan
- Individual Transfer Request - Defined Contribution Plan
- Individual Transfer Request to a Retirement Savings Arrangement (RSA) – Defined Contribution
- Employer Questionnaire
- Non-Compliance Forms

<sup>1</sup> - Information located at the National Pensions Office

<sup>2</sup> - Information can be found on National Pensions Office website: [www.npo.gov.ky](http://www.npo.gov.ky)

<sup>3</sup> - Information can be found on the Government website: [www.gov.ky](http://www.gov.ky)

## **Classes of Information Held**

A Class of Information is a way of collecting together similar types of information. The National Pensions Office has grouped its Classes of Information into broad categories, by functions which reflect its major areas of responsibility. If you are intending to make a request, the following Classes of Information will help you explain more precisely which records you are seeking, or where the information may be found:

### **Functions**

- **Registration of Pension Plans**  
Registration and annual renewal of registration of all private sector pensions plans under the National Pensions Law. – access restricted by the National Pensions Law
- **Administration of the National Pensions Board**  
Provision of administrative services to the National Pensions Board
- **Compliance and Enforcement**  
Activities relating to the compliance and enforcement of the National Pensions Law
- **Administration of the National Pensions Law**  
Activities relating to the general administration of the National Pensions Law

- **Human Resources Management**

Administering the public authority's human resources in accordance with the Public Service Management Law and internal Ministry and Government guidance.

- **Financial Management**

Management of all departmental monetary resources allocated through Cabinet and other sources

- **FOI Requests**

Requests made under the Freedom of Information Law.

- **General Office Administration**

General Office Correspondence



## Education Standards and Assessment Unit

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Lists & Registers

---

#### 1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the ESAU to making information available to the public as part of its normal business activities.

The Education Standards and Assessment Unit will:

- specify the information held by the authority, which falls within the seven (7) categories of information below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The ESAU will generally not publish:

- information in draft form;
- information that is not held by the ESAU, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

Information will only be withheld where the FOI Law expressly permits it.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to Complaints – section 6.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

### Online

Many of our documents are published electronically on the ministry's website at [www.education.gov.ky](http://www.education.gov.ky)

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.esa@gov.ky](mailto:foi.esa@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-2417 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to the FOI Manager, ESAU, Government Administration Building, Box 128, 133 Elgin Avenue, Grand Cayman, KY1-9000.

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary.

### Personal visits

In rare circumstances, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact our FOI Manager at (345) 244-2417 or email at [foi.esa@gov.ky](mailto:foi.esa@gov.ky)

The ESAU will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the ESAU is legally required to translate any information, it will do so.

## **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. ESAU strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when ESAU has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the ESAU that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager at 244-2417 or email at [foi.esa@gov.ky](mailto:foi.esa@gov.ky)

## 6. Complaints

---

The ESAU aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact our FOI Manager at

(345) 244-2417 or email at [foi.esa@gov.ky](mailto:foi.esa@gov.ky) and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under the publication scheme, and a right to complain to the Information Commissioner (contact details below) if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Lists & Registers

## ABOUT US

---

The mission of the Education Standards and Assessment Unit is to promote the raising of standards of achievement in schools and early childhood care and education centres in the Cayman Islands through rigorous and independent inspections and by provision of sound professional advice to the Ministry of Education and the Department of Education Services.

### Ministry

ESAU operates under the Ministry of Education, Training and Employment.

<b>Information Manager-</b>	Mrs Carmen Levy
<b>Address (Location) -</b>	Government Administration Building, 133 Elgin Avenue
<b>Mailing Address -</b>	Box 128, 133 Elgin Avenue Grand Cayman, KY1-9000, Cayman Islands
<b>Telephone -</b>	(345) 244-2417



**Email** - [foi.esa@gov.ky](mailto:foi.esa@gov.ky)

**Website** - [www.education.gov.ky](http://www.education.gov.ky)

**Hours of work:** - 8:30 a.m. to 5:00 p.m., Monday to Friday

### **Boards and committees**

ESAU does not oversee any committee or boards.

### **Frequently asked questions**

#### ▪ **How often are schools inspected?**

Generally, once every four years for primary and secondary schools and every two years for provision for 4 – 5 year olds in early childhood care and education centres (ECCECs).

#### ▪ **How long does an inspection last?**

Inspection visits last three to four days, depending on the size and age range of the school. ECCECs inspections usually take about half a day.

#### ▪ **Why do schools have inspections?**

The Government has a responsibility to ensure that all children receive the best possible education, whether in government or private schools. External inspections provide an independent, objective evaluation of the quality of teaching and learning and the standards that students are achieving.

#### ▪ **How are inspection findings reported?**

Schools receive oral and written reports. The inspection team provides an informal oral report very soon after the inspection. A written inspection report is produced which is discussed with the school's senior management team. The school then has an opportunity to correct any factual errors before the report is finalized and sent to the Ministry's website – [www.education.gov.ky](http://www.education.gov.ky). Copies of the report are provided for school staff and parents receive a letter summarizing the main findings.

#### ▪ **Who provides support for schools after an inspection?**

The Department of Education Services (DES) provides support for government schools through Senior School Improvement Officers (SSIOs).

- **Are inspection reports made public?**

Yes, reports are posted on the Ministry's website - [www.education.gov.ky](http://www.education.gov.ky) and also on this website.

- **Can schools fail their inspection?**

There is no 'pass' or 'fail'. The inspection team makes an overall judgment on the quality of education provided by the school using a 1-4 scale where 1 is 'very good', 2 is 'good', 3 is 'adequate' and 4 is 'unsatisfactory'.

- **How do inspectors make their judgments?**

In making their judgements, inspectors are guided by the criteria for inspections specified in Part 3 of ESAU's 'Handbook for Inspection and Self-evaluation'

It is important to note that inspectors do not report on individual teachers. Instead, they assess the effectiveness of the teaching at a whole-school level and for individual subjects and student groups.

- **Which subjects are inspected and reported on?**

In primary, elementary and special school inspections, the team focuses on the core subjects of language arts and mathematics. The team also evaluates the way that students learn and apply skills of literacy, numeracy and information and communication technology (ICT) across the curriculum.

In secondary school inspections, the team focuses on English, mathematics and science as well as literacy, numeracy and ICT across the curriculum.

## **STRATEGIC MANAGEMENT**

---

This includes administering the Unit's operations at the organisational level; developing inspection plans and policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programmes to improve inspection processes and ensure consistent service delivery; preparing or revising regulatory instruments that affect the Unit's functions and responsibilities.

ESAU's strategic objectives are to:

- Continue to strengthen its contributions to school improvement
- Continue to widen the scope of and strengthen the contributions made to decision making and improvements in the education system at a national level
- Continue to strengthen ESAU's planning and review of its work in order to enhance its efficiency and effectiveness

### **Governance for Civil Service**

- Public Service Management Law and Personnel Regulations, 2006
- Freedom of Information Law 2007 and Regulations 2008
- Personnel Reform and What it Means for Civil Servants, 2006
- Chief Secretary's Code of Practice on Record Management
- National Archive and Public Records Law

### **Corporate management\***

- Annual Reports

\*Copies can be obtained upon request from Information Manager

## **FINANCE & ADMINISTRATION**

---

This includes administering the ESAU's internal functions and managing its resources efficiently and effectively includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

Documents relating to the administration of the Unit's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.

- Annual budget see [www.gov.ky/economy/budget](http://www.gov.ky/economy/budget)
- Public Management and Finance Law and Regulation, 2005 Revisions

### **Administration\***

Documents relating to other administrative functions carried out within the authority.

- Complaints Form
- Budget

\*Copies can be obtained upon request from Information Manager

## POLICIES & PROCEDURES

---

Current written protocols used by ESAU for carrying out functions, activities and delivering services.

- The Education Standards and Assessment *Handbook for the Inspection and Self-evaluation*
- Protocol for the inspection of government and private schools see [www.education.gov.ky](http://www.education.gov.ky)
- All inspection reports are published on the website see [www.education.gov.ky](http://www.education.gov.ky)

### How we handle a complaint during an inspection

The Education Standards and Assessment Unit is committed to promoting the raising of standards of achievement in schools and early childhood care and education centres in the Cayman Islands through rigorous and independent inspections and by provision of sound professional advice to the Ministry of Education and the Department of Education Services.

If you wish to express concern about an inspection or another aspect of the work of the Education Standards and Assessment Unit, please follow the steps below or collect a complaint form from the ESAU office (see address below).

Write your complaint and discuss the matter with the principal of the school being inspected. If the incident occurred during the week of the inspection, you should do this **immediately** after the action that gave rise to your concern. The principal will seek a resolution by sharing the concern with the lead inspector.

If you feel your complaint has not been resolved, you and the principal should together speak with the lead inspector about your concern.

If the complaint has still not been resolved then, the lead inspector will pass this on to the director who will deal with the matter or inform the Chief Officer, should this become necessary.

You will receive a response within 25 working days.

### How we handle a complaint outside of an evaluation

If the incident is not related to an inspection, complete the form provided or write to the Director at the ESAU office.

The director will acknowledge your complaint within five days. You will then receive a response within 25 working days.

We also welcome suggestions for improvements and will take them seriously as a part of developing and improving our services.

Please be assured that confidentiality will be respected at all times. The information you provide will only be shared with those investigating/resolving the complaint.

## **LISTS & REGISTERS\***

---

Information held in registers required by law and other lists or registers relating to the functions of the unit.

- FOI disclosure log

\*Copies can be obtained upon request from Information Manager



## **Sunrise Adult Training Centre Publication Scheme**

**Produced in accordance with the Deputy Governor's Code of Practice**

### **1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Sunrise Adult Training Centre to making information available to the public as part of its normal business activities.

The **Sunrise Adult Training Centre (SRC)** will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- Regularly review and update the information made available under this scheme.

### **2. Information that may be withheld**

The **Sunrise Adult Training Centre** will generally not publish:

- information in draft form;
- information that is not held by the **Sunrise Adult Training Centre**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- Information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records

containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **Sunrise Adult Training Centre's** (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically and can be accessed at the URL [www.sunrise.gov.ky](http://www.sunrise.gov.ky) where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are still having trouble locating information listed using the Sunrise website, please contact the FOI Information Manager Glennis Solmon and or FOI Information Manager (Designate) Chanel Ebanks at 949-3330 or email at [Glennis.Solmon@gov.ky](mailto:Glennis.Solmon@gov.ky), [chanel.ebanks@gov.ky](mailto:chanel.ebanks@gov.ky) or [foi.src@gov.ky](mailto:foi.src@gov.ky)

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.src@gov.ky](mailto:foi.src@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Glennis Solmon or Chanel Ebanks at 949-3330 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Mrs. Glennis Solmon  
Information Manager  
Sunrise Adult Training Centre  
P.O.Box 100  
Grand Cayman  
Cayman Islands KY1-1301

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee.

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Mrs. Glennis Solmon at 949-3330 or Ms. Chanel Ebanks at 949-3330.

The **Sunrise Adult Training Centre** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **Sunrise Adult Training Centre** is legally required to translate any information, it will do so.

### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **Sunrise Adult Training centre** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (color; any size).

Computer discs will be charged at a rate of \$2 per disc.



### Postage costs

The **Sunrise Adult Training Centre** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **Sunrise Adult Training Centre** has received your payment.

## **5. Information outside the Publication Scheme**

Information held by the **Sunrise Adult Training Centre** that is not published under this scheme, such as summer activities schedule, your donation form etc. These can be emailed to [Glennis.Solmon@gov.ky](mailto:Glennis.Solmon@gov.ky) or [chanel.ebanks@gov.ky](mailto:chanel.ebanks@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law. If a requestor wishes to send a request by mail please see section 9 for mailing information. If the requestor wishes to fax the request, the applicant must have all necessary documents faxed to 949-3906, for email please send all request's to [Foi.src@gov.ky](mailto:Foi.src@gov.ky) or [www.sunrise.gov.ky/FOI](http://www.sunrise.gov.ky/FOI) with your name and phone number and address present.

## **6. Complaints**

The **Sunrise Adult Training Centre** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Glennis Solmon [Glennis.Solmon@gov.ky](mailto:Glennis.Solmon@gov.ky), Chanel Ebanks [chanel.ebanks@gov.ky](mailto:chanel.ebanks@gov.ky) or 949-3330, and we will try to resolve your complaint as quickly as possible.

The Sunrise Adult Training Centre has a complaints procedure (effective May 2008). A complaint can be received from any member of the public. Once an SRC employee recognizes that a member of the public is not satisfied, they will inform her or him of the internal complaints procedure. The applicant is initially asked to complete an SRC complaints form and return it to the office. If it is not possible for the complainant to complete the SRC Complaints Form, then the staff member will write the complaint's details on the form and submit it to the Director. There is also a section for the staff member to note and observations and additional information about the complainant and complainant on the form. Once the SRC Complaints form is received by a staff member, it is numbered and stamped with a date and forwarded to the Director. If the SRC complaints form was completed in person at the office, then the complainant would receive a photocopied and stamped form with their complaint number. If a complaint form is received via any other method, then a copy of the stamped complaint form with complaint number along with a written notification of receipt is sent to one of the complainant's contact details. The SRC Complaints form, along with all written correspondences concerning the complaint, is filed in the SRC Complaints File (SRC/ADM/7) for 7 years. All complainants will be notified that a written response from the Director of the SRC addressing the complaint will be sent within 10 working days. The written correspondence will include remedies and

apologies where appropriate. Should the complainant not be satisfied with the response from the Director, the complainant would be advised that they could report their complaint to the Office of the Complaints Commissioner. Additionally they would be informed that the matter will be brought to the attention of the Chief Officer of the Ministry of Education Training and Employment. All Complaints forms that are received along with the outcomes will be reviewed and discussed in a strictly confidential manner at monthly staff meetings as an effort to improve service delivery.

Further information about our complaints procedures can be obtained from [www.Sunrise.gov.ky](http://www.Sunrise.gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402

Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **NAME OF PUBLIC AUTHORITY**

**Sunrise Adult Training Centre** (SRC);

### **Organisation and functions**

Sunrise Adult Training Centre is a government agency in the Cayman Islands that provides training, support, and services for the empowerment, employment and independence of adults with disabilities through a team of dedicated and caring staff.

Sunrise Adult Training Centre advocates for the rights of, and promotes public acceptance of adults with disabilities as contributing members of society.

## **STRATEGIC MANAGEMENT**

**SRC** operates under the Ministry of Education, Training & Employment.

The Ministry of E.T.E. administers the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets;

managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

### **Governance**

The legislation that will affect the Sunrise Adult Training centre is currently under development at this time. There are currently no documents available. However Many other laws do apply to us and they are;

- (NAPRL) National Archive and Public records Law
  - [www.foi.gov.ky/pls/portal/url/item/5C87B18DA74B772CE04008030B0AFA59](http://www.foi.gov.ky/pls/portal/url/item/5C87B18DA74B772CE04008030B0AFA59)
- (PFML) Public Finance Management Law
  - [www.gov.ky/pls/portal/url/page/cighome/pressroom/archive/200612/positiveeconomicindicators](http://www.gov.ky/pls/portal/url/page/cighome/pressroom/archive/200612/positiveeconomicindicators)
- (PSML) Public service Management Law
  - [www.constitution.gov.ky/pls/portal/url/page/crshome/constitution/publicservice/servants](http://www.constitution.gov.ky/pls/portal/url/page/crshome/constitution/publicservice/servants)

There are also relevant sections in:

The Mental Health Law

- [www.health.ky](http://www.health.ky)

The Labour Law

- [www.gov.ky](http://www.gov.ky)

Information on how we are governed under these laws can be accessed through the links provided.

### **Finance and Administration**

The Ministry of E.T.E. administers the authority's internal functions and facilitates the management of its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws that regulate the function of government entities. The annual report of Sunrise Adult Training Centre is part of the annual report of the ministry and can only be accessed through them.

Ministry of Education, Training & Employment  
Government Administration Building,

Grand Cayman, KY1-9000,  
CAYMAN ISLANDS  
Ph: (345) 244-2417  
Fax: (345) 949-9343  
Website: [brighterfutures@gov.ky](mailto:brighterfutures@gov.ky)

### **Policies and Procedures**

Please view the Public Service Management Law (2008).

### **Our Services**

Life skills training, academic upgrading and computer assisted learning, prevocational training and assessment, and supervised job placement.

The Centre operates from January to July (3 weeks in August) resumes September and breaks for Christmas holidays. Throughout the school year however various holidays and breaks are exercised.

Referrals are welcomed from individuals, families, health care or social agencies and friends.

### **Corporate management**

High-level documents that plan and evaluate the work of the authority. The Sunrise Adult Training Centre's Hazard management plan is a hazard-specific to detailed roles and responsibilities in connection with long, medium and short term plans, addressing, as appropriate, prevention, mitigation, preparedness, response and recovery. This document includes a list of personnel in the Sunrise Adult Training Centre (SRC), a list of any abbreviations used, procedures for alerting personnel, ('telephone tree') and general list of roles and responsibilities. This document can be viewed on our website;

<http://www.sunrise.gov.ky/pls/portal/url/page/srhome/foi/doclibrary>

### **Decisions and Recommendations**

Sunrise Adult Training Centre is supported by the Sunrise Caring Association and is a founding member and supporter of the Committee planning the Future for Persons with Disabilities. See section (10)

### **Principle officer [or Key staff]**

*Shari G. Smith M.A M.A M.S*  
*Director,*  
*Sunrise Adult Training Centre*  
*P.O.Box 100*  
*Grand Cayman*  
*Cayman Islands KY1-1301*  
*Ph: 949-3330*

Fax: 936-3906  
Direct Line: 938-3330  
Email: [Shari.smith@gov.ky](mailto:Shari.smith@gov.ky)  
FOI: [foi.src@gov.ky](mailto:foi.src@gov.ky)  
Website: [www.Sunrise.gov.ky](http://www.Sunrise.gov.ky)

Clifton R. Gayle Assoc. H.B, BA G.C  
Acting Deputy Director/ Adult Protective service worker  
Sunrise Adult Training Centre  
Grand Cayman  
Cayman Islands KY1-1301  
Ph: 949-3330  
Fax: 946-3906  
Direct Line: 925-4672  
Email: [Clifton.gayle@gov.ky](mailto:Clifton.gayle@gov.ky)  
FOI: [foi.src@gov.ky](mailto:foi.src@gov.ky)  
Website: [www.Sunrise.gov.ky](http://www.Sunrise.gov.ky)

### **Information Managers**

Glennis Solmon  
Accounts & Office Manager/ Information Manager  
Sunrise Adult Training centre  
P.O.Box 100  
Grand Cayman  
Cayman Islands KY1-1301  
Ph: 949-3330  
Fax: 946-3906  
Direct Line: 925-4998  
Email: [Glennis.solmon@gov.ky](mailto:Glennis.solmon@gov.ky)  
FOI: [foi.src@gov.ky](mailto:foi.src@gov.ky)  
Website: [www.Sunrise.gov.ky](http://www.Sunrise.gov.ky)

Chanel Ebanks AAS PA.  
Receptionist / Information Manager (designate)  
Sunrise Adult Training Centre  
P.O.Box 100  
Grand Cayman  
Cayman Islands KY1-1301  
Ph: 949-3330  
Fax: 946-3906  
Direct Line: 939-4335  
Email: [chanel.ebanks@gov.ky](mailto:chanel.ebanks@gov.ky)  
FOI: [foi.src@gov.ky](mailto:foi.src@gov.ky)  
Website: [www.Sunrise.gov.ky](http://www.Sunrise.gov.ky)

## **SRC Contact Details**

### **Grand Cayman Office Address:**

#### **Physical address:**

Sunrise Adult training Centre 181 Powery Road Barkers West Bay

#### **Mailing Address:**

P.O Box 100, Grand Cayman KY1-1301

Tel: 345-949-3330

Fax: 345-946-3906

Email: [foi.src@gov.ky](mailto:foi.src@gov.ky)

Website: [www.Sunrise.gov.ky](http://www.Sunrise.gov.ky)

Hours of Work;

8.30am-3pm- Monday-Thurs

8:30am- 1:30pm. - Fri.

## **Boards and Committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<i>Sunrise Caring Association – Community and Staff Support Group</i>	<i>Annual General Meetings Jan.</i>	<i>None Provided.</i>
Committee planning the Future for Persons with Disabilities	<i>As arranged by Ministry E.T.E</i>	<i>None Provided.</i>

The Sunrise Care Association is a family, staff and community support group providing an opportunity for family and interested people from the community to assist the centre in special projects, planning and fundraising. The Committee planning the Future for Persons with Disabilities is a Ministry sponsored committee set up to address issues surrounding persons with disabilities and working to development new legislation for their needs in the Cayman Islands. Minutes for the above mentioned associations should contact the individuals mentioned below.

### **The Sunrise Caring Association**

**Susan Edwards**

President

Ph: 914-1070

### **The Steering Committee planning the future with person with disabilities**

**Kimberly Kirkconnell**

Ministry of Education, Training & Employment

3<sup>rd</sup> Floor, Royal Plaza, Cardinal Avenue, George Town, Grand Cayman

C/o Government Administration Building,

Grand Cayman, KY1-9000,

CAYMAN ISLANDS

Ph: (345) 244-3151

Fax: (345) 949-9343

Website: [brighterfutures@gov.ky](mailto:brighterfutures@gov.ky)

## **FAQ: Frequently Asked Questions;**

- 1. Where are you located?**
- 2. How many Clients do you have?**

### **Answers;**

- 1. We are located at 181 Powery Road, West Bay. Directions: The last roads on the right before you get to Pappagallo Restaurant, first building on left hand side.**
- 2. On average we have a clientele of 58 individuals who participate in a variety of different programmes, including but not limited to; Outreach Programme for those clients who can not attend the centre on a daily basis, Vocational Placement Programme for those clients who are working in the community, and the Day Programme for those persons who come to the centre on a regular basis.**

**Public Library Service Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Public Library Service to making information available to the public as part of its normal business activities.

The Public Library Service will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;



- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

The Public Library Service will generally not publish:

- information in draft form;
- information that is not held by the Public Library Service, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Public Library Service's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.cipl.gov.ky](http://www.cipl.gov.ky). If you are still having trouble locating information listed under our scheme, please contact our Information Manager on 949 7659 or email [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.lib@gov.ky](mailto:foi.lib@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call the Information Manager on 949-7659 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

PO Box 1172

Grand Cayman

KY1-1102

Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in

*section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact our Information Manager at 949-7659 or email [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

The Public Library Service will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Public Library Service is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Public Library Service strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of 25 cents per page.

#### Postage costs

The Public Library Service will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Public Library Service has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the Public Library Service that is not published under this scheme can be requested in writing (see [www.cipl.gov.ky](http://www.cipl.gov.ky), 'Making a Request'). Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

The Public Library Service aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact our Information Manager on 949-7659 or email [foi.lib@gov.ky](mailto:foi.lib@gov.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [www.cipl.gov.ky](http://www.cipl.gov.ky), Complaints, and Right of Appeal for complaints regarding FOI requests.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building C  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

Public Library Service

**Ministry**

Ministry of Education, Training and Employment

**Key staff – Ministry of Education, Training and Employment**

Ms Mary Rodrigues

Chief Officer

Tel: 244 2417

**Key Staff – Public Library Service**

Ms. K.C. Williams-Cockfield

Director

Public Library Service

Tel: 244 6108

Ms. Juliet Lawson

Youth/Reference Librarian

Public Library Service

Tel: 244 6105

**Information manager**

Dothlyn McFarlane

[dothlyn.mcfarlane@gov.ky](mailto:dothlyn.mcfarlane@gov.ky)

Tel: 949 7659

**Designate**

Juliet Lawson

[Juliet.Lawson@gov.ky](mailto:Juliet.Lawson@gov.ky)

Tel: 244-6105

Visit the Freedom of Information website at [www.foi.gov.ky](http://www.foi.gov.ky)

## Organisation and functions

As a primary community destination, the Cayman Islands Public Library Service is committed to enriching the lives of and empowering every person in our community through the provision of services, programmes and resources in all formats to encourage and promote lifelong learning, literacy, the joy of reading and local culture within the population of the Cayman Islands.

## Scope of Activities

- Provision of traditional and technological resources and materials that are easily accessible through the lending and reference services at all public library locations in the Cayman Islands
- Provision of services, programmes and workshops available to all members of the community
- Supporting and participating in literacy, cultural activities and community programmes
- Creating and strengthening reading habits in children from an early age
- Providing a gateway service to information in all formats for the community
- Provision of service points for the homebound, physically challenged and the disadvantaged

Mailing address

PO Box 1172

Grand Cayman

KY1-1102

Cayman Islands

Telephone number

949 5159

Fax number

946 5015

Email address

foi.lib@gov.ky

Website address

www.cipl.gov.ky

Location and hours	Matters handled
George Town Library 68 Edward Street George Town 949-5159	Item circulation Membership Reference/Information

Monday - Friday 10:00 AM - 6:00 PM Saturday 10:00 AM - 2:00 PM Sunday Closed	Programmes and outreach Collection development Library information and technology Library automation system development General/limited HR
West Bay Library 182 Rev Blackman Road West Bay 949-7659 Monday - Friday 10:00 AM - 6:00 PM Saturday 10:00 AM - 2:00 PM Sunday Closed	Item circulation Membership Reference/Information Programmes and outreach Collection development Library information and technology
Bodden Town Library 69 Bodden Town Road Bodden Town 947-0966 Monday - Thursday 10:00 AM - 1:00 PM, 2:00 PM - 6:00 PM Saturday 10:00 AM - 2:00 PM Friday and Sunday Closed	Item circulation Membership Reference/Information Programmes and outreach Collection development Library information and technology
North Side Library 891 North Side Road North Side 947-9362 Monday and Thursday 10:00 AM - 1:00 PM, 2:00 PM - 5:00 PM Tuesday and Wednesday 10:00 AM - 1:00 PM, 2:00 PM - 6:00 PM Saturday 9:00 AM - 1:00 PM Friday and Sunday Closed	Item circulation Membership Reference/Information Programmes and outreach Collection development Library information and technology
East End Library 2739 Sea View Road East End 947-7729 Monday and Tuesday 10:00 AM - 1:00 PM, 2:00 PM - 7:00 PM Wednesday and Thursday 10:00 AM - 1:00 PM, 2:00 PM - 5:00 PM Saturday 9:00 AM - 1:00 PM Friday and Sunday Closed	Item circulation Membership Reference/Information Programmes and outreach Collection development Library information and technology

Cayman Brac Library 263B Stake Bay Road Cayman Brac 948-0472 Monday and Thursday 9:00 AM - 12:00 PM, 2:00 PM - 6:00 PM Tuesday 9:00 AM - 12:00 PM, 1:00 PM - 4:00 PM Wednesday 9:00 AM - 12:00 PM, 1:00 PM - 5:00 PM Saturday 10:00 AM - 1:00 PM Friday and Sunday Closed	Item circulation Membership Reference/Information Programmes and outreach Collection development Library information and technology
--	--

## Frequently asked questions

*Who can join the library?*

Anyone living in the Cayman Islands can join the library.

*How do I join the library?*

Fill out the membership form and take it to your local library with identification showing you will be resident in the Cayman Islands for at least six months.

*How old do you have to be to join the library?*

You can join the library from any age.

*How much does it cost to join the library?*

For adults the cost is \$2 per year, and for children there is no charge.

*How many books can I borrow from the library?*

Once you have received your library card, you can borrow ten (10) items at a time.

*How long can I borrow books for?*

You can borrow books for up to three weeks. Your books will each be stamped with a return date, so you know when the books are due to be returned to the library.

*What if I need the books for longer?*

You can renew your books once for another three weeks, unless they have been reserved by another patron.

*Can I use my CIPL membership card at any library?*

Yes, once you have your own library card, it can be used at any library in the Cayman Islands.



*Can I return my books to any library, even if I borrowed them from a different library?*

Please return your books to the branch that you borrowed them from. The Library service appreciates the prompt return of all stock to the library from which it was borrowed as this ensures other patrons have access to titles as soon as they are returned.

*Do you have any other materials besides books?*

Yes, CIPL stocks books on cassette tape and CD. We also have magazines, newspapers, DVDs, and videos. Holdings will vary in the branch libraries.

*Is there a library service available on the Sister Islands?*

There is a Public Library in Cayman Brac. Residents of Little Cayman are entitled to register to borrow books by mail. This is a free service. Books by Mail borrowers can be sent a maximum of five books at a time. Postal irregularities are taken into account when assessing fines.

*Does the library have IT facilities?*

All libraries have IT facilities, but these do vary. Please call your local library to find out what they have to offer.

*What are the fines for books returned late?*

Overdue items accrue fines daily as follows:

- Adult materials : 10 cents per day
- Maximum fine: \$2.00
  
- Juvenile materials: 5 cents per day
- Maximum fine \$2.00

*Can I use the photocopier at the library?*

There is a black and white photocopier at each CIPL. A member of staff will do your copying for you at a charge of 25c per sheet.

*Does the library run programmes for adults and children?*

Yes, there is a regular calendar of events and activities taking place in all districts. Programmes are designed to be of interest to adults and children of all ages. Please see local newspapers and check your local library for information of forthcoming events and programmes.

## **Volunteers**

If you are interested in volunteering for the Library Service, please talk to a member of staff at your local library, or call 949 5159.

## **STRATEGIC MANAGEMENT**

### **Governance**

Administrative functions provide general support to our main service and activities. Administrative functions are common to all government entities and are governed by the same legislation across government departments. The laws which govern the Public Library Service can be viewed at GT Library or at [www.gazettes.gov.ky](http://www.gazettes.gov.ky). The laws which apply to the Public Library Service are listed below-

- Public Library Law (1998 revision)
- Public Service Management Law
- Freedom of Information Law
- National Archive and Public Records Law
- Public Holidays Law
- Public Management and Finance Law
- Public Service Pensions Law
- Labour Law
- Immigration Law

### **Corporate management**

The Public Library Service plans its work and services in accordance with the functions and direction of the Ministry of Education, Training, and Employment. Annual reports may be viewed at George Town Public Library. Please contact our Information Manager at 949 7659 or by email at [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

## **FINANCE & ADMINISTRATION**

### **Financial management**

The following documents relate to the Public Library Service's financial management. These are available at George Town Public Library. To view, please contact our Information Manager on 949 76 or email at [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

- Annual budget

## **Administration**

The following documents relate to the Public Library Service's management of other administrative functions. These are available at George Town Public Library. To view, please contact our Information Manager on 949 7659 or email at [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

- Organisational chart
- Job descriptions
- Job vacancies
- Pay and grading structures
- Press releases
- Records management file (in progress)

## **POLICIES & PROCEDURES**

The following documents relate to the Public Library Service's policies and procedures for carrying out its services and functions. These are available at George Town Public Library. To view, please contact our Information Manager on 949 7659 or email at [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

- Complaints Handling procedure
- Circulation policy (draft)
- Collection Development policy (draft)
- Computer and Internet Use policy (draft)
- Donations Policy (draft)
- CIPL rules and Regulations policy (draft)
- Use of Conference Room policy
- Opening and Closing Procedures
- George Town Parking regulations

## **DECISIONS & RECOMMENDATIONS**

The following documents relate to the Public Library Service's decision making processes and recommendations. These are available at George Town Public Library. To view, please contact our Information Manager on 949 7659 or email at [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

- Minutes and notes of meetings

### **LISTS & REGISTERS**

The following lists are available at George Town Public Library. To view, please contact our Information Manager on 949 7659 or email at [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

- Asset register

## **OUR SERVICES**

The Public Library Service is a vital community destination providing library and information services to all residents of the Cayman Islands, for recreation, education, life long learning and personal development. There are 6 branches of the service providing different levels of the same core service. The main Public Library is located in George Town, the rest are located in West Bay, Bodden Town, East End, North Side and Cayman Brac.

The Public Library Service continually strives to provide its patrons high quality materials and resources, as well supporting community cohesion through an ongoing calendar of outreach activities and programmes for all ages. The following documents support these functions and are available at George Town Public Library. To view, please contact our Information Manager on 949 7659 or email at [foi.lib@gov.ky](mailto:foi.lib@gov.ky).

- Guide to Library Services
- CIPL membership form
- CIPL institutional membership form
- Welcome To Your Library (draft)
- Making the Most of George Town Library (draft)
- Monthly branch reports
- Circulation statistics
- Visitor statistics
- Booklists
- Summer Reading Programme support information
- Teen Read Week support information
- Library newsletters
- Press releases

## Cayman Islands National Archive

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different Categories of Information, to help you find the documents you are looking for.

This publication scheme commits CINA to making information available to the public as part of its normal business activities.

CINA will:

- specify the information held by the authority, which falls within the seven (7) Categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;

- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

CINA will generally **not** publish:

- information in draft form;
- information that is not held by CINA, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law (available on [www.foi.gov.ky](http://www.foi.gov.ky) and [www.gazettes.gov.ky](http://www.gazettes.gov.ky)) , or otherwise protected from disclosure – for example: personal information; or commercially sensitive information
- records containing exempt matter will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.
- the private archival records of CINA, as referenced in the FOI Law, Section 5(e): *(5) This Law does not apply to-*  
  - (e) private holdings of the National Archives where the contract or other arrangements under which the holdings are held do not allow disclosure in the circumstances prescribed under this Law.*

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the Categories of Information listed in *Section 7: Categories of Information*. Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm CINA's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

### **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of Information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Documents are available electronically on our FOI website [www.cina.gov.ky](http://www.cina.gov.ky) and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of Information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.cina.gov.ky](http://www.cina.gov.ky). If you are still having trouble locating information listed under our scheme, please contact Tammi Selzer, Information Manager at [foi.cna@gov.ky](mailto:foi.cna@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please contact Tammi Selzer, Information Manager at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) or on +1-345-949-9809 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Cayman Islands National Archive  
P.O. Box 10160  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

Tel: +1-345-949-9809  
Fax: +1-345-949-9727  
Email: [cina@gov.ky](mailto:cina@gov.ky)  
FOI Email: [foi.cna@gov.ky](mailto:foi.cna@gov.ky)  
FOI Website: [www.cina.gov.ky](http://www.cina.gov.ky)

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number and/or email address so that we can contact you to clarify details, if necessary. For



faster processing, please also include any applicable fee. (See *Section 4: Fees and charges* for further details.)

#### Personal visits

In some cases, you may be required to make an appointment to view information listed in the publication scheme. All information is to be accessed within CINA's Reading Room, which is open Monday – Friday, 9:00am – 4:30pm, with the last available appointment at 3:30pm. Please contact us via email at [cina@gov.ky](mailto:cina@gov.ky) or call +1-345-949-9809 and ask to speak to the Archivist on Duty to make an appointment. This will be clearly stated in *Section 7: Categories of Information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Tammi Selzer, Information Manager at [foi.cna@gov.ky](mailto:foi.cna@gov.ky).

CINA will adhere to its obligations under Section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where CINA is legally required to translate any information, it will do so.

### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. CINA strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc (CD). Charges will reflect the actual costs of reproduction and postage, as described below under *Reproduction costs*.

There are some publications which CINA offers for sale and they include books, maps and postcard sets. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service at [www.caymanpost.gov.ky](http://www.caymanpost.gov.ky). The list of publications is available online at CINA's FOI website [www.cina.gov.ky](http://www.cina.gov.ky)

#### Reproduction costs

Where fees apply, copies of information will be charged at the standard rates detailed in the National Archive and Public Records Regulations (2007), which are also listed on [www.cina.gov.ky](http://www.cina.gov.ky) as *CINA Reproduction Fees*. All prices are listed in CI\$. The fees for providing photocopies are as follows:-

PHOTOCOPY CHARGES			
Size		Black and white	Colour
8.5" x 11"	(letter)	\$0.25	\$0.50
8.5" x 14"	(legal)	\$0.25	\$0.50
11" x 17"	(ledger)	\$0.50	\$1.00

### Postage costs

CINA will pass on to the requester the actual costs of postage or courier delivery as established by the Cayman Islands Postal Service at [www.caymanpost.gov.ky](http://www.caymanpost.gov.ky).

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of Information*.

If a fee applies, you will be advised of the amount and how it has been calculated. The requested information will be provided once CINA has received your payment.

## **5. Requests for information outside the publication scheme**

---

Information held by CINA that is **not** published under this scheme can be requested in writing as detailed below. In addition, please see the Making a Request section at [www.cina.gov.ky](http://www.cina.gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

FOI requests **must be submitted in writing** via email, postal mail, and fax or by submitting an FOI application form. The application form can be obtained from CINA's Reception Desk or by visiting the Making a Request section of the Freedom of Information Unit's website at [www.foi.gov.ky](http://www.foi.gov.ky)

When making an FOI request, please be as specific as possible about the information you would like, as this will help us to provide a prompt response. In addition, it would be helpful to include a name and contact information (mailing address, telephone number and/or email address) so that you can be contacted if is necessary to further discuss your request.

## **6. Complaints**

---

CINA aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact us using the information listed below and we will try to resolve your complaint as quickly as possible.

Cayman Islands National Archive  
P.O. Box 10160  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

Tel: +1-345-949-9809  
Fax: +1-345-949-9727  
Email: [cina@gov.ky](mailto:cina@gov.ky)  
FOI Email: [foi.cna@gov.ky](mailto:foi.cna@gov.ky)  
Website: [www.cina.gov.ky](http://www.cina.gov.ky)

Further information about our Complaints procedures and *Complaint Form* can be viewed on our website [www.cina.gov.ky](http://www.cina.gov.ky) and/or by contacting us and requesting our *Internal Complaints Policy*, the *Internal Complaints Process* brochure and complaint form. This information is also listed in *Section 7: Categories of Information – Policies and Procedures*.

For information on CINA's FOI Internal Review procedure, please see the Right of Appeal page on our website [www.cina.gov.ky](http://www.cina.gov.ky), or contact us via the mailing address or telephone/fax information directly above or via email at [foi.cna@gov.ky](mailto:foi.cna@gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner at the contact information listed below, if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Public authority**

Cayman Islands National Archive (CINA)

### **Ministry**

Ministry of Education, Training & Employment  
Mary Rodrigues, Chief Officer

133 Elgin Avenue  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

Tel: +1-345-244-2417  
Fax: +1-345-949-9343  
Email: [education@gov.ky](mailto:education@gov.ky)  
Website: [www.education.gov.ky](http://www.education.gov.ky)

### **Principal Officer**

J. Kimlon Lawrence, Director

P.O. Box 10160  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

Tel: +1-345-949-9809 x. 101  
Fax: +1-345-949-9727  
Email: [cina@gov.ky](mailto:cina@gov.ky)  
FOI Email: [foi.cna@gov.ky](mailto:foi.cna@gov.ky)  
FOI Website: [www.cina.gov.ky](http://www.cina.gov.ky)

### **Other contact information – telephone and email**

Reception	-	Ext. 101
Records Centre - email	-	<a href="mailto:recordscentre@gov.ky">recordscentre@gov.ky</a>

### **Information Manager**

Tammi Selzer, Information Manager  
Charisse Morrison, Information Manager (Designate)

Cayman Islands National Archive  
P.O. Box 10160  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

Tel: +1-345-949-9809 x.101  
Fax: +1-345-949-9727  
Email: [foi.cna@gov.ky](mailto:foi.cna@gov.ky)  
FOI Website: [www.cina.gov.ky](http://www.cina.gov.ky)

### **Organisation and functions**

CINA provides two sets of services: one to the public and one to government. For members of the public, the Archive acquires, preserves and gives access to the historical heritage of the Cayman Islands; for government departments it supports a modern records management service ensuring that official records are properly managed from the moment of their creation until they are transferred into the Historical Collections or destroyed. The two services are closely linked: today's records are tomorrow's archives. Only with sound records management and meticulous preservation can records be carefully maintained for future generations.

The work of CINA focuses on 2 major outcomes:

- To enable good recordkeeping practices across the Cayman Islands public sector, in support of Government accountability and efficiency; and

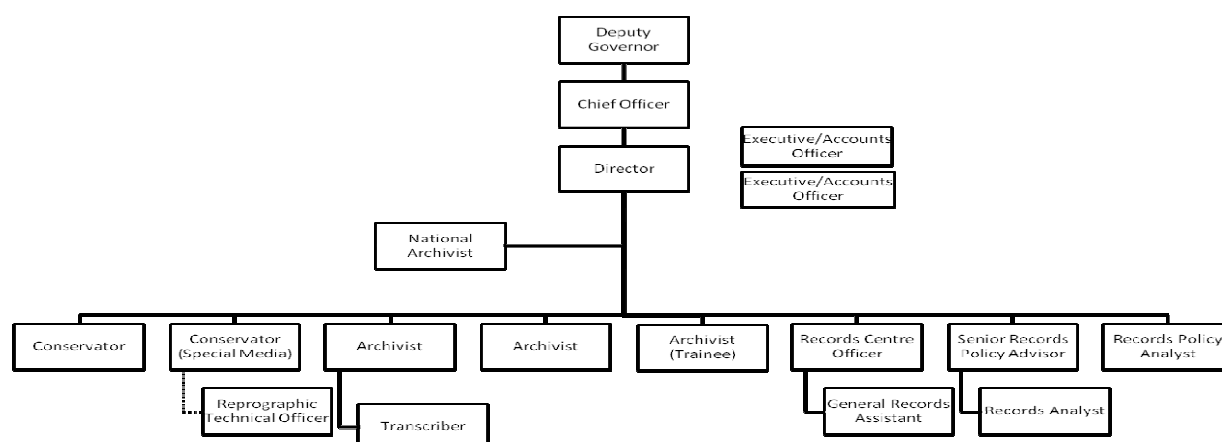
- To manage, preserve and provide access to the documentary heritage of the Cayman Islands through its Historical Collections.

CINA comprises the following sections:

- Administration
- Archive
- Preservation
- Records Management

The three main functions of CINA are Archival Management, Government Records Management and Preservation Management; please see the Classes of Information section of our FOI website [www.cina.gov.ky](http://www.cina.gov.ky). Also, see *Section 7: Categories of Information* in this publication scheme.

## Organisational Chart



## Staff Directory

- Brenda Ebanks, Executive/Accounts Officer
- Carol Mascarenhas, Executive/Accounts Officer
- Charisse Morrison, Archivist
- Charlena Connor, Records Centre Officer
- Dennis Denton, Conservator (Special Media)
- Elizabeth Scholefield, Transcriber, Oral History
- Hamid Charles, Reprographic Technical Officer (Micrographics)
- Maylen Eden, Conservator
- Paul Robinson-Troake, Senior Records Policy Advisor
- Tammi Selzer, National Archivist
- Tricia Bodden, Archivist
- Tyrone Yen, Records Assistant

Location and hours	Matters handled
CINA is open Monday-Friday, 8:30am - 5:00pm and is located at 37 Archive Lane, Shedden Road.	All matters and work processes relating to CINA are managed and performed at the one location.
CINA's Reading Room is open Monday-Friday, 9:00am - 4:30pm. We take our last appointment at 3:30pm. Appointments are recommended to ensure that time and space in the Reading Room is available.	The viewing of information listed in this publication scheme or records requested via FOI Requests to CINA, takes place in the Reading Room. To access the Historical Collections at CINA, a Reading Room visit is necessary. An Archivist will assist you by providing the resources needed to help answer your questions.

### Boards and committees

Name	Meetings	Minutes
<p>Records Advisory Committee, which in accordance with Section 5 of the National Archive and Public Records Law (2010 Revision) makes recommendations to the Governor in Cabinet concerning disposal schedules, any periods of public access restrictions to public records and the disposal of those records.</p> <p>The Committee consists of:-</p> <ul style="list-style-type: none"> <li>Chairman (appointed by Deputy Governor)</li> <li>Secretary to the Cabinet*</li> <li>Attorney-General or a legal practitioner employed in his portfolio and nominated by him</li> <li>Minister of Finance*</li> <li>Director of Internal Audit*</li> </ul>	<p>In accordance with Section 3 (1) of the National Archive and Public Records Regulations, (2007), the Records Advisory Committee meets as often as may be required, but not less than twice a year.</p> <p>The meetings are held in the Reading Room at CINA and are closed to the public.</p> <p>Refer to the Boards &amp; Committees section on CINA's FOI website <a href="http://www.cina.gov.ky">www.cina.gov.ky</a></p>	<p>Minutes of the Records Advisory Committee can be obtained by visiting CINA's Reception Desk, or by contacting us via telephone, email at <a href="mailto:cina@gov.ky">cina@gov.ky</a> or via postal mail.</p>

<ul style="list-style-type: none"> <li>• Chief Officer, Judicial Administration*</li> <li>• Clerk of Legislative Assembly*</li> </ul>		
---	--	--

\* Or his/her nominee

**Frequently asked questions** - also listed on our FOI Website; FAQs on [www.cina.gov.ky](http://www.cina.gov.ky).

▪ **What sorts of records is CINA interested in acquiring?**

CINA is the official repository for records of the Cayman Islands Government that are deemed to be of enduring value. CINA also acquires private papers or business records by donation, or in exceptional circumstances by purchase. CINA's collections contain a myriad of records including textual documents, photographs, maps, films and oral histories. Potential donations undergo an archival appraisal to determine how it might complement the present holdings and benefit researchers. Please contact the Archive at [cina@gov.ky](mailto:cina@gov.ky) regarding potential donations.

▪ **Do I have to pay an entry fee to enter CINA's Reading Room?**

No, use of the Reading Room and CINA's resources are open to the general public free of charge. Every user is required to register as a reader (see question 4), at which time presentation of identification may be requested. Certain fees do apply for reproduction and publication; see *Section 4: Fees and charges* of this scheme.

▪ **Can I see all records CINA holds?**

No, access restrictions can apply. Time-limited restrictions may relate to specific records, such as; the 100-year rule for Government census return forms. Secondly, some private donors have requested access restrictions to donated records. Other records may also be closed for conservation reasons. If a record has become too fragile to be handled by the general public, CINA will make an effort to provide an access copy as resources permit.

▪ **How does the CINA's Reading Room process work? What do I have to do to gain access to your historical resources?**

All of CINA's Historical Collections can be viewed in the Reading Room, however appointments are recommended; the Reading Room is open Monday to Friday, 9:00am until 4:30pm, with the last appointment at 3:30pm. To make an appointment, please telephone on +1-345-949-9809 and ask to speak to the Archivist on Duty or email [cina@gov.ky](mailto:cina@gov.ky).

On entering the Archive, you will be asked to sign in using the Visitor's Book. When you use the Reading Room for the first time, you will have to register as a new reader. This involves completing and signing a form with your personal data which indicates that you have read a copy of the Reading Room Rules. In return, you will receive a Reader's Ticket for future use. One of our reference Archivists will then assist you with finding the

right sources for your research, however they do not conduct research on your behalf – see question 6.

Many of the records have been described on databases, some of which you will have access to, while others the Reference Archivist will consult on your behalf to find pertinent sources. Finding aids to many other records may require you having to look through printed catalogues, inventories, lists, etc. in order to find the records of interest. Be prepared to schedule sufficient time to carry out your research and if you are working to a tight time schedule, do not wait until the last possible moment to visit the Reading Room with your questions. Please note that appointments may be necessary to view certain types of records, e.g. the records in CINA's Photographic Collection.

It is important to note that the normal processing time for all photographic orders (prints or scans) is 2-3 weeks. Processing can at times be longer or shorter dependent upon the complexity of the job and the number of orders submitted for processing.

- **Can I borrow books from CINA?**

No. Besides comprehensive archival collections, CINA houses the collections of the Reference Library, consisting of thousands of published titles dealing with Caymanian and Caribbean history, geography, sociology, economy, and many other topics of research. These are open for consultation by the general public, however, since many of the books and serials in the collections are rare or unique CINA does not allow original material out of the building. Reproduction services may be available for a fee and subject to copyright provisions. *Section 4: Fees and charges* of this scheme.

- **What do you mean by "CINA Staff are not authorised to conduct research on the researcher's behalf"?**

Archival sources are used for many different purposes, and readers approach CINA's holdings from a huge variety of research angles, not all of which Archive staff may be familiar with. Once the reader is in the Reading Room and has become aware of the many sources, a simple question often transforms into a very complex, detailed or extensive quest for information. Under these circumstances the Reference Archivist on duty can provide the reader with sources, but ought not to be part of the interpretation of these sources. Therefore, when you visit the Reading Room, you should schedule sufficient time to do your research. It may be a good idea to call or make a preliminary visit in order to find out exactly which sources are available.

## **History**

Following is a timeline on the establishment of CINA:

1985	Discussions about the establishment of an archive, which began with a report by a British Executive Services Overseas advisor, John Cantewell
1987	Mr. Cantewell returned and summed up that it was the same as when he was here last only worse
1988	Government made the decision that there was to be an Archive



1988-1990	Dr Norman Reid – Archivist was hired as a consultant hired to set things up and establish the archive
1991	The Cayman Islands National Archive opened in the Tower Building with an Archivist and Conservator
1991	The Institute of Caymanian Heritage Law was created but never Gazetted
1992	CINA moved into its current building and additional records staff member was hired. Initial focus was records management
1993/1994	Archive management work began
2007	The National Archive and Public Records Law enacted.
2010	The National Archive and Public Records Law revised.
2011	The Archive building renamed.

For more information on the development of CINA, please contact CINA to view a report entitled “Establishment of Cayman Islands Archive & Record Centre: Report of BESO Adviser”, 24 October, 1987. BESO is British Executive Services Overseas and the Advisor was John Cantewell.

## **STRATEGIC MANAGEMENT**

---

All items are (also) accessible by visiting CINA's Reception Desk, or by contacting us via telephone, email at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) or via postal mail, unless otherwise noted.

### **Governance**

#### **Governing Legislation and Regulations**

The Cayman Islands National Archive is established under The National Archive and Public Records Law (2010 Revision)\*. The major responsibilities of the National Archive are defined in this Law and the accompanying Regulations\*.

CINA's operation is also influenced by the following legalisation:-

- 1) The Cayman Islands Constitutional Order 2009 – accessible online at [www.constitution.gov.ky](http://www.constitution.gov.ky)
- 2) Public Service Management Law (2007 Revision)\*
- 3) Public Service Management Law - Personnel Regulations (2006)\*
- 4) Public Management and Finance Law (2005 Revision)\*
- 5) The Public Management and Finance Law - Financial Regulations (2008 Revision)\*
- 6) The Freedom of Information Law (2007)\*
- 7) Evidence Law (2007 Revision)\*
- 8) Electronic Transactions Law (2003 Revision) – hardcopy accessible in CINA Reading Room (RR) and may be available for purchase from the Cayman Islands Legislative Assembly

- 9) Limitations Law (1996 Revision) – hardcopy accessible in CINA RR and may be available for purchase from the Cayman Islands Legislative Assembly

\*Accessible online at [www.gazettes.gov.ky](http://www.gazettes.gov.ky)

## **Corporate management**

### **Work Plan**

2011-2012 CINA Work Plan

### **Annual Reports**

As CINA does not have its own individual annual report, information is included in the Government wide annual reports entitled Annual Reports and Official Handbook, 2004-2005 – online at [www.gov.ky](http://www.gov.ky) and in CINA's RR.

### **Hazard Management and Disaster Recovery**

- 1) 2010 Departmental Disaster Control Database – holds information on vital records for all public authorities
- 2) Continuity of Operations Plan 2010
- 3) Guidelines to the 2010 Hazard Management Plan for Records\*
- 4) 2010 Hazard Management Plan for Records template\*
- 5) Hazard Management Planning for Records bulletin\*

\* Accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)

## **FINANCE & ADMINISTRATION**

---

All items are (also) accessible by visiting CINA's Reception Desk, or by contacting us via telephone, email at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) or via postal mail, unless otherwise noted.

### **Financial Management**

Annual Budget – online at 2010/2011 Budget or by visiting [www.gov.ky](http://www.gov.ky) and includes the following:

- Annual Budget Statements
- The Annual Plan and Estimates
- Ownership Agreements
- Purchase Agreements
- CINA Output Evidence Guide 2010-2011

### **Administration**

- CINA File Plan and Disposal Schedule - in draft form, not accessible until approved
- Insurance Policies – Certificate of Insurance that covers two government-owned vehicles
- Job Vacancies/Career Opportunities – online at [www.recruitment.gov.ky](http://www.recruitment.gov.ky)
- Press Releases- online at [www.cina.gov.ky](http://www.cina.gov.ky)
- Salary Scales - Annual and Monthly Salary Scale for Salaried Staff and Hourly Rate for Wage Workers, 2010 – online at [www.pocs.gov.ky](http://www.pocs.gov.ky)

## **POLICIES & PROCEDURES**

---

All items are (also) accessible by visiting CINA's Reception Desk, or by contacting us via telephone, email at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) or via postal mail, unless otherwise noted.

### **Complaint's Handling Procedures**

- 1) Complaints Process – procedures for handling complaints
- 2) Complaints\* section of CINA FOI website and Complaint Form\*
- 3) Internal Complaints Policy
- 4) Internal Complaints Process (brochure)

### **Human Resources**

- CINA Human Resource Management Policy and Procedures Manual: Work Place Rules
- The Public Servant's Code of Conduct
- CINA Leave Request Application
- CINA Working Hours & Lunch Hour Application

### **Information and Technology Management**

- Administrative File Plans and Disposal Schedules – in draft form, not accessible until approved
    - Financial Management\*
    - Human Resources\*
    - Records of Boards and Committees
    - Buildings, Equipment and Vehicles Management\*
    - Information and Technology Management (D)
    - Communications Management (D)
  - Fact Sheets
  - Legal Admissibility
  - CINA Record Keeping Responsibilities (D)
  - Information Management Policy for the Cayman Islands National Archive(D)
  - List of Public Authorities\* (updated monthly)
  - Help Desk Log – database used for tracking logs to Help Desk, Computer Services Department
  - CINA Memo – Thru
  - CINA Fact Sheet Template
  - CINA Guidelines Template
  - CINA Document Guide 2010
  - Continuation Sheet Template
  - File Minute Template
  - Administrative Appraisal Reports
  - Operational Appraisal Reports
  - Private Donation/Community Records Appraisal Reports
  - PowerPoint Presentation Slides
- \*Accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)
- (D) – in draft form, not accessible until approved.

## **Operating Policies and Procedures**

The policies and procedures listed below are used in carrying out functions, activities and the delivery of services as relating to the three functions of CINA.

### **Archive Management**

- Appraisal Policy (D)
- Appraisal Procedures – Operational (D)
- Appraisal Procedures – Private donations/Community archives (D)  
(D) – in draft form, not accessible until approved.

### **Reading Room (RR)**

- Policy on Photocopying
- Policy on Publication of Photographic Records
- Reading Room Rules\*
- Procedures for Managing Reference Services

### **Oral History**

- C.I. Memory Bank Transcribing Policy - hardcopy only
- Cayman Islands Memory Bank Handbook, 1990 – hardcopy only
- Cayman Islands National Archive Oral History Programme:
- Editing Guidelines for Transcribers
- Editing Policy

\* Accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)

### **Government Records Management**

All items are (also) accessible by visiting CINA's Reception Desk, or by contacting us via telephone, email at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) or via postal mail, unless otherwise noted.

#### **Internal Use**

- Disposal scheduling based on operational file plans: Procedures for CINA staff
- Records Centre Procedures

#### **For Public Authorities**

- Conducting a Records Survey\*
- Deputy Governor's Code of Practice on Records Management Pursuant to Section 52 of the Freedom of Information Law, 2007\*
- Deputy Governor's Code of Practice on Publishing Pursuant to Section 51 of the Freedom of Information Law, 2007.
- Government Use of E-mail (Administrative Circular No. 2 of 2006)\*
- Records Management Checklist for FOI and e-Government\* – key RM tools required by public authorities to meet their legislative requirements and support the use of new technology
- Records Management Policy for the Cayman Islands Government
- Creation, Maintenance and Disposal Records Management Standard
- Guidelines
  - Destruction of Public Records
- Implementing the Financial Management File Plan and Disposal Schedule: An Explanatory Document\*
- Implementing the Human Resources Management File Plan and Disposal Schedule: An Explanatory Document\*

- Implementing the Buildings, Equipment and Vehicles Management File Plan and Disposal Schedule: An Explanatory Document\*
  - RM Mapping Tool Template\*
  - Preservation Survey: Digital materials creation and use in public agencies
- \*Accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)

### Preservation Management

- The Cayman Islands National Archive Micrographics Programme – policy and procedures manual for the micrographics programme.
- Preservation Copying Policy (D)
- Mould Remediation  
(D) – in draft form, not accessible until approved.

## LISTS & REGISTERS

---

### List of Public Authorities

The National Archive maintains a list of public authorities, responsible for managing records in accordance with the *National Archive and Public Records Law*, and responding to requests under the *Freedom of Information Law*. The List of Public Authorities can be viewed on the CINA's FOI website [www.cina.gov.ky](http://www.cina.gov.ky) or by contacting Tammi Selzer, Information Manager at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) or on +1-345-949-9809.

### FOI Disclosure Log

Request Number	Request Details	Outcome
22934	Applicant was interested in the costs for CINA training developed for FOI Implementation	Granted in Full
27777	1) A comprehensive itemized list of your CINA's actual expenses for the Budget year ending June 2009 and the Budget year ending June 2008.  2) The total number of paid consultants on contract with CINA.	Granted in Full

### Registers

Fixed Asset Register 2011/12 – accessible at Reception Desk.

## OUR SERVICES

---

Following is a list of the forms, newsletters, bulletins, databases, documents, finding aids, guidance notes that provide detailed information about the services offered and activities carried out by CINA, to fulfill its three high-level functions and responsibilities.

All documents are accessible by visiting CINA's Reception Desk, (RR) and/or via email at [foi.cna.@gov.ky](mailto:foi.cna.@gov.ky), unless otherwise noted.

### **Archive Management**

NB. \* Accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)

#### **Fee Schedules**

- National Archive Publications: Retail and Student Price List (CI\$)\*
- Reproduction Fees CI\$\* and US\$ banks drafts – for photographs, audio-visual records, photocopies and microform.

#### **Forms – For Public Use**

- Application for Reader's Tickets\* and Reader's Ticket – application and ticket to access CINA's Historical Collections; accessible in Reading Room
- Donation Agreement - agreement between CINA and private donors concerning donations into Historical Collection
- Reproduction Request Form - work order request form for copies of all records from CINA's Historical Collections; including photocopies, photographs, audiovisual, microfiche, etc.
- Photographic Publication Request Form\* - application to publish photographic records & manage usage of images obtained from CINA's Photographic Collections; accessible in Reading Room
- Photographic Disclaimer labels – labels restricting further reproduction; provided with all photographic print orders
- Audiovisual Publication Request Form

#### **Forms – Internal Use**

- Accession Information Sheet - records detailed information of private donations upon receipt
- Microfiche Sale Log - records sale of microfiche
- Microfiche Order - order form to replenish microfiche stock for sale
- CINA Photographic Order Forms - work order forms for the reproduction of archival records, as follows
  - Photographic Order Form
  - Audiovisual Order Form
  - Photographic Order Form for Textual Materials

#### **Databases – For Public Use**

- Class Description Database – links to Guide to Records Copied from The National Archives (England & Wales)
- Government Publications Listing - a catalogue listing published and non-published material from public authorities
- Guide to Records Copied from The National Archives (England & Wales) - a catalogue describing copied information pertaining to the Cayman Islands

- Index to Laws 1865-1962 - a catalogue indexing CI Laws in CINA's Historical Collection
- Marriage Registrations - a catalogue listing the microfiche reference numbers of Marriage Registrations according to Marriage Officers, districts and dates
- Moving Image - a catalogue describing CINA's film (reel-to-reel, VHS and DVD collection)
- Newstar - a catalogue summarising the main articles Newstar magazines
- Nor'wester - a catalogue summarising the articles in the Nor'wester magazines
- Oral History - a catalogue summarising oral history interviews
- Published Moving Images – links to Moving Image
- Photographic Collections - a catalogue of CINA's Photographic Collections for public access only (copy)

#### **Databases – Internal Use**

- Accession Register - a catalogue briefly describing privately donated materials
- Archival Acquisitions 2011-2012 - statistical log of materials acquired into the Historical Collection of the Cayman Islands
- Central Registry - a catalogue describing Government's historical documentary pre-1980's
- Commissioner's Correspondence - a descriptive catalogue of letters to and from the Commissioners of the Cayman Islands
- Government Notices - a catalogue indexing public notification of events by the CI Government; precursor to the Gazette
- Image - a catalogue of CINA's Photographic Collections
- Index to Collections - a catalogue indexing CINA's private Collections numerically
- Legislative Assembly Sound Recordings - a catalogue listing sound recordings from the Legislative Assembly meetings
- Maps - a catalogue describing CINA's Maps collection
- Reference Library - a catalogue listing one-off publications relating to the Cayman Islands and the Caribbean
- Reference Library – Serials - a catalogue listing newspapers, magazines, journals, newsletters of the Cayman Islands primarily and the Caribbean
- 2011-2012 Reference Log - a statistical log of inquiries pertaining to access to historical information
- Shelf - an obsolete location listing of CINA's Historical Collections
- Staff Library - a catalogue of staff reference material

#### **Electronic Finding Aids - For Public Use** (PDF and Microsoft Word files; printed copies also available)

- Alphabetical Index to Laws 1865-1962 - alphabetical listing of Cayman Islands Laws found in CINA's Reference Library
- Birth Index – Microsoft Word files (also available on Microfiche) - partial alphabetical listing by district of birth registrations (also available by numerical certificate listing)
- Chronological Index to Laws 1865-1962 - chronological listing of Cayman Islands Laws found in CINA's Reference Library
- Genealogical Records on Microfiche Available for Sale
- Nor'wester - searchable electronic copies of Nor'wester magazine

**Electronic Finding Aids – Internal Use** (Microsoft Word and Excel files; printed copies also available)

- Funeral Programmes - alphabetical listing
- Marriage Programmes - alphabetical listing
- Microfiche Collection by Holdings - a listing according to historical records of information available on microfiche
- National Trust Historic Site Inventory - detailed inventory of buildings (pre-1950) or sites recognized as having historical significance
  - Copy Negative Listing - a listing of inventory images
  - File List - a listing of historical sites in the Cayman Islands by district

**Printed Finding Aids – For Public Use**

- An Annotated Bibliography: The Presbyterian Church in the Cayman Islands - summary of copies of published sources from cultural institutions in Scotland
- Catalogue of Jamaica Original Correspondence 1831-1835 - a listing of copies of records from Jamaica relating to the Cayman Islands
- Catalogue of Memory Bank<sup>1</sup> Tapes (to March 17, 2005) - listing of narrators, (persons interviewed) district, interviewer, date of interview and main subjects.
- CINA. Oral History Programme: Narrator List to June 2008 - listing of narrators by district.
- Guide to Moving Images - a descriptive list of CINA's film (reel-to-reel, VHS and DVD) collection
- Guide to Records Copied from The National Archives (England & Wales)
- Index to Government Notices - catalogue indexing public notification of events by the CI Government; precursor to the Gazette
- Index to Laws - listing of all Cayman Islands Laws in the Reference Library
- Index to *Notes on the History of the Cayman Islands* by George S. S. Hirst – a name, subject and place index to the titled book
- Inventory to Selected Manuscripts of the Presbyterian Church in The Cayman Islands – summary of manuscript copies from cultural institutions in Scotland.
- Memory Bank: Index to Bound Volumes – numerical index to bound transcripts
- Memory Bank Glossary of Unfamiliar/Dialect Words as Used in Memory Bank Interviews: A work in progress

**Printed Finding Aids – Internal Use**

- National Trust Historic Site Inventory
  - Copy Negative Listing
  - File List
- Vertical Files - a list of the subject headings for the Vertical Files – miscellaneous information relating to the Cayman Islands donated by the public

**Brochures, Pamphlets, Journals**

- Genealogical Records: An aid to locating your ancestors - briefly describes the main genealogical records in the Historical Collections
- Our Nation's Memory: Preserving Today for Tomorrow - a synopsis of CINA, briefly describing the main functions
- CINA Vanguard Journal

---

<sup>1</sup> Renamed Oral History Programme



### **Oral History Forms – Internal Use**

- Interview Inventory - list of interviews by year includes reference code
- Narrator Agreement - agreement between CINA and interviewee
- Preservation of Tapes Removal - tracks movement of audio carriers during preservation work
- Transcribers Agreement - agreement between CINA and staff employed as transcribers transcribe oral history interviews
- Transcribing Record - records the progress of editing work on transcripts
- Videographer Agreement - agreement between CINA and staff employed to video oral history interviews
- Volunteer Work Sheet - records removal and return of oral history material
- Working Copy Removal - tracks movement of transcripts during editing process

### **Government Records Management (RM)**

All documents are accessible by visiting CINA's Reception Desk, (RR) and/or via email at [recordscentre@gov.ky](mailto:recordscentre@gov.ky), unless otherwise noted as \* which denotes that it is accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)

#### **Forms – For Public Authorities**

- File Plan and Disposal Schedule Template – used by Public Authorities in conjunction with RM Workbooks 1 and 2 (below) to create their file plan and disposal schedule
- Proof of Destruction Form – to document the destruction of records that have passed their minimum retention period, as set out in the disposal schedule
- Records Management System (RMS) User Manual – a manual for all Records Officers in public authorities in using RMS, an electronic system for tracking the lifespan of government records
- Request for New RMS Username – Records Management System
- Using RMS – Registration Form (for staff of public authorities to register to attend CINA training session entitled “Using RMS”)
- Transfer Form – Template (template form for transferring records between Ministries)
- Transfer Form - Example (completed example)

#### **Forms – Internal Use**

- Verification Worksheet for Operational File Plan and Disposal Schedule - checklist

#### **Databases – Internal Use**

- Public Sector Provenance Database – historical and current information on the administrative structure of all public authorities
- 2011-2012 RM and RMS Inquiries Log – a statistical log of inquiries pertaining to RM and RMS
- Transfer Database – a descriptive summary of non-system (RMS) records obtained from public authorities

#### **Tools – For Public Authorities**

- General Guidance on the Migration of Records as Part of a Policy for the Disposal of Electronic Data Storage Containers
- Guidance on Implementing Email Policy\*
- Guidance for Managing Electronic Records
- Managing Records During Administrative Change
- Records Management Bulletins\*
- Records Management Glossary

## **Preservation Management**

### **Forms – Internal Use**

- CINA Preservation Site Visit Report template

### **Databases – Internal Use**

- Conservation Treatment Database – records invasive/non-invasive treatment carried out on documents
- 2011-2012 Micrographics Stats Database – records the production of microfiche
- 2011-2012 Preservation Photographic Stats – records the production of photographic orders and scanning projects

# ***University College of the Cayman Islands***

## **Publication Scheme**

**Produced in accordance with the Deputy Governor's Code of Practice**

### **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

## **1. About the Publication Scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the University College of the Cayman Islands to making information available to the public as part of its normal business activities.

The University College of the Cayman Islands will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The University College of the Cayman Islands will generally not publish:

- information in draft form;
- information that is not held by the University College of the Cayman Islands, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the University College of the Cayman Island's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of Access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.ucci.edu.ky>

If you are still having trouble locating information listed under our scheme, please contact:

FOI Information Manager Mrs. Lucille Kong 345-623-8224 or direct line at 345-623-0563 or e-mail at [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky) or [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky)

## **Email**

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

## **Phone**

Documents listed in the publication scheme can also be requested by telephone. Please call 345-623-8224 to request information.

## **Post**

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: Lucille Kong at 345-623-8224 or email at [Lkong@ucciedu.ky](mailto:Lkong@ucciedu.ky) or [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky) to request information

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

## **Personal visits**

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

## **Advice and assistance**

If you experience any difficulty identifying the information you want to access, please contact Mrs. Lucille Kong at 345-623-8224 or direct line at 345-623-0563 or [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky)

The University College of the Cayman Islands will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the University College of the Cayman Islands is legally required to translate any information, it will do so

## **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The University College of the Cayman Islands strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the University College of the Cayman Islands offers for sale. This includes: *JUCCI Publication*. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

### **Reproduction costs**

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### **Postage costs**

The University College of the Cayman Islands will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the University College of the Cayman Islands has received your payment.

## 5. Requests for information outside the Publication Scheme

Information held by the *University College of the Cayman Islands* that is not published under this scheme can be *requested in writing*.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager, Mrs. Lucille Kong at 345-623 8224 or direct line 345-623-0563 or email at [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky) or [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky)

## 6. Complaints

The *University College of the Cayman Islands* aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Mrs. Lucille Kong at 345-623-0563 or email at [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky) or [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Mrs. Lucille Kong at 623-8224 or direct line at 345-623-0563 or email [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky) or [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
Elizabethan Square  
2 Floor, Building C,  
George Town, Grand Cayman  
Cayman Islands

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Monday-Friday 9am-4pm

Telephone: +1 345 747 5402

Fax 345-949-2026

Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of Information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers

- Our Services

## **ABOUT US**

University College of the Cayman Islands

### **Ministry**

Ministry of Education, Training, Employment

### **Principal Officer**

#### **Minister of Education, Training & Employment**

Hon. Rolston Anglin, JP, MLA

Minister of Education, Training, Employment

#### **Physical Address**

c/o Government Administrative Building

Grand Cayman KY1-9000

Telephone: 345-244-2417

#### **Mailing Address**

Box 108, Gov't Admin Building

Grand Cayman, KY1-9000

Gov't Admin Building

133 Elgin Ave, George Town

Cayman Islands

Website: [www.education.gov.ky](http://www.education.gov.ky)

#### **Deputy Chief Officer of Ministry of Education**

Mr. Vaughan Carter

c/o Government Administrative Building

Grand Cayman KY1-9000



Telephone: 345-244-2417

**Physical Address**

c/o Government Administrative Building  
Grand Cayman KY1-9000  
Telephone Number: 325-244-2417  
Email: education@gov.ky

**Mailing Address:**

Box 108, Gov't Admin Building  
Grand Cayman, KY1-9000  
Gov't Admin Building  
133 Elgin Ave, George Town  
Cayman Islands  
Website: www.education.gov.ky

**President of the University College of the Cayman Islands**

Mr. J. A. Roy Bodden, J.P.

**Physical Address:**

University of the Cayman Islands (UCCI)  
168 Olympic Way,  
George Town, Grand Cayman  
Email: rbodden@ucci.edu.ky

**Mailing Address:**

P.O. Box 702,  
George Town, Grand Cayman KY1-1107  
Telephone Number: 345-623-8224 Fax: 345-949-6781  
Email: info@ucci.edu.ky

**Dean of Academics: University College of the Cayman Islands**

Dr. Allan Young

**Physical Address:**

University of the Cayman Islands (UCCI)  
168 Olympic Way,  
George Town, Grand Cayman  
Email: Ayoung@ucci.edu.ky

**Mailing Address:**

P.O. Box 702, KY1-1107  
George Town, Grand Cayman  
Telephone Number: 345-623-8224 Fax: 345-949-6781  
Email: info@ucci.edu.ky

**Director of UCCI Brac Campus**

Martin Keeley

**Physical Address**

Avistar Building  
Cayman Brac  
Cayman Islands

**Mailing Address**

P.O Box 255  
Stake Bay KY2-2101  
Cayman Brac  
Telephone Number: 345-623-0504 Fax: 345-948-8129  
Email mkeeley@ucci.edu.ky

## **University College of the Cayman Islands Contact Details**

Grand Cayman Office Address:

### **Physical Address**

University of the Cayman Islands (UCCI)  
168 Olympic Way,  
George Town, Grand Cayman

### **Mailing Address**

P.O. Box 702, KY1-1107  
George Town, Grand Cayman  
Telephone Number: 345-623-8224 Fax: 345-949-6781

### **UCCI Information Manager**

Mrs. Lucille Kong at 345-623 8224 or direct line at 345-623-0563 or e-mail  
lkong@ucci.edu.ky or foi@ucci.edu.ky

## **Organisation and Functions**

Mission:

The University College of the Cayman Islands is an institution of higher learning that contributes to the Caymanian society by advancing knowledge and developing creative graduates through its cultural, social, economic and environmental activities.

Administration:

University of the Cayman Islands (UCCI)  
P.O. Box 702,  
George Town KY1-1107  
Grand Cayman  
Telephone Number: 345-623 8224 Fax: 345-949-6781

Location and hours	Matters handled
<p><b>University College of the Cayman Islands</b>  <b>Administration Office</b>  Opening hours:  Monday 8 am -Thursday 5:00pm  Friday 8:30 am-4:30 pm</p> <p><b>The Sam Basdeo Learning and Resource Centre</b>  Opening hours:  Monday 8:00 am- Thursday 9pm.  Friday 8:00 am-4:00pm  Sat &amp; Sun 9:am-5:00pm</p> <p><b>Civil Service College of the Cayman Islands</b>  Opening hours:  Monday- Saturday 8:30 am- 9:00 pm.  Friday 8:30 am – 4:30 pm.</p>	<p>Application/registration for students and enquires from the public about our programmes.</p> <p>Learning resources, books, proprietary database, staff expertise in research assistance and study facilities.</p> <p>Application/registration special courses for Civil Servants and enquiries from the public about our programmes</p>

<b>Boards and Committees</b>		
<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<b>UCCI Board of Governors....</b>  <i>Chairman: Mrs. Berna Thompson Cummins,</i> <i>Deputy Chairman: Mr. Taron Jackman</i> <i>Mr. Orren Merren</i> <i>Ms. Janet Farrington-Martinez</i> <i>Mr. Isacc Rankin</i> <i>Mr. Samuel Rose</i> <i>Sectary: Mrs. Lucille Kong</i> <i>Ex-Officio: Mr. J. A. Roy Bodden,</i> <i>Mr. Vaughan Carter</i>	<i>Location:</i> <i>University College</i> <i>Of the Cayman</i> <i>Islands</i>	<i>Minutes may be</i> <i>requisitioned</i> <i>through a FOI</i> <i>request by</i> <i>contacting Mrs.</i> <i>Lucille Kong at</i> <a href="mailto:foi@ucci.edu.ky"><i>foi@ucci.edu.ky</i></a>

## History

Government-sponsored tertiary education in the Cayman Islands began in 1975 when the Community College was established as a part-time institution. From 1976 to 1981 three other institutions - the Trade School, the Hotel School and the Marine School - were founded. These schools were located at different sites and were supervised either by the Ministry of Education or the Ministry of Tourism and Labour.

In 1985, the Government of the Cayman Islands decided to centralise the administration of all public post-secondary educational institutions on the islands. The Hotel Training School, the Marine & Trade Training School and the Secretarial/Business Studies Section of the Sixth Form of the Cayman Islands High School were amalgamated to form the Community College of the Cayman Islands.

In 1987, by an Act of the Legislative Assembly, the College was established as a semi-autonomous post-secondary educational institution.

In 2004, by an act of the Legislative Assembly, the name of the institution was changed from the Community College of the Cayman Islands to the University College of the Cayman Islands.

Governance of the College, as stipulated in the Community College Law, 1987, and in subsequent revisions of 2004, is the responsibility of a Board of Governors and an Academic and Advisory Committee.

## **Ministry**

UCCI functions under the Ministry of Education, Training and Employment.

## **STRATEGIC MANAGEMENT**

The Ministry of Education, Training and Employment administers the authority's operations at the organisational level; developing business plans and corporate policy; setting long term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programmes to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

## **Governance**

- University College Law (2005 Revision)
- Freedom of Information Law, 2007
- The National Archive and Public Records Law, 2007
- The National Archive and Public Records Regulations, 2007
- The Public Service Management Law (2007 Revision)
- Personnel Regulations, 2006
- The Public Management and Finance Law (2005 Revision)

NB: These are available from the UCCI, Sam Basdeo Learning and Resource Centre. (Photocopying is \$0.10 per page)

- Board of Governors Minutes (accessible through a Freedom of Information Request)

## **Corporate management**

- Mission Statement

- Hurricane Disaster/Recovery and Emergency Preparedness Plan 2006

## **FINANCE & ADMINISTRATION**

### **Financial management**

- Budget
- Audit Reports
- Accounting Policies (under review)
- Financial Statement
- Tender
- Contracts

### **Administration**

- Examinations
- Insurance Policies
- Employment Contracts
- Petty Cash Vouchers
- Receipts
- Job Vacancies (<http://www.ucci.edu.ky>)
- File Plan (work in progress)

### **Human Resources**

- Organizational Chart (electronic copy)
- Directory of Officers and Employee (<http://www.ucci.edu.ky> )
- Job Descriptions
- Dress Code

## **POLICIES AND PROCEDURES**

- Internal Procedures for Identifying and Processing a Freedom of information Request (FOI)
- Library Management System Procedural Document
- Bachelor Degree Regulation
- Learning Resources Centre Policy Document
- Student General Regulations
- Academic Regulations
- IT Policies
- Admin. and Support Staff
- New Faculty
- Refund Policy
- Tuition Payment Plans
- Grade Forgiveness Request Form

## **Information and Technology**

- Press Releases

## **DECISIONS AND RECOMMENDATIONS**

- Committee Minutes (Electronic Record)

## **LIST AND REGISTERS**

- FOI requests
- FOI Request handling



## **OUR SERVICES AT UCCI**

- Transcript Request Forms (transcript cost \$10 for the first one any additional will cost \$5)
- Application Forms
- Letter Request Forms (\$10)
- Add and Drop Form (\$10)
- Withdrawal Forms (\$ 10)
- Payment Plan Fees (\$50)
- Payment Plan Forms
- Student Records (Exemption under the freedom of information law section 23(1) Pg 87, but Students can access their personal records)
- Degree Plans
- Credit Transfer Forms
- Challenge Exam Forms (cost \$75)
- Grade Appeal Forms
- College Catalogue (<http://www.ucci.edu.ky>) electronic copy
- Forms/Leaflets (<http://www.ucci.edu.ky>) electronic copy

## **Learning Resource Centre Patron Services**

- Library membership forms (individual membership \$25+\$100 deposit fee)
- Library membership (maximum of 5 persons membership \$25 +\$100 deposit fee)
- Lending Resources
- Providing Internet connectivity
- Assisting patrons in research techniques
- Providing research services
- Proctor online exam
- Proctor Accuplacer Examination

## Brochures

- Certificate
- Associate Degree
- Bachelor Degree
- Bachelor of Science in Social Sciences
- Master Degree in Human Resource Management
- Legal Secretary
- Post Graduate Diploma in Education
- Master Degree in Business Administration
- University College Brochures
- Continuing Education
- Sam Basdeo Learning Resource Centre
- ILEX Diploma in Vocational Paralegal Studies
- Diploma in Education
- Chartered Institute of Securities and Investment
- Professional MBA

## Frequently Asked Questions

- **What are the degrees offered at UCCI?**
- *The degrees offered are Associate, Bachelor and Master Degrees.*
  
- **Do you offer certificate programmes?**
- *Yes we do, such as accounting, computer technology, construction technology and electrical technology.*
  
- **How long is the certificate programme?**
- *The duration of these programmes is one (1) year.*
  
- **What are the criteria for entry to the Associate degree?**
- *The criteria is four (4) CXC/GCSE/IGCSE including English at General/Technical proficiency levels with grade 1-111 or a SAT score of 1425.*
  
- **What is the cost of the application fee?**
- *The cost of the application fee CI\$25.00.*



## Ministry of Community Affairs, Gender & Housing

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Ministry of Community Affairs, Gender and Housing to making information available to the public as part of its normal business activities.

The Ministry of Community Affairs, Gender and Housing will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme

## 2. Information that may be withheld

---

The Ministry of Community Affairs, Gender and Housing will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Community Affairs, Gender and Housing, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Ministry of Community Affairs, Gender and Housing's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

The exemptions and exceptions which relate specifically to the information that the Ministry of Community Affairs, Gender and Housing hold are:

- Seamen's payroll register - Exempted by Section 23 of the FOI Law
- Ex-Servicemen's payroll register - Exempted by Section 23 of the FOI Law
- Ministry personnel files - Exempted by Section 23 of the FOI Law
- Cabinet Papers – Exempted by Section 19 of the FOI Law
- Minutes of Cabinet Meetings - Exempted by Section 19 of the FOI Law

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Email

You can email us at [foi.mcw@gov.ky](mailto:foi.mcw@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 244-2424 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Information Manager  
Ministry of Community Affairs, Gender and Housing  
5<sup>th</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P.O. Box 109  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please call us at 244-2424 or send an email to [foi.mcw@gov.ky](mailto:foi.mcw@gov.ky).

The Ministry of Community Affairs, Gender and Housing will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Ministry of Community Affairs, Gender and Housing is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Ministry of Community Affairs, Gender and Housing strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Ministry of Community Affairs, Gender and Housing will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Ministry of Community Affairs, Gender and Housing has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Ministry of Community Affairs, Gender and Housing that is **not** published under this scheme can be requested in writing to:

Information Manager  
Ministry of Community Affairs, Gender and Housing  
5<sup>th</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P.O. Box 109  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS

Requests for information that is not published under this scheme can also be emailed to us at [foi.mcw@gov.ky](mailto:foi.mcw@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

---

The Ministry of Community Affairs, Gender and Housing aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact us at 244-2424 or send an email to [foi.mcw@gov.ky](mailto:foi.mcw@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints handling procedures can be obtained from contacting 244-2424.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of Public Authority**

Ministry of Community Affairs, Gender and Housing

### **Minister**

Honourable Mike Adam, MBE, JP  
5<sup>th</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P. O. Box 109  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Contact numbers: 345-244-2426

### **Principal Officer (Chief Officer)**

Dorine B. Whittaker  
5<sup>th</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P.O. Box 109  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Contact number: 345-244-2424

### **Information Manager and Designate**

Tamara Y. Ebanks – Information Manager



5<sup>th</sup> Floor Government Administration Building  
 133 Elgin Avenue, George Town  
 P.O. Box 109  
 Grand Cayman, KY1-9000  
 CAYMAN ISLANDS  
 Contact number: 345-244-2443

Leisa Welcome – Information Manager Designate

5<sup>th</sup> Floor Government Administration Building  
 133 Elgin Avenue, George Town  
 P.O. Box 109  
 Grand Cayman, KY1-9000  
 CAYMAN ISLANDS  
 Contact number: 345-244-2426

### **Organisation and functions**

The purpose of the Ministry of Community Affairs, Gender and Housing is to provide policy advice and administrative services for the Minister and Cabinet.

<b>Location and hours</b>	<b>Matters handled</b>
Ministry of Community Affairs, Gender and Housing 133 Elgin Avenue, George Town P.O. Box 109 Grand Cayman, KY1-9000 CAYMAN ISLANDS Contact number: 345-244-2424  Hours of Operation: 8:30am – 5:00pm Mondays to Fridays	Policy and Planning Legislation Administration Human Resource Management Freedom of Information Complaints Hazard Management Application for transfer payments (Seamen Ex-gratia and Community Development Scholarships) Community Development Action Committee grants
Ministry of Community Affairs, Gender and Housing Financial Unit Cricket Square 133 Elgin Avenue P.O. Box 109 George Town, Grand Cayman CAYMAN ISLANDS Ph: 345-945-6705  Hours of Operation: 8:30am – 5:00pm Mondays to Fridays	Accounts Payable Accounts Receivable Preparing Budget Day to Day Operations Processing transfer payments Payroll Capital Projects Equity Injections Executive Assets Processing grants to Non-Governmental Organisations

--	--

## Boards and Committees

<b>Board of Directors for the National Housing Development Trust</b>	<b>Meetings</b>	<b>Minutes</b>
Royal Bodden, Chairman Allan Bush, Director Michael Godfrey, Director Ann-Marie Powell, Director Terry-Ann Arch, Director Jaron Jackson, Director Delia Hydes, Director	The Board of Directors meets twice a month at the National Housing Development Trust in Cayman Centre. Meetings are not open to the public.	Please contact the General Manager, Janet James at 945-7649.
<b>Adoption Board</b>	<b>Meetings</b>	<b>Minutes</b>
Rosie Whittaker-Myles, Chairman Ethel Barnes, Member Nicole Hydes, Member Margarita Howell, Member Hon. Mary Lawrence, JP, Member Dr. Marilyn McIntyre, Member	To be announced	To be announced
<b>Cinematographic Board</b>	<b>Meetings</b>	<b>Minutes</b>
Stephen McTaggart, Chairman Heather Bodden, Director Felix Manzanares, Director Sean Bodden, Director Waldo Parchment, Director	To be announced	To be announced
<b>T.E. McField Youth and Community Centre Management Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Chairman: Mr. Paul Byles,  Members: Mr. Dale Ramoon, Ms. Katherine Whittaker  Secretary: Mrs. Zemrie Thompson	The Committee meets once a year and the meetings are not open to the public.	Please contact the Secretary, Mrs. Zemrie Thompson at 949-0290.

<b>Children and Youth Services Foundation (CAYS)</b>	<b>Meetings</b>	<b>Minutes</b>
<p>Garth Arch, Chairman Karin Thompson, Director Jenny Manderson, Director Darrel Rankine, Director Dr. Joseph Marzouca, Director</p> <p>Chief Officer or designate from the Ministry responsible for Youth Rehabilitation</p> <p>Chief Officer or designate from the Ministry responsible for Youth</p> <p>Chief Officer or designate from the Ministry responsible for Education</p> <p>Director or designate of the Department of Children &amp; Family Services</p> <p>Director or designate of the Department of Counselling Services</p>	<p>The CAYS Foundation meets every other month (6 times a year) at the Dotcom Centre. Meetings are not open to the public.</p>	<p>Please contact the Chief Executive Officer, Angela Sealey at 946-2903.</p>

#### Frequently Asked Questions

- **Can an applicant qualify for both the seafarer's and ex-servicemen's ex-gratia benefit?**

No as both of these benefits are service related.

- **Can an applicant apply for Seamen's ex-gratia benefits and financial assistance?**

Yes as long as their total household income is below \$2,000.00 per month.

#### **STRATEGIC MANAGEMENT**

---

Administering the Ministry's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the Ministry's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the Ministry's functions and responsibilities; obtaining legal advice from external sources.

## **Governance**

- The Report on the Predisposing Factors to Criminality in the Cayman Islands (June 2006)
- Cabinet Papers – Exempted under Section 19 of the FOI Law
- Minutes of Cabinet Meetings - Exempted under Section 19 of the FOI Law

## **Governing Legislation and Regulations**

- Personnel Regulations (2006)
- Public Service Management Law (2007 Revision)
- Public Management and Finance Law (2005 Revision)
- Financial Regulations (2008 Revision)
- Freedom of Information Law (2007 Revision)
- The Freedom of Information (General) Regulations (2008 Revision)
- The Cayman Islands Constitution Order (2009)
- Adoption of Children Law (2003 Revision)
- Poor Persons (Relief) Law (1997 revision)
- Companies Law (2004 Revision)
- Youth Justice Law (2005 Revision)
- Juveniles Law (1990)
- Adoption of Children Regulations (2003 Revision)
- The Children Law (2003 Revision)
- Protection from Domestic Violence Law (2010)
- Gender Equality Law (2011)

## **Legislation administered by the Ministry of Community Affairs, Gender and Housing; in development; or under review**

- Poor Persons (Relief) Regulations
- Adoption of Children Law (Amendments)
- Adoption of Children Regulations (Amendments)
- The Children Law Regulations

## **Corporate management**

- 2011 – 2012 Strategic Policy Statement
- Ministry of Community Affairs and Housing's 2011 Hazard Management Plan
- Ministry of Community Affairs and Housing's 2011 Continuity of Operations Plan

## **FINANCE & ADMINISTRATION**

---

Administering the Ministry's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial Management**

- 2011 – 2012 Strategic Policy Statement
- Budget 2011/12 Annual Plan & Estimates for Ministry of Community Affairs, Gender and Housing
- Budget 2011/12 Annual Budget Statement for Ministry of Community Affairs, Gender and Housing
- Tendering Instructions for the Ministry of Community Affairs, Gender and Housing
- Purchase and Ownership Agreements

### **Administration**

*Documents relating to other administrative functions carried out within the Ministry – including buildings, equipment & vehicles; communications; human resources; information & technology management.*

### **Communications**

- Press Releases
- Speeches

### **Human Resources**

- Ministry Job Descriptions
- Directory of Ministry staff
- Performance Agreement Templates
- Job vacancies
- 2010 – Annual Salary Scale for Salaried staff and Hourly Rates for Bi-Weekly Employees
- Ministry's Organisational Chart

### **Information and Technology Management**

- Ministry of Community Affairs, Gender and Housing File Classification Index

## **POLICIES & PROCEDURES**

---

### **Draft policies and procedures:**

- Complaints Handling Procedures
- Human Resources Policies and Procedures Manual
- Information Management Policy

### **Approved policies and procedures:**

- Overtime, Comp Time/Time-off In-Lieu (TOIL) and Flexible and Additional Hours Policy

## **DECISIONS & RECOMMENDATIONS**

---

- Assessment Criteria for Seamen's Ex-gratia Benefits
- Assessment Criteria for Ex-Servicemen Ex-gratia Benefits
- Guidelines for Community Development Grants and Scholarships

## **LISTS & REGISTERS**

---

- Fixed Asset Register
- FOI disclosure log
- Seamen's payroll register - Exempted under Section 23 of the FOI Law
- Ex-Servicemen payroll register - Exempted under Section 23 of the FOI Law

## **OUR SERVICES**

---

- Application Form for Community Development Scholarships
- Application Form for Caymanian Seamen's Grant
- Application Form for Caymanian Seamen's Grant (Spouse)

# Department of Children and Family Services

## Publication Scheme

**Name of Public Authority:** Department of Children and Family Services

**Functions of Public Authority:**

The Department of Children Services and the Department of Social Services (Department of Children and Family Services) exist to work with vulnerable individuals, children, families and communities so that they can function effectively as members of a caring society and realize their full potential through professional Social Work, preventative strategies and by encouraging social planning.

**Name and Title of Chief Officer:**

Chief Officer: Ms. Doreen Whittaker

**HOD:** (Acting) Ms. Alicia E. Dixon (Jen)

**Subject Matters handled:**

- The full scope of therapeutic social work interventions required to address the varied child protective, delinquency, and family issues exhibited by the Department's target population
- Residential care for children
- Adoption services
- Foster care services
- Services relating to the Juvenile Court and Youth Court matters
- Policy advice relating to the activities and areas of expertise of the department
- A full range of Social Work services to the people of the Cayman Islands through a cadre of qualified staff located in four district offices
- Day and residential care for indigent elderly adults. This includes purchasing services from NGO's

- School lunch programme
- Duties of the Shelter Operations Sub-Committee of the Hazard Management Department
- Needs assessments for poor relief, medical, indigent housing repairs and Means
- Means Assessment for Maintenance Court
- Direct services to the Family Support Unit, Maintenance Court, Health Services, Schools and other related agencies
- Management of adult care facilities operated by the Department

### **Governing Legislation and Regulations:**

Juveniles Law 1990, Children's Law 2003, Youth Justice Law 1995, Adoption of Children Law 2003 (Revision), Poor Persons Relief Law 1997

### **Address:**

Physical Address: Department of Children and Family Services  
(Administrative Office)  
BritCay House  
# 236 Eastern Avenue

Mailing Address: P.O. Box 10653  
Grand Cayman KY1 – 1006

Telephone: (345) 949-0290  
Facsimile: (345) 949-4167

Physical Address: Department of Children and Family Services – West Bay Office  
Former Sunrise Training Center  
(On compound of John A. Cumber Primary)

Telephone: (345) 946-1950  
Facsimile: (345) 946-1952

Physical Address: Department of Children and Family Services - Bodden Town  
Office  
Bodden Town Civic Center, BT



Telephone: (345) 947-7144  
Facsimile: (345) 947-7145

Physical Address: Department of Children and Family Services - George Town  
Office  
2<sup>nd</sup> Floor, Mirco Center, G.T.

Telephone: (345) 946-0024  
Facsimile: (345) 946-0025

Physical Address: Department of Children and Family Services - Cayman Brac  
Office  
Government Administrative Building

Mailing Address: P.O. Box 263  
Cayman Brac KY2 – 2101

Telephone: (345) 948-2331/948-2332  
Facsimile: (345) 948-2540

**Email:** foi.chd@gov.ky

**Website:** [www.DCFS.gov.ky](http://www.DCFS.gov.ky)

**Hours of work:** 8:30 a.m. – 5:00 p.m., Monday to Friday

**Governing Ministry or Portfolio:** Ministry of Community Affairs, Gender and Housing

**List of Committees Boards, Councils, Associations, Trusts, Foundations etc. that the Public Authority oversees:**

Poor Relief Committee

Poor Relief is defined in the Poor Persons (Relief) Law. In this Law –

“relief” means the ordinary charitable relief given under the provisions of this Law to needy, destitute and sick persons out of such moneys as may be annually voted by the Legislative Assembly for that object, and includes all burial expenses;

“poor person” means any person who is or has been in receipt of relief and has not reimbursed the same, but does not include any person who has been in receipt of any special extraordinary relief voted or granted to such persons on account of any loss or destitution, as the case may be, occasioned by fire, storm, pestilence or famine.

“There shall be appointed a Poor Relief Committee, whose membership shall comprise the Director of the Department of Children and Family Services, along with 3 members of the Department’s staff, one of whom must be from the accounts staff and one from the Social Work team, one other member plus a recording secretary.”

**Chairperson:** Ms. Alicia E. Dixon (Jen)

**Secretary:** Mrs. Norma Jackson

**Committee Members:** Deborah Webb-Sibblies, Leanora Wynter-Young, Donnette Scott-Powery

**Functions and powers of Committees, Boards, Councils, Associations, Trusts, Foundations etc. that the Public Authority oversees:**

“The Committee will be charged with receiving completed needs assessments from a member of the social work team on the applicant or current recipient of monthly Poor Relief, and for reviewing and approving, denying or terminating that service as appropriate.

The Committee shall have a quorum of 3, one of whom must be the Director of her designate, to take binding decisions. The recording secretary may serve as the third member to meet the quorum of 3.”

**Information already published: (Attach names and copies of all published information, rules, procedures, manuals etc. and costs for access):**

Information such as policies, rules, procedures is held in-house and will be made available for the website.

**Cost for Access:**

Fees will be determined by the Department for already published information.

**List of Permits granted or refused (where currently required):**

N/A

**Annual Report:**

Provide a link to the Annual Report

**Budget Allocated to the Public Authority:**

Provide a link to the Budget

**Internal Complaints Procedure:****The Department of Children & Family Services****Complaint Handling Policy****1. Introduction**

As a public sector agency with a major public focus, the Department of Children & Family Services strives to provide best practice service delivery to its clients, and the department acknowledges that effective complaint handling is an integral part of good customer service.

The Department of Children & Family Services holds firmly to the belief that, “Our clients are the focus of our services, our planning and how we measure our success”. However, as with any service agency, customers often have the need to submit complaints, compliments, and suggestions. Feedback from clients helps in the development of services to better meet clients’ needs as it reinforces what is being done correctly and provides positive feedback to staff. This avenue also makes it possible for clients to make suggestions on how services can be improved and enhanced.

The policy as outlined below is based on the recommendations of the Office of the Complaints Commissioner.

**2. Purpose**

The purpose of this policy is to give context and direction to the Department of Children & Family Services’ complaint handling procedures. It serves to:

- Recognize, promote and protect the customer’s right to comment and complain about their dealings with the Department of Children & Family Services;
- Provide an efficient, fair and accessible framework for resolving customer complaints;
- Identify how the department will communicate with customers about the complaints handling process;

- Set standards for dealing with customer complaints; and
- Acknowledge customers complaints and take remedial steps in an effort to improve the quality of the services provided by the Department of Children & Family Services.

### **3. Definition**

A complaint is defined as:

“Any indication that an external person or organization is dissatisfied with the services, products or facilities provided by the Department of Children & Family Services”.

The designated officers responsible for receiving and processing complaints are the Director, Deputy Director, Social Work Manager, Human Resource Manager, Supervisors of the District Offices and Programme Supervisors.

The complaint can be received:

- by letter or on a Department of Children & Family Services feedback form,
- in person i.e. an individual attending any of the department's office
- by telephone,
- electronically or
- via a ministerial or Freedom of Information request

The definition includes complaints from members of the public, other government departments, and business or community organizations.

### **4. Commitment**

Complaints received will be acknowledged within three (3) working days and responses will be provided within 14 calendar days after the complaint has been received. All customer complaints will be handled quickly, fairly, effectively and courteously. In doing so, the Department of Children & Family Services is committed to ensuring the rights of the complainant are protected, as are those of the staff who receive complaints, or who may be the subject of a complaint.

### **5. Promoting the Department of Children & Family Services' Complaint Handling Procedures**

The Department of Children & Family Services will ensure that customers are aware of their right to complain by widely promoting its complaint handling procedures. This will include providing information through the Department's website standardized complaints forms, brochures and verbal contact with staff members.

The Department of Children & Family Services will survey its clients bi-annually to determine customer satisfaction.

## **6. Recording Customer Complaints**

It is important to record customer complaints in order to:

- Track progress of complaints
- Ensure accountability
- Identify and address root causes
- Enable data analysis and management reporting.

The Department of Children & Family Services will identify and record all customer complaints. Procedures will be developed to guide staff in identifying a complaint, and ensuring that there are simple processes to record complaints.

A standardized Customer Feedback Form will be used throughout the Department of Children & Family Services for all Department of Children & Family Services Customer Complaints.

Data about complaints will be electronically recorded at one centralized point to allow for the monitoring of complaint procedures, to analyze complaints, and to provide report to management on complaints.

The physical record of all complaints and responses to those complaints will be filed at the Administrative Office of the Department of Children & Family Services to allow for accountability and audit.

## **7. Responsibility**

It is the responsibility of all staff to respond to customer complaints in a courteous manner and to provide complainants with information on the Department of Children & Family Services complaint handling systems. If staff is unable to handle a particular complaint, the complaint will be recorded and referred to the appropriate person.

Staff has a responsibility to record all customer complaints in compliance with the Department of Children & Family Services procedures.

## **8. Confidentiality**

In instances where a complaint is lodged on behalf of a client of the Department, information can only be provided to the complainant if the client signs a Release of Information Form permitting the Department to disclose information on them.

## **9. Response Standards**

The Department is cognizant that the speed of response is consistently identified as being one of the attributes which most influence perceptions of a successful customer response system. This has been taken into consideration in establishing a Complaints procedure for the Department of Children & Family Services.

Standards for response to a customer complaint are as follows:

- *Complaints made in person*

Complaints received from a complainant within the island will be handled immediately by the staff member receiving the complaint, or referred to someone who can resolve the matter immediately.

In the instance where a matter cannot be resolved immediately the complainant's name and contact details will be recorded and the complainant will be contacted within 3 working days of lodging complaint at a minimum, to acknowledge receipt of the complaint and inform the complainant of the progress of the investigation.

- *Telephone*

If possible, complaints made by telephone will be answered immediately. If the complaint cannot be resolved immediately it will be responded to within fourteen (14) calendar days of lodging or, at a minimum, acknowledge receipt of the complaint within three (3) days and inform the complainant of the progress of the investigation.

- *E-mail*

Complaints received by e-mail will be responded to within fourteen (14) calendar days of making the complaint or, at a minimum, acknowledge receipt of the complaint in three (3) days and inform the complainant of the progress of the investigation.

- *Letter or Feedback Form*

Complaints received by letter or via a customer feedback form will be responded to in fourteen (14) calendar days. Where a contact telephone number or e-mail address is provided receipt will be acknowledged within three (3) working days. If only an address is provided, a written response will be provided within 14 calendar days.

## **10. Monitoring Customer Complaints**

Understanding patterns of complaints empowers managers to improve service delivery systems and prioritize resources for future planning.

Supervisors and Programme Managers of the Department of Children & Family Services will analyze and monitor all customer complaints received and provide monthly reports to the Director, Department of Children & Family Services.

## **11. Empowering our Staff**

Staff is the single most important resource in the complaints handling process. Therefore, the Department of Children & Family Services staff will feel confident in

dealing with clients' complaints and use their comments constructively and in a spirit of improving services:

- All staff will have easy access to the departmental complaint handling policy and procedures and will be made aware of them by Supervisors.
- Staff will be aware of and have access to up-to-date policies and procedures.
- New staff will receive information about the Department of Children & Family Services complaint handling process when they receive orientation in the various areas of service delivery.
- The Department of Children & Family Services will provide training annually in customer service techniques and complaint handling procedures.

**DEPARTMENT OF CHILDREN & FAMILY SERVICES**

**COMPLAINT REGISTRATION FORM**

**Details of Person Making the Complaint:**

Name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Telephone number (where a message can be left)

Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_ Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

P.O. Box: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Description of Complaint:**

District Office/Unit involved: \_\_\_\_\_

Department employee involved: \_\_\_\_\_

Date(s) of action or actions leading to complaint: \_\_\_\_\_

\_\_\_\_\_

**Summary of complaint:**

---

---

---

Send to Department of Children and Family Services, P.O. Box 10653 APO KY1 – 1006  
or fax to (345) 949-4167 or deliver to 1<sup>st</sup> Floor BritCay House, # 236 Eastern Avenue,  
George Town

**Classes of Information held:**

**Title of Record Series:** Correspondence with other Government Departments

**Record Series Reference Code:** OF/BUD/

**Purpose:** Operational, Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office memoranda, e-mails etc., invoices dealing with the Budget.

**Title of Record Series:** Correspondence with other Government Departments

**Series Reference Code:** GOV/CS/1

**Purpose:** Operational, Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office memoranda, e-mails etc., invoices dealing with other Government Departments.

**Title of Record Series:** Office Files (Staff Administrative Files)

**Series Reference Code:** OF/STA/1

**Purpose:** Operational, Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office-memoranda, clippings (newspaper) e-mails etc. dealing with staffing matters i.e.



applications, recruitment, advertisements etc. with exception of personnel where individual files are kept for each member of staff.

**Title of Record Series:** Office Files (Programme Files)

**Series Reference Code:** OF/PRO/1

**Purpose:** Operational, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office-memoranda, clippings (newspaper) e-mails etc. dealing with various programmes.

**Title of Record Series:** Office Files (Internal Matters)

**Series Reference Code:** OF/ADM

**Purpose:** Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office-memoranda, clippings (newspaper) e-mails etc.

**Title of Record Series:** Inactive Juvenile Client Files (BritCay House and District Offices)

**Record Series Reference Code:** 9205

**Purpose:** Vital

These files are maintained by the Department of Children and Family Services on individuals who seek various services from the department and once the period of service is over, the files are considered inactive rather than closed as the client can return for further services and at that time the file is reopened instead of a new file being opened on behalf of the client.

**Title of Record Series:** Inactive and Deceased Adult Client Files (BritCay House and District Offices)

**Record Series Reference Code:** 8683

**Purpose:** Vital

These files are maintained by the Department of Children and Family Services on individuals who seek various services from the Department and once the period of

service is over, the files are considered as inactive rather than closed as the client can return for further services and at that time the file is reopened instead of a new file being opened on behalf of the client.

### **Frequently Asked Questions:**

1.      Question:      What do I have to do to get assistance?

Answer:              Call and schedule an appointment with an Intake Officer if you do not have an assigned Social Worker. Contact should be made at the district office located in the area in which you reside. You will be interviewed and assessed to determine the need and eligibility for services being requested.
  
2.      Question:      What are the criteria for services e.g. financial assistance, medical etc?

Answer:              The Social Worker will interview and conduct a financial assessment to determine your level of need and if you are eligible for services. The interview and assessment must ascertain that you are unable to meet your basic needs. Support from family and friends must be identified. You will be required to provide proof of your income and expenditure. Information provided must be confirmed with relevant persons/employers and agencies prior to assistance being approved.
  
3.      Question:      Why do I have to provide so much personal information to get help?

Answer:              This is done to help determine the level of need and eligibility for the services being requested. The more information provided, the better it is to assess how best to help you. In addition, limited government funds are being used to provide the services; therefore the Department is accountable for how it is utilized and there must be justification for the services provided.
  
4.      Question:      Can I come back again for more services?

Answer:              Yes you can, but please bear in mind that services provided by the Department are intended to be short-term only. If you return for services, you will have to provide proof that you have been actively seeking to acquire skills and employment to be able to

assist yourself in improving your situation. You will also be required to go through the assessment process again.

5. Question: Who is eligible for services from the Department?

Answer: You are eligible for services from the DCFS if you are a Caymanian, the spouse of a Caymanian or if you have a child that is Caymanian.

Persons who are not Caymanian will be eligible for short term assistance based on prevailing circumstances e.g. domestic violence situations.

6. Question: Why do some people get services that do not need it or for a longer period than someone else?

Answer: Each client is assessed based on their individual circumstances and level of need. Social Workers are privy to confidential information that you may not be aware of and will provide services based on the assessment and information provided. On the other hand, some clients withhold information that Social Workers may not be aware and are therefore misled into providing services. If you are aware of any such cases, please divulge the information to relevant persons, such as a Social Worker, Social Work Supervisor or Social Work Manager of the Department. Your name will be kept confidential. In doing so, you will assist the Department in re-evaluating the clients' circumstances and the decision that was previously made in regards to providing services.

7. Question: Why was the service requested denied?

Answer: The client did not meet the criteria laid down by the Department and refused to provide the information requested or made false representation to acquire services.

8. Question: Why are services not prolonged?

Answer: The aim of the Department is to provide assistance on a short term basis when absolutely necessary and at the same time, try to assist the client by empowering them to develop skills to be able to assist themselves. If services are provided indefinitely, it will breed a culture of dependency.

9.     Question:     Why does the Department take children away?
- Answer:     The DCFS has the legal mandate to protect children. The Department will remove children if it “has reasonable cause to suspect that the child is suffering or is likely to suffer significant harm”, for example physical, emotional and psychological, neglect sexual and other forms of abuse. The Department must have sufficient grounds and will remove children in these instances.
10.    Question:     How old do I need to be to adopt a child?
- Answer:     The requirements outlined in the Adoption Law State a person must be 25 years of age but not over 65.
11.    Question:     Do I have to be married to adopt a child?
- Answer:     Adoptive parents may be married or single, childless or already parenting other children. If married, they must have been married and living together for no less than three years. If a person is married but separated, he or she will need the written consent of his or her spouse in order to make an application.
12.    Question:     How long does it take to adopt a child?
- Answer:     Adopting a child always requires a waiting period. The Home Study is carried out over a three-month period. It should take approximately five months from the time you make your application until your case is presented to the Board. The second half of the process will take another six to seven months. If however you are adopting a child from overseas, the complete process could take approximately two years.
13.    Question:     What is involved in getting approved to adopt a child?
- Answer:     Contact the Adoption Co-ordinator to arrange for an initial interview. This will give you an opportunity to ask questions and provide information about yourself and your reasons for wanting to adopt. The adoption process will be explained and if everything is in order, you will be given the application packet to take away and complete.

The adoption application packet consists of an application form and several other documents. Also included is a checklist to help you remember all the documents you need to produce. When making an application, you will have to provide medical and police reports, a letter from your employer and your marriage certificate or divorce decree where relevant.

The Adoption Board will arrange for a Home Study (assessment) to be carried out by a qualified social worker. The Home Study consists of several interviews with the adoptive applicants and all members of their household. It is an evaluation of the prospective adoptive family and of the physical and emotional environment into which the child would be placed. During this process, you will, with the social worker's assistance, consider all aspects of adoptive parenthood and identify the type of child you wish to adopt.

When the assessment is completed, the social worker will produce a report for the Board; this report enables the Board to determine whether or not a person should be approved as a prospective adopter. Once the Board has granted approval, the matter is taken to Court where the final decision is made by the Judge.

14. Question: Does DCFS provide caregivers to look after elderly people in their own homes?

Answer: This service is provided on a small scale through the Home Care Program in Cayman Brac. The service is no longer provided in Grand Cayman.

15. Question: How do I get my family member placed in a DCFS home for the elderly?

Answer: Schedule an appointment to be interviewed by a Social Worker in the district in which the individual lives. The Social Worker will conduct a financial assessment and interview to determine eligibility based on indigence and genuine need for the service. A referral is then sent to the Adult Special Needs Supervisor who will conduct a home visit to assess the health care needs of the individual, the kinds of services needed and the number of hours that the Department will provide. In the event that the

Department's Home cannot provide accommodation, a placement will be sought in the NCVO Pines Retirement Home.

16.    Question:    What does it cost to place someone in one of the homes?
- Answer:    If it is determined that the individual is indigent and unable to pay, they will not be required to pay a fee. However, each of the residential facilities charge a small fee for the service which will be charged based on the ability to pay. Family members will be assessed to determine how much they can afford to pay.
17.    Question:    How do I speak to a supervisor or make a complaint?
- Answer:    Call and schedule an appointment with a supervisor to make a complaint or the complaint can be received:
- by letter or on a Department of Children & Family Services feedback form,  
                         in person i.e. an individual attending any of the department's office  
                         by telephone,  
                         electronically or  
                         via a ministerial or Freedom of Information request
- Complaints received from a complainant within the island will be handled immediately if possible by the staff member receiving the complaint, or referred to someone who can resolve the matter immediately.
- In the instance where a matter cannot be resolved immediately the complainant's name and contact details will be recorded and the complainant will be contacted within 3 working days of lodging complaint to respond to the complaint or, at a minimum, acknowledge receipt of the complaint and inform the complainant of the progress of the investigation. If only an address is provided, a written response will be provided within 10 working days.

### **Forms in Use:**

#### **ADMIN CRS**

Admission Report Juvenile Entering Residential Facilities

Adoption Application Assessment Form

Adoption Court Report Form

Adult Special Needs Programme New Service Referral

Adult Special Needs Programme New Service Referral Responses

Adult Special Needs Programme New Service Referral Authorization  
Affidavit of Probation Officer (Youth Court)  
Affidavit of Social Worker  
Approved School Order  
Authorization Financial Assistance  
Authorization Foster Care Programme  
Bodden Town Senior Citizen Survey Form  
Breach of Probation – Affidavit of Probation Officer  
Breach of Probation – Summons  
Care and Protection Report Form  
Case Management Intake Assessment Financial Assessment  
Case Conference Report Form  
CINICO Letter Full Grant – (Indigent Medical)  
CINICO Letter of Denial – (Indigent Medical)  
CINICO Letter Temporary Grant - (Indigent Medical)  
Client Bank Request Letter  
Client Care Plan Form  
Client Case Plan Form  
CMS Intake Face Sheet  
Consent Juvenile under Fit Person Order  
Criteria Policy for School Services  
Community Service Order 74  
Community Service Order # 2F72  
Community Service Order AFPRO  
Community Service Order AGREE  
Community Service Order EVAL  
Community Service Order FORM 4  
Community Service Order MASTE  
Community Service Order MEMOP  
Community Service Order NCOMP  
Community Service Order NO COMP  
Community Service Order TIME  
Community Service Order WNONC  
Custody Evaluation  
Damage Assessment Flood Victims  
Deceased Client Notification  
Emergency Medical On Call Only  
Emergency Placement Residential Care  
Environmental Health Payment Guarantee for Vault  
Financial Assessment Form – (Poor Relief)  
Financial Assistance Package  
Fit Person Order Juvenile Law  
Foster Care Admission Form  
Foster Care Application Form  
Foster Care Case Conference Report  
Foster Care Fact Sheet

Foster Care Guideline  
Foster Care Medical Form  
Foster Care Record of Admission Release and Payments  
Foster parent Application Process Checklist  
FOS THST  
FPO AGR 64  
Geriatric Services Assessment Update  
Home Study Report Guidelines  
Housing Referral Form  
Information on Juvenile in Need of Care and Protection  
Information on Juvenile Breach of Probation  
Information Suspected Child Abuse  
Intake Appointment  
Intake Appointment Roster  
Intake Assessment Tool 2003  
Job Search Form  
Juvenile Law Care and Protection Report  
Juvenile Court Report  
Juvenile Law Complaint  
Juvenile Law Notice of Fine, Compensation or Costs (Payment by Juveniles)  
Juvenile Rehabilitation Order  
Medical Report  
Memo Education Request Financial Assistance (School)  
Memo Non Collection of Assistance  
Mental Health Services Referral  
Notification of Non Compliance with Probation Order (Youth Court)  
Parents Consent  
Payment Guaranteed for Vault  
Payment of Fine by Parent Juvenile  
Permission to Travel (Juvenile) Fit Person Order  
Permission to Travel (Juvenile) Supervision Order  
Permission to Travel (Youth)  
Permission to Travel (Youth) Rehabilitation Order  
Poor Relief Application Form  
Poor Relief Assistance Bank Information  
Pre Intake Questionnaire  
Probation Order Youth Justice Law  
Property Check Request Form  
Recommendation to Governor in Council for Approved School Placement  
Referral Environmental Health  
Reference Letter Foster Care  
Referral for Emergency Services – Red Cross  
Referral Form Leaving Care After Care Programme  
Referral Housing  
Referral to Residential Homes  
Release of Information Agreement



Rental Agreement  
Request for Certificate Register General  
Request for Life Line Funds  
Residential Placement Medical Form  
Review of Child in Foster Care  
School Lunch Vendor Payment Form  
Social Work Supervision Session Work Sheet  
STARSS Initiative Assessment Form  
Supervision Order  
Temporary Fit Person Order  
Thank You Food Donation  
Warrant for Arrest of a Probationer Juvenile  
Warrant for Detention of Juvenile in Place of Safety  
Youth Justice Court Report Form  
Youth Justice Probation Order  
Youth Rehabilitation Order Criminal

**Press Releases:**

**Information Manager:**

Yvonne Evans

**Information Manager Designate:**

Millant Hydes-Brown

**Physical address:**

Department of Children and Family Services  
(Administrative Office)  
BritCay House  
# 236 Eastern Avenue

**Mailing Address:**

P.O. Box 10653  
Grand Cayman KY1 – 1006

**Telephone:** (345) 949-0290  
**Facsimile:** (345) 949-4167  
**Email:** foi.chd@gov



**Department of Counselling Services Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Counselling Services to making information available to the public as part of its normal business activities.

The Department of Counselling Services will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The Department of Counselling Services will generally not publish:

- information in draft form;
- information that is not held by the Department of Counselling Services, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, or infringe personal privacy.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

The exemptions and exceptions which relate specifically to the information that the Department of Counselling Services hold are:

Ministry personnel files - Exempted by Section 23 of the FOI Law  
Client Files –Personal Information Clauses of the FOI Law apply.

## 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

*Email*

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [counselling.services@gov.ky](mailto:counselling.services@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Administrative Manager at 949-8789 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Administrative Manager  
Department of Counselling Services  
C/o Government Administration Building,  
George Town, Grand Cayman,  
KY1 – 9000  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section. To arrange an appointment to view information in person, please contact the Administrative Manager at 949-8789.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Judith Seymour, Director, Department of Counselling Services at 949-8789.

The Department of Counselling Services will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Counselling Services is legally required to translate any information, it will do so.

#### 4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Counselling Services strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Department of Counselling Services will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department of Counselling Services has received your payment.

#### 5. Requests for information outside the publication scheme

Information held by the Department of Counselling Services that is **not** published under this scheme can be requested in writing to:

Administrative Manager  
Department of Counselling Services  
C/o Government Administration Building,  
George Town, Grand Cayman,  
KY1 – 9000  
Cayman Islands

Requests for information that is not published under this scheme can also be emailed to us at [counselling.services@gov.ky](mailto:counselling.services@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

The Department of Counselling Services aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Administrative Manager, Department of Counselling Services and we will try to resolve your complaint as quickly as possible.

To receive a copy of our Confidentiality and Complaints Process, please contact us by telephone at 949-8789 or by e-mail at [counselling.services@gov.ky](mailto:counselling.services@gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

Department of Counselling Services

### **Ministry**

Ministry of Community Affairs and Housing  
4th Floor Government Administration Building  
71A Elgin Avenue, George Town  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS

**Key staff**

Chief Officer, Ministry of Community Affairs and Housing – Ms Dorine B. Whittaker

Director, Department of Counselling Services – Ms Judith Seymour

Deputy Director, Department of Counselling Services – Mr Donald Potkins

Administrative Manager, Department of Counselling Services – Mrs. Vanessa Rivers

Clinical Supervisor, Caribbean Haven Residential Centre – Ms Esther Taylor

Programme Coordinator, The Counselling Centre – Ms Susanne Clements

Information Manager, Administrative Manager – Mrs Vanessa Rivers

The Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)

**Organisation and functions**

The Department of Counselling Services provides high quality, cost-effective treatment services in the Cayman Islands. The Department is comprised of four distinct agencies: **The Counselling Centre** located at 3<sup>rd</sup> Floor, Flag Ship Building in George Town provides community-based counselling services to residents of Grand Cayman who may require assistance with a variety of life challenges including drug and alcohol issues, family and relationship difficulties or issues related to personal growth and development while **Brac Haven – Sister Islands Counselling Centre** provides these services to residents of the Sister Islands at their offices in Kirkconnell Commercial Centre on Cayman Brac; the **Family Resource Centre** facilitates family skills and educational programmes, delivers workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and conducts public awareness campaigns to strengthen families and individuals and provide the foundation for a healthy society. **Caribbean Haven Residential Centre** located in Breakers, Grand Cayman offers intensive substance abuse treatment that is tailored to the needs of adult male and female clients is provided to all resident in the Cayman Islands.

**Mailing address:**

c/o Government Administration Building, George Town, Grand Cayman, Cayman Islands

**Telephone and Fax numbers**

The Counselling Centre (345) 949-8789 phone; (345) 949-0767 fax

The Family Resource Centre (345) 949-0006 (Phone); (345) 949-0767 fax

Caribbean Haven Residential Centre (345) 947-9992 phone; (345) 947-9892 fax

Brac Haven – Sister Islands Counselling Centre (345) 948-2354 phone; (345) 948 -2374 fax

**Email address:** [counselling.services@gov.ky](mailto:counselling.services@gov.ky)



**Website address:** N/A

Location and hours	Matters handled
<p>The Counselling Centre 3<sup>rd</sup> Floor Flag Ship Building George Town</p> <p>Hours of Operation: 8:30 a.m. to 5:00 p.m. with additional opening hours for specific client services.</p>	<p>Individual, Couples, Family &amp; Group Therapy Clinical assessments and reports Driving under the Influence Programme Treatment Services to clients in Drug Rehabilitation Court Policy Advice to the Minister of Community Affairs &amp; Housing</p>
<p>Caribbean Haven Residential Centre 2049 Bodden Town Road Breakers</p> <p>Hours of Operation: 24 hours a day, 365 days a year</p> <p><b>Personal visits by appointment only</b></p>	<p>Residential Treatment Programme for Men Non-medical detoxification services Residential Treatment Programme for Women</p>
<p>The Family Resource Centre 3<sup>rd</sup> Floor Flag Ship Building George Town</p> <p>Hours of Operation: 8:30 a.m. to 5:00 p.m. with additional opening hours for specific client services.</p>	<p>Public Awareness Initiatives Family Programmes Workshops and Presentations Aimed to Empower and Educate Crisis Intervention &amp; Victim Advocacy Case Management Services</p>
<p>Brac Haven – Sister Islands Counselling Centre</p> <p>Hours of Operation: 8:30 a.m. to 5:00 p.m. with additional opening hours for specific client services.</p>	<p>Treatment Services &amp; Public Awareness activities to the Sister Islands</p>

## Frequently asked questions

- **Question: What is Counselling?**

- **Answer:** Counselling helps you look at difficulties and issues that you may be experiencing in your daily life. Sharing thoughts and feelings in the context of a therapeutic relationship will enable you to understand more clearly what is happening in your life, and to define how you would like things to change. Our clients come for Counselling with a broad range of concerns, for example: anxiety, depression, suicidal feelings, mental health problems, past traumas, drug use, bereavement, issues concerning relationships, sexuality, family problems, self-harm and eating disorders. Whatever the issue is, or seems to be, you will be welcome.

- **Question: What can I expect from Counselling?**

- **Answer:** You and your counsellor will discuss the issues which are causing you difficulty and develop a treatment plan that identifies the goals which you would like to work on. Your treatment plan will also identify any group counselling that may be relevant to support the work you do on an individual basis with your counsellor. As you continue in counselling you and your counsellor will review your progress on achieving your goals and discuss any changes which may be necessary.

- **Question: What is the cost of receiving service from the Department of Counselling Services?**

- **Answer:** The Department of Counselling Services is a fully funded agency of the Cayman Islands Government; therefore we do not extend any fees to our clients. At the Residential Centre, clients are asked to make a donation towards the cost of their treatment once they become employed; however a client's inability to make a donation will not hinder the accessibility of treatment.

- **Question: What specific services does the Department offer?**

- **Answer:** Community-based services that are offered from **The Counselling Centre & Brac Haven** include: Individual, Couples & Family Therapy, Specialised Group Therapy, Alcohol & Drug Treatment and Prevention and Educational Workshops. **The Family Resource Centre** facilitates family skills and educational programmes, delivers workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and conducts public awareness campaigns aimed at strengthening families and individuals in order to provide the foundation for a healthy society. Residential Services for persons experiencing difficulties with drug and alcohol misuse and abuse are offered from **Caribbean Haven Residential Centre**. These include: Non-medical Withdrawal Management, Long Term Residential Treatment for Men and Women, and a re-entry programme to assist clients to reintegrate back into their families and communities.

- **Question: Are my visits to the Department confidential?**

- **Answer:** The privacy of your personal information is of paramount importance to us. As such, the Department has developed a Confidentiality & Internal Complaints Process Section 1.2 (Please see attached).

- **Question: How do I access treatment or counselling for the first time?**
- **Answer:** If you are seeking community-based services, The Counselling Centre offers a walk in- Intake service Tuesday thru Thursday 9:00am to 4:00pm. Therefore no appointment is necessary for you to speak with a counsellor during these times. To access residential services, a visit to The Counselling Centre must be made during the intake service. You and your Counsellor will decide together if Residential Treatment is appropriate for you. If determined appropriate, arrangements will be made for your admission into the Residential Centre. If withdrawal management services are required, you may self refer at the Caribbean Haven Residential Centre.
- At Brac Haven, the counsellor offers walk-in services on Mondays from 1:00 to 5:00 p.m. Alternatively, you may call 948-2354 to speak with the counsellor to set up an appointment at your convenience.
- To contact staff from the Family Resource Centre or to discuss how their services may be helpful to you, your family, or an organisation in which you are involved, call 949-0006.

▪ **Question: How long is the residential treatment programme at Caribbean Haven?**

- **Answer:** The length of the treatment programme varies according to the needs of the individual client, but on average the programme runs for a minimum of 23 weeks. A clients length of stay at the treatment centre is determined in collaboration with the staff and treatment community according to progress made towards achieving their goals identified within their treatment plan.

▪ **Question: How long will it take before I can be admitted to residential treatment?**

- **Answer:** Upon completion of a comprehensive assessment with your counsellor, your admission to the treatment centre will be arranged. This process will be handled in as timely a manner as possible but could take up to four weeks to complete.

▪ **Question: Does the residential treatment programme accept overseas referrals.**

- **Answer:** Services are provided only for residents of the Cayman Islands.

▪ **Question: Are your Counsellors qualified to engage in clinical counselling?**

- **Answer:** Yes all of our counsellors are qualified to either a Master's or Bachelors degree level or hold certification in relevant disciplines. Additionally, counsellors receive clinical supervision on a weekly basis to ensure the quality of the services provided.

## **STRATEGIC MANAGEMENT**

Administering the Department's operations at the organisational level; developing business plans and Departmental policy; setting long-term goals and objectives; evaluating the Department's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or reviewing laws and other regulatory instruments that affect the Department's functions and responsibilities; obtaining legal advice from external sources.

### **Governance**

- The Report on the Predisposing Factors to Criminality in the Cayman Islands (June 2006)

### **Governing Legislation and Regulations**

- Personnel Regulations (2006)
- Public Service Management Law (2007 Revision)
- Public Management and Finance Law (2005 Revision)
- Financial Regulations (2008 Revision)
- Freedom of Information Law (2007 Revision)
- The Freedom of Information (General) Regulations (2008 Revision)
- The Cayman Islands Constitution Order (2009)
- The Children Law (2003 Revision)

### **Corporate management**

- 2010 – 2011 Strategic Policy Statement
- The Department of Counselling Services' 2011 Hurricane Plan
- Ministry of Community Affairs and Housing's 2011 Continuity of Operations Plan
- Annual reports link to

[http://www.gov.ky/portal/page?\\_pageid=1142,1591697&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1591697&_dad=portal&_schema=PORTAL)

## **FINANCE & ADMINISTRATION**

Administering the Department's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- 2010 – 2011 Strategic Policy Statement
- Budget 2010/11 Annual Plan & Estimates for Ministry of Community Affairs and Housing
- Budget 2010/11 Annual Budget Statement for Ministry of Community Affairs and Housing
- Tendering Instructions for the Ministry of Community Affairs and Housing

## **Administration**

### **Communications**

- Press Releases

### **Human Resources**

- Ministry Job Descriptions
- Directory of Departmental staff
- Performance Agreement Templates
- Job vacancies
- 2008 – Annual Salary Scale for Salaried staff and Hourly Rates for Bi-Weekly Employees
- Department's Organisational Chart

## **POLICIES & PROCEDURES**

### **Draft policies and procedures:**

- Clinical and Administrative Manual
- Ministry's Human Resources Policies and Procedures Manual
- Ministry's Information Management Policy

### **Approved policies and procedures:**

- Confidentiality & Internal Complaints Process

## **LISTS & REGISTERS**

- Fixed Asset Register
- FOI disclosure log

## **OUR SERVICES**

**The Department of Counselling Services** is responsible for providing quality cost-effective, evidenced-based treatment services within the Cayman Islands.

**The Counselling Centre & Brac Haven** offer Community-based services which include: Individual, Couples & Family Therapy, Specialised Group Therapy, Alcohol & Drug Treatment and Prevention and Educational Workshops.

**The Family Resource Centre** facilitates family skills and educational programmes, delivers workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and conducts public awareness campaigns aimed at strengthening families and individuals in order to provide the foundation for a healthy society.

**Caribbean Haven Residential Centre** provides Residential Services for persons experiencing difficulties with drug and alcohol misuse and abuse are offered from. These include: Non-medical Withdrawal Management, Long Term Residential Treatment for Men and Women, and a re-entry programme to assist clients to reintegrate back into their families and communities.



## National Housing Development Trust

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public company covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the National Housing Development Trust to making information available to the public as part of its normal business activities.

The National Housing Development Trust will:

- specify the information held by the Trust, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the Trust and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The National Housing Development Trust will generally not publish:

- information in draft form;
- information that is not held by the National Housing Development Trust, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the National Housing Development Trust's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Email

If information is listed in our publication scheme, we may be able to send it to you by email. You can email us at [foi.nhdt@gov.ky](mailto:foi.nhdt@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Ms. Janet James or Ms. Saralee Moore at (345) 945-7649 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Ms. Janet James  
Information Manager  
National Housing Development Trust  
P.O. Box 2379  
George Town  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Ms. Janet James or Ms. SaraLee Moore at (345) 945-7649.

The National Housing Development Trust will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the National Housing Development Trust is legally required to translate any information, it will do so.

## **5. Fees and charges**

---



The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The National Housing Development Trust strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The National Housing Development Trust will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the National Housing Development Trust has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the National Housing Development Trust that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

#### How do I make an FOI Request?

If you wish to make a request for information then you should contact the Information Manager listed above or in her absence, the Information Manager Designate. Requests may also be made through our Government assigned email address [foi.nhdt@gov.ky](mailto:foi.nhdt@gov.ky). Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request immediately. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We are obligated by law to always acknowledge receipt of all FOI requests made to the Information Manager and we are also obligated to let you know if there is a need to extend the deadline. For detailed advice on what sorts of information is exempt please see the FOI Unit website.

## **6. Complaints**

---

The National Housing Development Trust aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Mrs. Janet James at (345) 945-7649 or nhdt@gov.ky, and we will try to resolve your complaint as quickly as possible.

Below is an outline of how the public can make a complaint:

#### How to make a complaint

Formal complaints can be made in the form of a letter to the National Housing Development Trust in person, or by mail. As a matter of policy, the National Housing Development Trust will not accept complaints from third parties as issues of confidentiality may arise.

Written complaints must be clear and state the nature of the issue including individuals involved, dates, times, etc. Contact details (mailing address, telephone numbers, email, etc.) are required and all such complaints must be signed and dated in order to be processed as promptly as possible.

If the National Housing Development Trust is unclear about any part of the formal complaint at any point, clients may be contacted to provide further clarification before a full investigation can be conducted.

#### You can make a complaint:

**1. In writing to:**

SaraLee Moore  
Information Manager  
P.O. Box 2379GT  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

**2. Via email:** nhdt@gov.ky <mailto:janet.james@gov.ky>

#### How National Housing Development Trust handles complaints

When your complaint has been received it will be formally recorded and processed in the following manner:

- The matter will be investigated and a full response will be sent out within 30 business days of receiving the complaint
- Where a full response cannot be made within 30 business days, the client will be notified of the progress of the complaint and advised when a response can be expected.
- All parties involved will be given an opportunity to provide the National Housing Development Trust with the necessary information to resolve the issue. All information will be gathered as appropriate to the case.
- All attempts will be made to handle complaints with confidentiality and sensitivity. In exceptional circumstances it may not be possible to maintain confidentiality in order to resolve the issue. Should this be the case, the client will be consulted to discuss available options.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of public company**

National Housing Development Trust

### **Ministry**

Ministry of Community Affairs, Gender and Housing  
4<sup>th</sup> Floor, Government Administration Building  
George Town  
Grand Cayman

### **General Manager**

Ms. Janet James  
118 Dorcy Drive  
Cayman Centre, Building E, Unit 4  
P.O. Box 2379  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

### **Information Manager**

SaraLee Moore  
Information Manager  
P.O. Box 2379  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

NHDT FOI Email: [foi.nhdt@gov.ky](mailto:foi.nhdt@gov.ky)  
FOI Website: [www.foi.gov.ky](http://www.foi.gov.ky)  
Ph: (345) 945-7649  
Fax: (345) 945-7679

## Designate

TBA

## Organisation and functions

The National Housing Development Trust's objects are the business of providing:

1. housing;
2. accommodation;
3. assistance to help house people;
4. associated facilities and amenities;
5. loans and advances and the giving of guarantees for the benefit of the people of the Cayman Islands.

Location and hours	Matters handled
National Housing Development Trust Cayman Centre, Building E, Unit 4 118 Dorcy Drive George Town Grand Cayman Opening hours: Mon – Fri 9:00am – 4:30pm	<ol style="list-style-type: none"><li>1. Assist low income Caymanian families to obtain home ownership via the New Affordable Housing Program – NAHI</li><li>2. Administer the Government Guaranteed Home Assisted Mortgage Program on behalf of the Cayman Islands Government.- GGHAM</li><li>3. Assist property owners with new construction of an affordable home on their property the Build on your own Property- BYOP</li><li>4. Assist low income Caymanian families to obtain rental accommodation via the Affordable Housing Initiative program.</li></ol>

## Boards and committees

Name	Meetings	Minutes
<b>Board of Directors</b> Mr. Rayal Bodden, Chairman Ms. Ann-Marie Powell, Director Ms. Terryann Arch, Director Ms. Delia Hydes, Director	NHDT Board Meetings are not open to public and are held at least twice a month.	Minutes are only available in hard copy and can be obtained by requesting a copy in writing from the

Mr. Allan Bush, Director Mr. Jaron Jackson, Director Mr. Michael Godfrey, Director Ms. Janet James,		Information Manager.

## Frequently Asked Questions

- What is the Government Guaranteed Home Assisted Mortgage?

The Cayman Islands Government, working with the National Housing Development Trust and local private Banks to provide mortgages to Caymanian and Caymanian Status Holders.

- How does the GGHAM Work?

The Government Guaranteed Home Assisted Mortgage Scheme (GGHAM) is a great way to home ownership for people with the financial means to qualify for a mortgage from a private bank, but who lack the required capital injection (deposit) to achieve home ownership. Under this scheme, applicants can qualify for up to 100% of the loan amount, including closing costs, provided the total amount does not exceed the current market value of the home being purchased.

For more FAQ's about the Government Guaranteed Home Assisted Mortgage programme please refer to the Government Guaranteed Home Assisted Mortgage brochure.

- How do I qualify for the Affordable Housing Program?
  - ⇒ Be a first-time home owner
  - ⇒ Not earn more than CI\$30,000.00 per year (single applicant) or CI\$45,000.00 (joint applicants).
  - ⇒ Become the owner/occupier of the home being purchased
  - ⇒ Be currently employed for at least one year or self-employed for two years or more.
  - ⇒ Currently reside in Grand Cayman
  - ⇒ Be Caymanian or hold Caymanian Status
  - ⇒ Be within the age bracket required for repaying a mortgage.

- Can I apply for a home now?

Yes, Application packages can be collected from the NHDT office.

For more FAQ's about the Affordable Housing Program please refer to the Building Partnerships for Affordable Housing brochure.

- How do I make an FOI Request?

If you wish to make a request for information then you should contact the Information Manager listed above or in her absence, the Information Manager Designate. Requests may also be made through our Government assigned email address [foi.nhdt@gov.ky](mailto:foi.nhdt@gov.ky). Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request immediately. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We are obligated by law to always acknowledge receipt of all FOI requests made to the Information Manager and we are also obligated to let you know if there is a need to extend the deadline. For detailed advice on what sorts of information is exempt please see the FOI Unit website.

## **STRATEGIC MANAGEMENT**

---

Administering the Trust's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the Trust's functions and responsibilities; obtaining legal advice from external sources.

### **Governance**

- Development and Planning Law and Regulations
- Development and Planning Law Building Code Regulations
- Public Management and Finance Law and Regulations
- Public Accountants Law
- Labour Law and Regulations
- National Archive and Public Records Law 2007
- Freedom of Information Law and Regulations
- Health Insurance Law and Regulations
- National Pensions Law and Regulations
- Immigration Law
- Other Local Laws and Regulations

### **Corporate management**

- Inspections; reviews; performance evaluations
- Statistics

## **FINANCE & ADMINISTRATION**

---

Administering the Trust's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- Annual Budget
- Annual Financial statements
- Output Service Revenue
- Real Estate Investments
- Accounting procedures; Contracting Procedures
- Board members allowances and expenses

### **Administration**

- Insurance Policies
- Press Releases
- Career Opportunities
- Staff pay and grading structures
- Human Resources
- Maintenance of real estate investments

## **POLICIES & PROCEDURES**

---

- HR Employee Handbook
- Complaints Handling Procedure
- Customer Service Procedure
- Cash Management Policy

## **DECISIONS & RECOMMENDATIONS**

---

- Minutes of meetings

## **LISTS & REGISTERS**

---

- Schedule of real estate investments
- Schedule of office equipment, furniture and fixtures
- Schedule of vehicles
- FOI disclosure log

## **OUR SERVICES**

---

### **Government Guaranteed Home Assisted Mortgage (GGHAM)**

The GGHAM scheme is a great way to home ownership for people with the financial means to qualify for a mortgage from a private bank, but who lack the required capital injection (deposit) to achieve home ownership.

Under this scheme, applicants can qualify for up to 100% of the loan amount, including closing costs, provided the total amount does not exceed the current market value of the home being purchased.

Complete the Mortgage Application Form and refer to the Application Document Checklist to apply for this service.

### **Build on Your Own Property (BOYP)**

If you own your own land, the BOYP scheme offers interim construction financing to persons who want to build a home on their land. Under the BOYP scheme, the land owner can choose from the NHDT's three floor plan styles or to build according to their own floor plan design.

Once the house is constructed and the Certificate of Occupancy is issued, the owner will then obtain financing from a commercial bank and have the construction loan with the trust refinanced by way of a traditional mortgage.

Complete the Mortgage Application Form and refer to the Application Document Checklist to apply for this service.

### **Affordable Housing Initiative (AHI)**

The AHI provides Mortgage accommodation at an affordable cost to low income Caymanian.

Complete the Mortgage Application Form and refer to the Application Document Checklist to apply for this service.





## Children & Youth Services (CAYS) Foundation

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a Publication Scheme.

The purpose of a Publication Scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The Publication Scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This Publication Scheme commits the Children and Youth Services (CAYS) Foundation to making information available to the public as part of its normal business activities.

The CAYS Foundation will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this Scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this Scheme;
- make this Publication Scheme available to the public;
- Regularly review and update the information made available under this Scheme.

## **2. Information that may be withheld**

---

The CAYS Foundation will generally not publish:

- information in draft form;
- information that is not held by the CAYS Foundation or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- Information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this Publication Scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the CAYS Foundation (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our Publication Scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the Scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.cays.org.ky](http://www.cays.org.ky). If you are still having trouble locating information listed under our Scheme, please contact; Angela Sealey- [ceo@cays.org.ky](mailto:ceo@cays.org.ky)

If information is listed in our Publication Scheme but is not published on the website, we may be able to send it to you by email. You can email us at [ceo@cays.org.ky](mailto:ceo@cays.org.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the Publication Scheme can also be requested by telephone. Please call 946-2446 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**P.O. Box 30718-Grand Cayman—KY1-1108**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the Publication Scheme. You may visit the CAYS Head Office Monday-Friday between 10:00am - 4:00pm or call to make an appointment. (946-2446)

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact: The Information Manager 946-2446 P.O. Box 30718 Grand Cayman KY1-1203, or at [ceo@cays.org.ky](mailto:ceo@cays.org.ky)

The CAYS Foundation will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this Publication Scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the CAYS Foundation is legally required to translate any information, it will do so.

For more information on Freedom of Information (FOI) on the Cayman Islands visit [the Freedom of Information website at: www.foi.gov.ky](http://www.foi.gov.ky)

For more information on the Information Commissioner's Office (ICO), visit website at: [www.INFOCOMM.ky](http://www.INFOCOMM.ky)

#### **4. Fees and charges**

---

The CAYS Foundation strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the CAYS Foundation offers for sale. This includes: Annual Reports and Resident Handbooks. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white: any size) and \$1.50 per page (color, any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The CAYS Foundation will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information of the FOI regulations*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the CAYS Foundation has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the CAYS Foundation that is not published under this Scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law, by contacting FOI Information Manager-Angela Sealey at 946-2446 or email at [coe@cays.org.ky](mailto:coe@cays.org.ky)

##### How to make a Request for Information

If you want to request information from the CAYS Foundation, you should initially research the organisation where the information is held. This is best done by using the cays website ([www.cays.org.ky](http://www.cays.org.ky)) or you may contact the Information Manager ([ceo.org.ky](mailto:ceo.org.ky)) or you may contact the FOI website at: [www.foi.org.ky](http://www.foi.org.ky)

You must submit your request in writing (letter, email or facsimile). Please be as specific as possible about the information you would like, as this will help a prompt response. Where possible, please include a contact telephone number so that you can be contacted if it is necessary to further discuss your request.

CAYS will respond to your request promptly and within 30 calendar days. The Law allows CAYS to extend this deadline for an additional 30 calendar days. CAYS will always acknowledge receipt of FOI requests made to the above address and will let you know if the deadline needs

to be extended. For more information on procedures and timelines that apply to an information request, visit the FOI website ([www.foi.gov.ky](http://www.foi.gov.ky))

## **6. Complaints**

---

If you wish to complain about any aspect of this Publication Scheme, please contact Angela Sealey at: 946-2446 or 925-2030 or email at [ceo@cays.org.ky](mailto:ceo@cays.org.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Angela Sealey at 946-2446 or email at [ceo@cays.org.ky](mailto:ceo@cays.org.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

The CAYS Foundation aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

Further information about our complaints procedures can be obtained from Angela Sealey, P.O.Box 30718, KY1-1203 or 946-2446 or visit our website at [www.cays.org.ky](http://www.cays.org.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

**Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
  
Telephone: +1 (345) 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)**

## **7. Categories of Information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of Authority**

**Children & Youth Services (CAYS) Foundation**

### **Ministry**

**Ministry of Community Affairs, Gender & Housing**

**Location:**

4<sup>th</sup> Floor, Government Administration Building  
Grand Cayman KY1-90009

**Chief Officer:**

**Ms. Dorine Whittaker**

**Location CAYS Foundation:**

342A Dorcy Drive, Industrial Park  
Dot Com Center, Unit #4

**Mailing Address:**

P.O.Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS

**Phone Contact numbers:**

Tele: 1-(345) 946-2446  
Cell: 1-(345) 925-2030

**Fax:**

Fax: 1-(345) 949-1280

**Email Address:**

Email: [ceo@cays.org.ky](mailto:ceo@cays.org.ky)  
Website: [www.cays.org.ky](http://www.cays.org.ky)

**Principal Officers**

**Ms. Angela Sealey**

**Chief Executive Officer**

CAYS Foundation  
342A Dorcy Drive, Industrial Park  
Dot Com Center, Unit #4  
P.O.Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS  
Tele: 1-(345) 946-2446  
Fax: 1-(345) 949-1280  
Cell: 1-(345) 925-2030  
**Email: [ceo@cays.org.ky](mailto:ceo@cays.org.ky)**

**Harcourt Wason**  
**Programme Manager**

CAYS Foundation  
342A Dorcy Dive, Industrial Park  
DotCom Center, Unit #4  
P.O. Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS  
Tele: 1-(345) 946-2446  
Fax: 1-(345) 949-1280  
Cell: 1-(345) 925-0933  
Email: progmgr@cays.org.ky

**Ms. Maureen Jervis-Brooks**  
**Care Manager**

Frances Bodden Girls' Home  
CAYS Foundation  
P.O. Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS  
**Tel:** (345)-947-3202  
**Fax:** (345)-947-6794  
**Cell:** (345)-925-4899  
**Email:** cmfbgh@cays.org.ky

**Mr. Sydney Williams**  
**General Manager**

Bonaventure Boys' Home  
CAYS Foundation  
103A Bonaventure Road, WB  
P. O. Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS  
Tel: (345)-949-3569  
Fax: (345)-949-6931  
Cell: (345)-916-8216  
**Email:** cmbbh@cays.org.ky

**Information Manager**

**Ms. Angela Sealey**  
**Information Manager**

CAYS Foundation  
342A Dorcy Drive, Industrial Park  
Dot Com Center, Unit #4  
P.O.Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS  
Tele: 1-(345) 946-2446  
Fax: 1-(345) 949-1280

Cell: 1-(345) 925-2030  
Email: [ceo@cays.org.ky](mailto:ceo@cays.org.ky)

**Harcourt Wason**  
**Designate Information Manager**

CAYS Foundation  
342A Dorcy Drive, Industrial Park  
Dot Com Centre, Unit # 4  
P.O Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS  
Tel: (345)-946-2446  
Fax: (345)-949-1280  
Email: [progmgr@cays.org.ky](mailto:progmgr@cays.org.ky)

For more information, visit the FOI website ([www.foi.gov.ky](http://www.foi.gov.ky))

**Organisation and functions**

Children and Youth Services (CAYS) Foundation, was established as a Government owned company in December 2002, to manage and operate two (2) Residential Homes, namely (Bonaventure Boys' Home/ Frances Bodden Girls' Home).

The two facilities cater to children and youth between the ages of 11 years through 17 years, who are at risk and deem to be in need of care and protection. The children are placed by the Court on various Court Orders, and could remain at the facility for a maximum period of two year, depending on a number of circumstances.

The Residential Programme offers 24 hours residential care to residents who have had traumatic experiences, exhibit behavioural and emotional problems, low self-esteem, poor coping skills, feelings of rejection, poor social skills, etc. With the support of other experienced professionals, the facilities deliver a number of Programmes for example; Social and Life Skills, Behaviour Modification, Tutoring, Vocational Skills, Semi-Independent Living, and a Pre-work Programme, to ensure that individual treatment needs are met for each resident.

**Contact Information**

Location and hours	Matters handled
<b><i>Children and Youth Services (CAYS) Foundation</i></b> <b><i>342A Dorcy Drive, Industrial Park</i></b> <b><i>Dot Com Centre, Unit #4</i></b> <b><i>Opening Hours: Monday to Friday -</i></b> <b><i>8:30am-5:00pm</i></b>	<b><i>Head Office</i></b> <b><i>Administrative Duties for the Organization</i></b>
<b><i>Bonaventure Boys' Home</i></b> <b><i>103 Bonaventure Road</i></b> <b><i>Northwest Point, West Bay</i></b> <b><i>949-3569</i></b>	<b><i>Residential Home for Boys'</i></b>



<b><i>Business Hours: Monday-Friday- 8:00am-5:00pm Call to make an appointment to visit the facility</i></b>	
<b><i>Frances Bodden Girls' Home 112 Lottery Road Lower Valley Opening Hours: Monday-Friday- 8:00am-5:00pm Call to make an appointment to visit the facility</i></b>	<b><i>Residential Home for Girls'</i></b>

## Boards Members

Name	Meetings	Minutes
<i>Ormond Williams-Chairman Nicholas Freeland-Deputy Chairman Sean Parchment-Treasurer of the Board Dr. Ajit Amber-Member Jane Wareham-Member Jenny Manderson-Member</i>	<i>Meeting are held every second month at the CAYS Head Office located at: 342A Dorcy Drive, Industrial Park. Dot Com Centre, Unit #4 <b>Meetings are not open to the public</b></i>	<i>To obtain copies of the minutes or view the hard copy of the minutes contact the Information Manager at the Head Office. (946-2446) Viewing of the minutes is available between Monday- Friday, 10:00am - 4:0 pm at the CAYS Head Office.</i>

## Frequently Asked Questions

Below are some of the most frequently asked questions and the usual answers we respond with. If you have any further questions, please do not hesitate to contact us.

- **How do I get my child into the Bonaventure Boys' Home or the Frances Bodden Girls' Home?**

Children are Court Ordered to the Homes. An individual must first make contact with the Department of Children and Family Services, (DCFS) before a child can be admitted to one of the Homes.

- **Have you got what it takes to be a mentor?**

Being a mentor is a position of great responsibility. Your role is to be a person to look up to, a person that motivates young people and a person that is able to encourage those young people that may not have any one else that is fighting in their corner.

## **Annual Report**

To view the CAYS Annual Report, visit the CAYS website at: [www.cays.org.ky](http://www.cays.org.ky). Copies can also be obtained from the CAYS Head Office between the hours of 8:30am-4:00pm, Monday-Friday.

## **Budget**

To view the Budget allocated to the CAYS Foundation, visit the CAYS website at: [www.cays.org.ky](http://www.cays.org.ky). Copies can also be obtained from the CAYS Head Office between the hours of 8:30am-4:00pm, Monday-Friday.

## **STRATEGIC MANAGEMENT**

---

The CAYS Foundation administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising policy and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

### **Governance**

This section applies to the governance and management of the Foundation.

- Organization Chart
- Articles of Association of Children and Youth Services

### **Corporate Management**

- Employees Hand Book
- Internal Complaints Process
- Annual Reports
- Audit Reports on overall operations
- Performance Evaluations

## **FINANCE & ADMINISTRATION**

---

The CAYS Foundation administering the authority's internal functions and manage its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws that regulate the function of government entities.

### **Financial management**

- Annual Budget
- Financial Statements; Half-Yearly / Quarterly Reports
- Sources of revenue
- CAYS Financial Procedure Manual

## **Administration and Human Resource Management**

- Press releases
- Job vacancies
- Staff pay and grading structures
- Records management file plan or classification scheme
- Code of Ethics
- Application Forms

## **POLICIES & PROCEDURES**

---

This category applies to written protocols for carrying out functions and delivery of services.

- Complaints procedure
- Residents Complaint procedure
- Operating policies and procedures
- Child Abuse Reporting Policy
- Food Service Policy
- Admission Policy
- Supervision Policy
- Safety and Security Policy

## **ORGANISATION AND FUNCTIONS**

### **RESPONSIBILITIES & FUNCTIONS OF CAYS FOUNDATION**

#### ***Bonaventure Boys' Home***

Provides residential care and supervision to at risk boys ages 11year to 17 years who are deem to be in need of care and protection and placed to the Home on a Court Order.

#### ***Frances Bodden Girls' Home***

Provide residential care and supervision to at risk girls ages 11year to 17 years who are deem to be in need of care and protection and placed to the Home on a Court Order.

## **DECISIONS & RECOMMENDATIONS**

---

- Policy proposals; Recommendations; Minutes of meetings; Public consultations

## **OUR SERVICES**

---

CAYS is designed as an intentional Care and Protection Programme. The programme provides a structured residential environment for youth and offers opportunities for personal growth, social development and responsible behaviour. The programme activities include: an in-school support to students education programme, vocational education, individual group and family counselling, behavioural management, community services, drug education and counselling, employment experiences, and structured recreational and leisure activities.

## **Operating Capacity:**

- Bonaventure Boys' Home--16 Males (+2 emergency beds)
- Francis Bodden Girls' Home—14 Females (+2 emergency beds)
- Ages 11years -17 years.
- Residents Admission Hand Book
- Programmes
- Ceremonies; Events
- CAYS Pamphlet
- Forms
- Flyer
- Hurricane Preparedness Manual

## **Document Library**

*This section contains documents published by the CAYS Foundation:*

- Annual Reports
- Regulations
- Press Releases
- Pamphlet
- Events
- Disclosure Log

This website outlines the CAYS Foundation e-publication scheme, developed in compliance with Section 5 of the FOI Law.

The Disclosure Log provides details of FOI requests which may have a significant public interest. The Disclosure Log is updated frequently by the Foundation.

It should be noted, the Disclosure Log does not list all the information that has been released under FOI. Where practicable, the documents concerned have been scanned and made available on the CAYS website at: [www.cays.org.ky](http://www.cays.org.ky)

In addition to a summary of the original request, the Log indicates whether or not the information was released and what exemptions, if any, were applied.

Where the actual reply has been reproduced, the applicant's name and other personal details were deleted.

## Disclosure Log

Request No#	Request Details	Outcome
FOI-30307	Location that is being rented The square footage of the space being rented  The monthly rental and the expiration for the lease agreement	Access Granted
FOI/26457	The salary scale of managers employed with the CAYS Foundation.	Access Granted
FOI/21165	Compressive itemized list of the Public entities/authority's expense for the budget year ending June 2008 and 2009.  The total number of consultants on contract with the Public entity\authority.	Access Granted

## Classes of Information

A Class of Information is a way of collecting together similar types of information. The CAYS Foundation has grouped its Classes of Information into broad categories (or functions) which reflect the Foundations outputs.

If you plan to make a request, the following grouping of information should give you an indication of where the information may be found.

Classes of Information	Restrictions & Accessibility to information
Youth Residential Case files	Access to information restricted to the relevant personal
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Administration	Majority of information can be access by the public using the FOI Law. Access is restricted for personal information concerning clients
Operational	Majority of the information can be accessed by the public through the FOI Law.
Policy and Procedures	Majority of the information can be accessed by the public through the FOI Law.



## Ministry of Health, Environment, Youth, Sports and Culture

### Publication Scheme - 2012

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of Information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every Public Authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Ministry of Health, Environment, Youth Sports and Culture to making information available to the public as part of its normal business activities.

The Ministry of Health, Environment, Youth, Sports and Culture will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The Ministry of Health, Environment, Youth, Sports and Culture will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Health, Environment, Youth, Sports and Culture, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Ministry of Health, Environment, Youth, Sports and Culture's (or another organization's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

The Ministry of Health, Environment, Youth, Sports and Culture has developed our website where many of our documents will be published electronically on and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document. The website's name is <http://www.ministryofhealth.gov.ky/>

If you are still having trouble locating information listed under our scheme, please contact Daniell Rattan at 244-3170 or via email: [daniell.rattan@gov.ky](mailto:daniell.rattan@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.mhs@gov.ky](mailto:foi.mhs@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Daniell Rattan at 244-3170 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Daniell Rattan MBA  
Compliance Officer & Information Manager  
Ministry of Health, Environment, Youth, Sports & Culture  
Cayman Islands Government  
Government Administration Building  
Elgin Avenue, George Town, Grand Cayman, Cayman Islands  
KY1 9000  
Phone: 1 345 244 3170 (Office)  
Fax: 1 345 949 1790  
E-mail - [daniell.rattan@gov.ky](mailto:daniell.rattan@gov.ky)

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance



If you experience any difficulty identifying the information you want to access, please contact Daniell Rattan at 244-3170 or email [daniell.rattan@gov.ky](mailto:daniell.rattan@gov.ky)

The Ministry of Health, Environment, Youth, Sports and Culture will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Ministry of Health, Environment, Youth, Sports and Culture is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Ministry of Health, Environment, Youth, Sports and Culture strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Ministry of Health, Environment, Youth, Sports and Culture will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Ministry of Health, Environment, Youth, Sports and Culture has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Ministry of Health, Environment, Youth, Sports and Culture that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Requests in writing can be done by mail, e-mail or fax or by filling a prescribed request form and sent to the Ministry of Health, Environment, Youth, Sports and Culture.

By mail:

Daniell Rattan MBA  
 Compliance Officer & Information Manager  
 Ministry of Health, Environment, Youth, Sports & Culture  
 Cayman Islands Government  
 Government Administration Building  
 Elgin Avenue, George Town, Grand Cayman, Cayman Islands  
 KY1 9000  
 Phone: 1 345 244 3170 (Office)  
 Fax: 1 345 949 1790  
 E-mail - [daniell.rattan@gov.ky](mailto:daniell.rattan@gov.ky)

By e-mail:

[foi.mhs@gov.ky](mailto:foi.mhs@gov.ky)

By fax:

1 345 949 1790

## 6. Complaints

---

The Ministry of Health, Environment, Youth, Sports and Culture aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Daniell Rattan at 244-3170 or email [daniell.rattan@gov.ky](mailto:daniell.rattan@gov.ky), and we will try to resolve your complaint as quickly as possible.

The Ministry has an internal complaints form that can be accessed at the Ministry's reception desk with the policy guidelines on handling complaints. The form can be requested by e-mailing [daniell.rattan@gov.ky](mailto:daniell.rattan@gov.ky) or by fax at 1 345 949 1790

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
 2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
 George Town, Grand Cayman

PO Box 10727  
 Grand Cayman KY1-1007  
 CAYMAN ISLANDS

Telephone: +1 345 747 5402

Fax: 345 - 949 - 2026

Email: [info@infocomm.ky](mailto:info@infocomm.ky)

Website: [www.infocomm.ky](http://www.infocomm.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

### ABOUT US

---

#### **Name of Public Authority**

Ministry of Health, Environment, Youth,  
Sports and Culture

#### **Minister**

Honourable Mark Scotland  
Minister of Health, Environment, Youth,  
Sports and Culture

#### **Principal Officer**

Ms. Jennifer Ahearn  
Permanent Secretary/Chief Officer

#### **Key Staff**

Deputy Chief Officer

Mr. Stran Bodden

Chief Financial Officer

Mr. Carrol Cooper

Deputy Chief Financial Officer

Ms. Nellie Pouchie

Senior Policy Advisor- Youth, Sports & Culture

Mr. Joel Francis

Senior Policy Officer – Health

Ms. Janett Flynn

Administration Officer – Environment and Health

Ms. Sheila Watler

Operations Human Resources Manager

Ms. Marcia Murray

Telephone: (345) 949-7900 extension 2318

Facsimile (345) 949-1790

#### **Information Manager**

Mr. Daniell Rattan  
Compliance Officer / Information Manager  
Phone: 244-3170  
Fax: 345 949 1790  
Email: [foi.mhs@gov.ky](mailto:foi.mhs@gov.ky)

## **Organisation and functions**

The Ministry of Health, Environment, Youth, Sports & Culture is committed to empowering people in the Cayman Islands to achieve optimal well-being through strategic policies, innovative programmes and proactive services, governed by the highest principles of justice, personal and public integrity, and excellence of standards. The Ministry is divided into two sections. They are the Administrative section and the Finance Section. The Ministry's Finance Section is located on the Fifth floor of the new Government Administration Building in George Town. The Finance section deals with budget and monetary matters. They produce the Annual Budgets and make payments on behalf of the Ministry. They pay all invoices and for outputs from the Statutory Authorities, Government Companies and Non Government Organisations. They also perform the monthly billing to Cabinet for the departments' outputs to obtain funding for their activities.

The Ministry's Administrative section is responsible for policy decisions and for providing administrative services to the Minister. It is also responsible for oversight of the Statutory Authorities, Government Companies and Non Government Organisations that are under the Ministry. It also provides drafting instructions for the revision or creation of Laws and Regulations.

The Ministry is also located in the new Government Administration Building. The hours of operation of both the Administrative and Finance sections are Monday to Friday from 8.30am to 5.00pm.

Ministry's Physical address is:

Ministry Of Health, Environment, Youth, Sports and Culture  
5<sup>th</sup>. Floor Government Administration Building  
Elgin Avenue, George Town  
Grand Cayman KY1-9000  
Tel (345) 949-7900 ext. 2318  
Fax (345) 949-1790

The Ministry of Health, Environment, Youth, Sports and Culture has under its umbrella a number of Departments, Statutory Authorities and Government Companies. Each one is a Public Authority by itself and each will maintain their own Publication Scheme.

The Boards and Committees listed below are all managed by another Public Authority and their records are accessed through their Information Manager as indicated. All requests for information should be directed to the Information Manager of the relevant Public authority.

The Departments, Statutory Authorities, Government Companies, Councils and Commissions that are under the Ministry are given below.

Location and hours	Matters handled
<p><b>Cayman Islands Cadet Corps</b></p> <p><b>Physical Location:</b> 195 old Crewe Rd. First Assembly of God Bld. George Town</p> <p><b>Mailing Address:</b></p> <p><b>Telephone No:</b> (345) 946-9810</p>	<ul style="list-style-type: none"> <li>(a) to provide a formal, well-regulated and highly disciplined organisation operating within all sectors of the school and youth communities in the islands;</li> <li>(b) to attract as cadets, significant numbers of young people between the ages of eleven and nineteen;</li> <li>(c) to instil in cadets, spiritual, moral, national and humane values of honesty, justice, discipline and social responsibility;</li> <li>(d) to maximise in cadets, self-respect, self-confidence, self-reliance, self-discipline and loyalty;</li> <li>(e) to encourage in cadets, powers of leadership and the ability to work as team members;</li> <li>(f) to provide for cadets progressive training of a challenging and exciting nature in order to foster alertness, physical and mental endurance, and camaraderie;</li> <li>(g) to provide for cadets, military-style discipline, skills, achievements and values; and</li> <li>(h) to establish the highest possible standards in all areas of operation of the Cadet Corps</li> </ul>
<p><b>Cayman Islands Health Services Authority</b></p> <p><b>Physical Location:</b> #95 Hospital Road George Town</p> <p><b>Mailing Address:</b> Cayman Islands Health Services PO Box 915, Grand Cayman KY1-1103 Cayman Islands</p> <p><b>Telephone No:</b> (345) 949-8600</p>	<p><b>Inpatient Services</b></p> <ul style="list-style-type: none"> <li>▪ Ambulatory Care / Oncology</li> <li>▪ Critical Care Unit</li> <li>▪ Maternity</li> <li>▪ Medical Unit</li> <li>▪ Mental Health</li> <li>▪ Neonatal Intensive Care</li> <li>▪ Nutrition Services</li> <li>▪ Operating Theatre</li> <li>▪ Pediatrics</li> <li>▪ Surgical Unit</li> </ul> <p><b>Outpatient Services</b></p> <ul style="list-style-type: none"> <li>▪ Ambulance Services</li> <li>▪ Accidental &amp; Emergency</li> <li>▪ Community / Public Health Services</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Dialysis</li> <li>▪ Dental Services</li> <li>▪ Eye Clinic</li> <li>▪ General Practice</li> <li>▪ Laboratory Services</li> <li>▪ Nutrition Services</li> <li>▪ Physiotherapy</li> <li>▪ Pharmacy</li> <li>▪ Radiology</li> <li>▪ Recompression Chamber</li> <li>▪ Specialist Clinic</li> <li>▪ Women's Health</li> </ul> <p><b><i>Overseas Treatment</i></b></p>
<p><b>Cayman Islands National Insurance Company</b></p> <p><b>Physical Location:</b> Units 4 &amp; 5 Cayman Centre Dorcy Drive, Airport Rd. Grand Cayman</p> <p><b>Mailing Address:</b> Cayman Islands National Insurance Company P.O.Box 10112 Grand Cayman KY1-1001 Cayman Islands</p> <p><b>Telephone No:</b> (345) 949-8101</p>	<p>CINICO's mission is to provide affordable health care coverage on the most cost effective basis possible, to ensure the wellness of residents of the Cayman Islands.</p>
<p><b>Cayman Islands National Museum</b></p> <p><b>Physical Location:</b> Harbour Drive George Town</p> <p><b>Mailing Address:</b> Cayman Islands National Museum P.O. Box 2189 Grand Cayman KY1-1105 Cayman Islands</p> <p><b>Telephone No:</b> (345) 949-8368</p>	<p>The Cayman Islands National Museum is dedicated to the preservation, research and dissemination of all aspects of the Caymanian heritage for present and future generations.</p> <ul style="list-style-type: none"> <li>▪ Natural History</li> <li>▪ Cultural History</li> </ul>

<p><b>Cayman National Cultural Foundation</b></p> <p><b>Physical Location:</b> F.J. Harquail Cultural Centre 17 Harquail Drive George Town</p> <p><b>Mailing Address:</b> Cayman National Cultural Foundation P.O. Box 30201 Grand Cayman KY1-1201 Cayman Islands</p> <p><b>Telephone No:</b> (345) 949-5477</p>	<p>CNCF's mission is to stimulate, facilitate and preserve cultural and artistic expression generally, particularly the preservation and exploration of Caymanian performing, visual and literary arts.</p> <ul style="list-style-type: none"> <li>▪ Arts and Culture</li> </ul>
<p><b>Department of Environment</b></p> <p><b>Physical Location:</b> Cayman Islands Environmental Centre 580 North Sound Road George Town</p> <p><b>Mailing Address:</b> Department of Environment P.O. Box 486 Grand Cayman KY1-1106 Cayman Islands</p> <p><b>Telephone No:</b> (345) 949-8469</p>	<p>The Department of Environment's (DoE) role is to facilitate responsible management and sustainable use of the natural environment and resources of the Cayman Islands through various environmental protection and conservation programmes and strategies.</p> <ul style="list-style-type: none"> <li>▪ Protecting and conserving the natural environment</li> <li>▪ Researching, monitoring and assessing coral reefs, seagrasses, mangroves, beaches, marine water quality, marine turtles and locally important fishery resources</li> <li>▪ Managing marine parks and maintaining park signs, buoys and over 350 public moorings</li> <li>▪ Enforcing the Marine Conservation Law with routine patrols of all three islands as well as other conservation legislation</li> <li>▪ Responding to oil spills and marine pollution</li> <li>▪ Administering and implementing international conservation agreements such as CITES and RAMSAR; functioning as CITES Scientific Authority</li> <li>▪ Responding to CITES permit applications and enquiries (required for import or export of endangered species and their products, including conch and corals)</li> <li>▪ Issuing speargun, seine net, fish pot and turtle fishing licenses on behalf of the Marine Conservation Board</li> <li>▪ Conduction environmental impact reviews of coastal works and planning applications for</li> </ul>

	<p>the Cabinet and Central Planning Authority</p> <ul style="list-style-type: none"> <li>▪ Providing aquaculture advice and extension services; investigating enhancement potential for locally important species</li> </ul>
<p><b>Department of Health Regulatory Services</b></p> <p><b>Physical Location:</b> 2nd Floor, Countryside Shopping Village 33 Hirst Road, Savannah Grand Cayman</p> <p><b>Mailing Address:</b> Department of Health Regulatory Services P.O. Box 10128 Grand Cayman KY1-1002 Cayman Islands</p> <p><b>Telephone No:</b> 946-2084</p>	<p>The mission of the Health Regulatory Services Department is to effectively monitor and regulate the health insurance and health care industry in the Cayman Islands. The Department also provides assistance to the public in resolving disputes regarding the provision of health insurance and health care services.</p> <ul style="list-style-type: none"> <li>▪ Regulations of health insurers</li> <li>▪ Regulations and licensing of healthcare facilities</li> <li>▪ Supervision of councils regulating healthcare professionals</li> </ul>
<p><b>Department of Sports</b></p> <p><b>Physical Location:</b> Truman Bodden Sports Complex Academy Way George Town</p> <p><b>Mailing Address:</b> Department of Sports C/o Government Administration Bldg. Grand Cayman KY1-9000 Cayman Islands</p> <p><b>Telephone No:</b> 949-7082</p>	<p>The department seeks to promote sports for all in the Cayman Islands.</p> <p>The goals of the Organization are:</p> <ul style="list-style-type: none"> <li>▪ To use sports as a vehicle to encourage and promote good health, social integration and a well rounded disciplined society. In this regard special opportunities are to be made available to children, young people, senior citizens and the differently abled.</li> <li>▪ To promote sporting excellence a means of promoting National Pride, Patriotism, and enhance good will among nations.</li> <li>▪ To encourage and provide for the fullest participation of women and girls in all areas of sports, consistent with the 1994 Brighton Declaration on Women in Sport.</li> <li>▪ To maintain facilities at recreational and international standards to cater to the residents and promote the Cayman Islands as a premier sport destination.</li> <li>▪ To promote and facilitate sport as an industry that will contribute to the national economy.</li> </ul>
<b>National Drug Council</b>	The National Drug Council is an independent



<p><b>Physical Location:</b> Units 17 &amp; 18 Caymanian Village North Sound Way George Town</p> <p><b>Mailing Address:</b> National Drug Council P.O. Box 10007 Grand Cayman KY1-1001 Cayman Islands</p> <p><b>Telephone No:</b> 949-9000</p>	<p>statutory body that promotes the co-ordination of anti-drug misuse measures in the Cayman Islands.</p> <ul style="list-style-type: none"> <li>▪ Advice on the development of drug abuse prevention</li> <li>▪ Rehabilitation policies and programmes</li> <li>▪ Public education on the dangers of drug abuse</li> </ul>
<p><b>National Gallery</b></p> <p><b>Physical Location:</b> 1<sup>st</sup> Floor Harbour Place 103 South Church Street George Town</p> <p><b>Mailing Address:</b> National Gallery P.O. Box 10197 Grand Cayman KY1-1002 Cayman Islands</p> <p><b>Telephone No:</b> 945-8111</p>	<p>The National Gallery of the Cayman Islands serves to promote and encourage the appreciation and practice of the visual arts, of and in the Cayman Islands. To this end, the National Gallery travels Caymanian art and artists abroad as well as having many fine international artists visit, exhibit and work in the Cayman Islands.</p> <ul style="list-style-type: none"> <li>▪ The Visual Arts</li> </ul>

### Boards and committees

Cayman Islands National Insurance Company Board	Meetings	Minutes
<p><b>Members:</b> Dr. Scott Cummings Mr. Seamus Tirvan Mr. Godfrey McLean Dr. Ruthlyn Pomares Mr. Armando Ebanks Mr. Carl Brown Mrs. Darlee Ebanks Ms. Jennifer Ahearn</p>	<p><b>Meetings:</b> Monthly</p> <p>Not open to the public</p> <p><b>Website:</b> <a href="http://www.cinico.ky">www.cinico.ky</a></p> <p><b>Contact:</b></p>	<p>Contact Mark Frye <a href="mailto:mfrye@cinico.ky">mfrye@cinico.ky</a></p>

	Mark Frye (IM) <b>Telephone:</b> (345) 949-8101	
<b>Cayman Islands National Museum Board of Control and Trustees</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mrs. Jenna Ebanks - Chairman Mr. Taron Jackman Mrs. Eziethamae Bodden Mr. Omar McLean Mrs. Berna Thompson-Cummins Gene DaCosta Mr. Joel Francis – Ministry's Rep	<b>Meetings:</b> Quarterly  Not open to the public  <b>Website:</b> www.museum.ky  <b>Contact:</b> Beckie Seymour-Carranza (IM)  Telephone: (345) 949-8368	Contact Beckie Seymour-Carranza (IM) <a href="mailto:foi.mus@gov.ky">foi.mus@gov.ky</a>
<b>Cayman National Cultural Foundation</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mr. Martyn Bould - Chairman Mr. Nick Holland Mr. Morgan DaCosta Ms. Helen Harquail Mrs. Deanna Lookloy Ms. Lorna Reid Ms. Liz Scholefield Henry Muttou –Ex-Officio Marcia Muttou –EX Officio	<b>Meetings:</b> Six times per year  Not open to the public  <b>Website:</b> www.artscayman.org  <b>Contact:</b> Rita Estevanovich (IM)  <b>Telephone:</b> (345) 949-5477	Contact IM Rita Estevanovich <a href="mailto:cayfest@candw.ky">cayfest@candw.ky</a>
<b>Council for Professions Allied with Medicine</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b>	<b>Meetings:</b>	Contact Davina Wilson

Dr. Eugene Foley Dr. Clement Von Kirchenheim Mr. Stephen Duval Ms. Helen Cronier	Monthly  Not open to the public  <b>Website:</b> www.dhrs.ky  <b>Contact:</b> Davina Bennett-Wilson (IM) Angella Glidden (D)  <b>Telephone:</b> (345) 949-2813	<a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>
<b>Health Appeals Tribunal</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mr. Andrew Moon – Chairman Dr. James Akinwunmi Mr> Jeffrey Webb	<b>Meetings:</b>  Not open to the public  <b>Website:</b> www.dhrs.ky  <b>Contact:</b> Davina Bennett-Wilson (IM) Angella Glidden (D)  <b>Telephone:</b> (345) 946-2084	Contact Davina Wilson <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>
<b>Health Insurance Commission Board</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mrs. Theresa Pitcairn Mrs. Jennifer Ahearn Dr. Gerald Smith Mr. Mervyn Conolly Mr. Lonny Tibbetts Dr. Louis Cona Ms. Letitia Solomon Richard Harris	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b> www.dhrs.ky  <b>Contact:</b>	Contact Davina Wilson <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>

Mr. Jennison Nunez	Davina Bennett-Wilson (IM) Angella Glidden (D)  <b>Telephone:</b> (345) 946-2084	
<b>Health Practice Commission</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Dr. Stephenson Tomlinson Dr. Tamer Tadros Ms. Dawn Lewis Mr. Emerson Piercy Ms. Rebecca Smith	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b> www.dhrs.ky  <b>Contact:</b> Davina Bennett-Wilson (IM) Angella Glidden (D)  <b>Telephone:</b> (345) 949-2813	Contact Davina Wilson <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>
<b>Health Services Authority Board of Directors</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mr. Canover Watson Mr. Peter Young Ms. Wanda Ebanks Mr. Tommy Ebanks Ms. Racquel Solomon Mr. Ryan Walrond Ms. Nina Ebanks	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b> www.hsa.ky  <b>Contact:</b> Sharaine Chin (IM) Valrie Parris (D)  <b>Telephone:</b> (345) 949-8600	Contact Sharaine Chin <a href="mailto:Sharaine.chin@hsa.ky">Sharaine.chin@hsa.ky</a>
<b>Marine Conservation Board</b>	<b>Minutes</b>	<b>Meetings</b>
<b>Members:</b>	<b>Meetings:</b>	Contact Margaret Buchanan

Mr. Don Foster Mr. Darvy Ebanks Capt. Charles (Chucky) Ebanks Mr. Kenny Ryan Mr. Bruce Eldemire Mr. Bernard Watson Capt. Andrew Pierson Capt. Bryan Ebanks Mr. Richard Flowers	Monthly  Not open to the public  <b>Website:</b> www.doe.ky  <b>Contact:</b> Margaret Buchanan (IM) Tracy Galvin (D)  <b>Telephone:</b> (345) 949-8469	<a href="mailto:foi.env@gov.ky">foi.env@gov.ky</a>
<b>Medical and Dental Council</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Dr. Joseph Marzouca Dr. Kantamneni Vivek Dr. Sarah De Alvis Clyde Allen Dr. David Godfrey-co-opt member Dr. Howard Ironstone-co-opt member	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b> www.dhrs.ky  <b>Contact:</b> Davina Bennett-Wilson (IM) Angella Glidden (D)  <b>Telephone:</b> (345) 949-2813	Contact Davina Wilson <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>
<b>National Drug Council</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mrs. Dorothy Crumbley, Chairman Mr. Rayle Roberts, Vice-Chairman Ms. Margaret Ramsay-Hale Dr. Mark Lockhart Mr. Mark C. Campbell Mrs. Theresa Echenique-Bowen Ricardo Forbes Mark Tibbetts	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b> www.ndc.ky  <b>Contact:</b>	Contact Simon Miller <a href="mailto:foi@ndc.ky">foi@ndc.ky</a>

<p>Chief Officer, Ministry of Health, Environment, Youth, Sports and Culture, Ex-Officio</p> <p>Chief Officer, Ministry of Community Affairs and Housing, Ex-Officio</p> <p>Chief Officer, Ministry of Education, Training and Employment, Ex-Officio</p> <p>Minister of Finance or his representative, Ex-Officio</p> <p>Commissioner of Police or his representative, Ex-Officio</p> <p>National Drug Council Coordinator, Ex-Officio</p>	<p>Simon Miller (IM)</p> <p>Luisa McLaughlin (D)</p> <p><b>Telephone:</b> (345) 949-9000</p>	
<b>National Gallery of the Cayman Islands Management Board and Trustees</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>Members:</b></p> <p>Mr. Henry Hartford - Chairman</p> <p>Mr. Desmond Kinch</p> <p>Mr. Arthur Dzaghgouni</p> <p>Ms. Samantha Basdeo</p> <p>Mr. Martyn Bould</p> <p>Mr. Carl Brown</p> <p>Ms. Sara Collins</p> <p>Mrs. Ariane Dart</p> <p>Mr. John Doak</p> <p>Mrs. Lisa Flowers</p> <p>Mr. John Hurlstone</p> <p>Mrs. Susan Olde</p> <p>Mr. Andreas Ugland</p> <p><u>Honorary Members</u></p> <p>Mr. Naul Bodden</p> <p>Mr. Truman Bodden</p> <p>Mrs. Carol Owen</p> <p>Mr. Bendel Hyde</p> <p><u>Ministry's Representatives</u></p> <p>Mr. Joel Francis – Rep for Culture</p> <p>Mrs. Natalie Coleman – Director NG</p> <p>Hon Mark Scotland – Minister</p> <p>Jennifer Ahearn – Chief Officer</p>	<p><b>Meetings:</b></p> <p>Every 6 weeks</p> <p>Not open to the public</p> <p><b>Website:</b> www.nationalgallery.org.ky</p> <p><b>Contact:</b> Mona Tatum-Watler</p> <p><b>Telephone:</b> (345) 945-8111</p>	<p>Contact Mona Watler</p> <p><u><a href="mailto:Communications.ng@candw.ky">Communications.ng@candw.ky</a></u></p>
<b>National Sports Council</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>Members:</b></p> <p>Outstanding</p>	<p><b>Meetings:</b></p> <p>Not open to the public</p>	<p>Contact Collin Anglin</p> <p><u><a href="mailto:foi.dsp@gov.ky">foi.dsp@gov.ky</a></u></p>

	<b>Website:</b> www.departmentof sports.com  <b>Contact:</b> Collin Anglin (IM)  <b>Telephone:</b> (345) 949-7082	
<b>National Trust</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Carla Reid – President Tessa Bodden Gary Redfern Lois Bumenthal Angelyn Hernandez Simon Barwick Tommie Bodden Andrea Bothwell Patricia Bradley Clarence “King” Flowers Jennifer Hunter Darwin Ebanks Peter Davey Peter Milburn Janet Walker Estelle Stilling Debbi Truchan Suzan Merren Alice Mae Coe Debra Naused	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b> www.nationaltrust.o rg.ky  <b>Contact:</b> Frank Balderamos  <b>Telephone:</b> (345) 949-0121	Please email general queries to <a href="mailto:info@nationaltrust.org.ky">info@nationaltrust.org.ky</a>
<b>National Youth Commission</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mrs. Jenny Manderson Mr. Richard Christian Mr. Darren Dixon Ms. Cindy Adam Ms. Sherina Christie Pastor Felix Manzanares Ms. Dorothy Scott Ms. Sharon Martin Rev. Donovan Myers	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b>  <b>Contact:</b>	Contact James Myles <a href="mailto:foi.ysu@gov.ky">foi.ysu@gov.ky</a>

Mrs. Claudia Brady Mr. Patrick Beersingh Mr. James Myles Ms. Katherine Whittaker Mr. Luigi Moxam Ms. Laurel Ryan Mr. Lennon Christian Mr. Daryl Rankine Mrs. Joan West-Dacres Mr. Joel Francis Ms. Janett Flynn Ms. Debbie Ann Whittaker	Ms. Katherine Whittaker  <b>Telephone:</b> (345) 946-6151	
<b>Nursing and Midwifery Council</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Marsha Walters-Clark Ms. Andria Dilbert - Chairman Ms. Abigail Parchment Ms. Donna Pryce Mr. Noel Webb	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b>  <b>Contact:</b> Davina Bennett-Wilson (IM) Angella Glidden (D)  <b>Telephone:</b> (345) 949-2813	Contact Davina Wilson <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>
<b>Pharmacy Council</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b> Mr. David Pellow Mr. Donald McLean Ms. Samantha Conolly Mr. Colin Metford Mr. Hewiston Watler	<b>Meetings:</b> Monthly  Not open to the public  <b>Website:</b>  <b>Contact:</b> Davina Bennett-Wilson (IM) Angella Glidden (D)  <b>Telephone:</b> (345) 949-2813	Contact Davina Wilson <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>



## Frequently asked questions

- ***What Government Departments are under the Ministry of Health?***

The government departments under the Ministry are:

- 1) Department of Health Regulatory Services
- 2) Department of the Environment
- 3) Department of Sports
- 4) The Youth Services Unit
- 5) The Cayman Islands Cadet Corp
- 6) Public Health Department

- ***What Statutory Authorities and Government Companies are under the Ministry of Health?***

The following Statutory Authorities and Government Companies are under the Ministry:

- 1) The Health Services Authority
- 2) The Cayman Islands National Insurance Company (CINICO)
- 3) The National Drug Council
- 4) The National Museum
- 5) The National Gallery
- 6) The National Trust
- 7) The Cayman National Cultural Foundation

- ***Who are the officers assigned to the various entities under the Ministry?***

Policy officers are assigned to different subject areas. They are as follows:

- 1) Ms. Janett Flynn – Policy Advisor for Health
- 2) Ms. Sheila Watler – Administrative Officer for the Environment and Health
- 3) Mr. Joel Francis – Policy Advisor for Youth, Sports and Culture

- ***What are the current and proposed Laws that the Ministry is working on?***

The Ministry is currently working on the Pharmacy Law and Regulations, the Health Practice Law and Regulations, the Health Insurance Law and Regulations, the Mental Health Law and Regulations and the National Conservation Law Regulations. The Ministry proposes to make revisions to the Health Practice Law and to review and update the National Cultural Foundation Law.

- ***How are Boards and Commissions appointed?***

Boards and Commissions are appointed by Cabinet on the advice of the Minister of Health. The Minister nominates individuals who are knowledgeable and have experience in the respective subject area. After receiving a biography from these individuals, the Minister then prepares a cabinet Paper and takes it to Cabinet to have them approved for appointment.

- ***Does the Ministry have direct Financial Management of HSA?***  
HSA has its own Board of Management and Finance Department with direct responsibility for the financial management and operations of the Authority.
- ***Where can I go to make queries about invoices or payments?***  
Queries about payments or invoices can be made at the Finance section located on the 5<sup>th</sup>. Floor of the Government Administration Building
- ***If an employer refuses to offer me health insurance, whom can I contact?***  
You may contact the Health Insurance Commission located at the Department of Health Regulatory Services, 949-2813
- ***What is the name of the governing body which regulates the practice of health practitioners in the islands?***  
The Health Practice Commission, which constitutes four councils namely, Medical and Dental Council, Nursing and Midwifery Council, Pharmacy Council, and Council for Professions Allied with Medicine. The registrar for the councils may be contacted at 946-2084
- ***If I am unable to secure health insurance with a private insurer, what are my alternatives?***  
You may contact Cayman Islands National Insurance Company (CINICO) at 949-8101 for further assistance
- ***Do the Ministry provide wellness programmes for diseases such as diabetes, high blood pressure etc?***  
The Public Health Department at the Health Services Authority may be contacted at 244-2648 for further information

## **STRATEGIC MANAGEMENT**

---

Administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

## Governance

The Minister, with the approval of Cabinet appoints Boards of Directors to administer the Statutory Authorities and Government Company under the Ministry at the Strategic Level. The Minister also appoints members of the Councils to administer the business of the Councils.

## Laws & Regulations

- Public Service Management Law 2007 Revision
- Personnel Regulations 2006
- Freedom of Information law 2007
- FOI Regulations 2008
- Public Management & Finance Law (2005 Revision)
- Financial Regulations 2008

## Corporate management

The Ministry uses several documents to its business activities

### Documents

#### Ministry's Strategic Plans

Goals for 2010-11 and 2011-12 budget Years  
 Organisation Chart  
 Staff Directory and Contact details

#### Annual reports

2004-5; 2005-6; 2006-7; 2007-8; 2008-9; 2009-10; 2010-11;

#### Internal Audit reports on overall operations

Audit of Use of corporate credit card  
 Loans and Advances Audit  
 Review of Funding Requisition from Equity Investment Audit  
 Payroll Process Audit

#### HR Audit Reports

Compliance Report for Chief Officers and HR Professionals – Oct 2007  
 HR Report on Children & Family services Department

#### Office of the Complaints Commissioner

Report on Own Motion on proper disposal of Electronic Data storage Devices

#### Performance evaluations

Statistics

No of replies to correspondence  
 Number of Cabinet papers  
 Number of Press releases  
 Number of replies to Parliamentary Questions  
 Report of outputs produced

Plans for business continuity, hazard management and disaster recovery  
 2005; 2006; 2007; 2008; 2009; 2010; 2011;

**FINANCE & ADMINISTRATION**

---

The Ministry of HEYSAC administers the authority's internal functions and managing its resources efficiently and effectively. It includes the management of monetary resources, which is administered by the Finance Unit which is headed by the Chief Financial Officer who manages the financial resources under the direction of the Chief Officer. It also includes the management of material resources under the direction of the Higher Executive Officer and the human resources under the direction of the Operations Human Resources Manager. It also manages information resources; and relationships with clients, the public and other government agencies.

**Financial management**

- The Public management and Finance Law 2005 revision and the Finance Regulations 2008 revision
- Annual Budget statement
- Annual Plan and Estimates
- Purchase Agreements
- Ownership Agreements
- Cabinet Invoicing
- Financial statements; Half-yearly / quarterly reports
- Capital Acquisition Budget
- Accounting Policies & Procedures
- Payment Batches and Invoices

**Administration**

- Insurance policies (Held by Risk Management Unit)
- Press releases
- Staff pay and grading structures
- Records management file plan or classification scheme

**POLICIES & PROCEDURES**

---

- Internal complaints Procedure

- HR policies and Procedure
- National Archives Law
- Administrative Circulars
- Creation, Maintenance and disposal standards
- Financial management Administrative Disposal Schedule
- Government's e-mail Policy
- Chief Secretary's Code of Practice on Records Management
- Public servants Code of Conduct
- PoCs advisory – Sick Leave Provisions
- Standard Terms of conditions of employment
- Employment agreements for Civil servants
- Declaration of secrecy for civil servants
- Remuneration Bands
- Leave and Vacation Policy
- Overtime Policy
- Attendance Policy

## DECISIONS & RECOMMENDATIONS

---

Information about proposals, resolutions, assessments and results, including decision-making processes.

The Minister meets with senior staff on a regular basis to hold Post Cabinet updates and to gather information from subject areas advisors on current issues. The Chief Officer meets with senior staff on a bi-weekly basis to get updates on current work assignments of staff. Heads of Departments meetings are done on a quarterly basis so that the Ministry can get an update on what is happening with the departments. The CFO of the Ministry sits on the finance committee of both the Health services Authority and CINICO and provides feedback to the Ministry. The Minister appoints the Boards and Councils under the Ministry to make strategic decisions over their business.

The decision process involves the discussion of issues and consultation with interested parties and then formulating policy or making the decision. The Ministry is currently on the provision of original and revised drafting instructions for revision or creation of the following laws:

- Pharmacy Law and Regulations
- Health Practice Law and Regulations
- Health Insurance Law and Regulations
- Mental Health Law and Regulations
- National Conservation Law Regulations

### *Documents:*

- Policy proposals; Recommendations; Minutes of meetings; Public consultations
- Pharmacy Law and Regulations
- Health Practice Law and Regulations
- Health Insurance Law and Regulations
- Mental Health Law and Regulations
- National Conservation Law Regulations

## LISTS & REGISTERS

---

Information held in registers required by law and other lists or registers relating to the functions of the authority.

This authority does not maintain any registers required by law. However the Health and Regulatory Services Department maintains four lists for the Councils whose members are appointed by the Minister. These Registers can be accessed through the Health and Regulatory services Department.

The Ministry however keeps a list and Registers of the following:

- Asset Register
- Attendance Register
- File Register
- List of Complaints
- List of payments
- List of Cabinet papers
- List of Leave taken
- List of FOI requests
- List of Public Authorities
- List of Press Releases
- List of Incoming and Outgoing mail
- List of Employees and Phone numbers
- Contact details for Heads of Entities within Ministry

## OUR SERVICES

---

This category provides detailed information about the services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities.

### General Nature of Activities

The Ministry of Health, Environment, Youth, Sports and Culture is responsible for a wide range of services critical to the well-being of the people of the Cayman Islands. The Ministry will ensure a healthy population through the development and implementation of strategic policies and legislation; it will ensure sustainable use of natural resources and the environment, as well as the development of the youth through innovative programmes.

The departments/units under the Ministry of Health, Environment, Youth, Sports and Culture include: Public Health, Environment, Youth, Sports, Cadet Corps and the Health Regulatory Services. These departments are generally under the direct purview of the Chief Officer of the Ministry.

The Ministry is also responsible for oversight of the Health Services Authority, CINICO, The National Drug Council, The National Museum, The national Gallery, The National Trust and the Cayman National Cultural Foundation.

The Ministry is responsible for providing funding for the activities of these agencies and get feedback reports of the outputs that they have produced. Policy decisions over these agencies are made by Boards who are appointed by the Minister and Cabinet in Council.

The types of information held by the Ministry are as follows:

- General Correspondence
- Press Releases
- Minutes of meetings
- Strategic Plan – Health
- Budget Addresses
- Audit reports and Correspondence
- Cabinet papers
- Circulars
- Legislative Drafting
- Parliamentary Questions
- Personnel files
- Disaster Preparedness
- Legal Matters
- FOI Requests and Responses
- Contracts
- Leave records

Please note that Cabinet papers, minutes of meetings and records on legal matters are exempt from disclosure under the FOI Law, and therefore will generally not be made public.



## Department of Health Regulatory Services

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Health Regulatory Services to making information available to the public as part of its normal business activities.

The Department of Health Regulatory Services will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;



- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The Department of Health Regulatory Services will generally not publish:

- information in draft form;
- information that is not held by the Department of Health Regulatory Services, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Health Regulatory Service's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are having trouble locating information listed under our scheme, please contact Davina Wilson, Information Manager on 946-2084 or at [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky)

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Mrs. Davina Wilson on 946-2084 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy.

Requests may be addressed to:

**Information Manager  
Department of Health Regulatory Services  
P.O. Box 10128  
Grand Cayman KY1-1002  
Cayman Islands**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Mrs. Davina Wilson on 946-2084 or at [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky).

The Department of Health Regulatory Services will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Health Regulatory Services is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Health Regulatory Services strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email (if the document does not already have a charge attached to it) will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

**Photocopies:**

Black & White copy (all sizes) -\$1.00 per page;

Color copies (all sizes) \$1.50 per page.

**Fee for a copy of any part of register, for every sheet copied:**

- a) if certified - \$10
- b) if uncertified - \$7

**Computer Discs:**

\$2.00 per disc

**Search & Inspection of Records:**

Health Practitioner Register - \$5.00 for each record inspected.

An official search of documents held by the Health Practice Commission will be at a cost of \$50 per hour or part thereof. Please note that the fees for the search and inspection of the Health Practice register is mandated under section 5 and 6 of the Health Practice Regulations, (2005 Revision).

These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Postage costs

The Department of Health Regulatory Services will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Department of Health Regulatory has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Department of Health Regulatory Services that is not published under this scheme can be requested in writing and emailed to [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky) or posted to P.O. Box 11765 Grand Cayman KY1-1002. For additional details you can also go on our website at [www.dhrs.ky](http://www.dhrs.ky). Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

---

The Department of Health Regulatory Services aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Ms. Davina Wilson and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from the Information Manager or Information Manager Designate. You may contact her on 946-2084 or email her at [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

The Department of Health Regulatory Services (DHRS) was formed on the 1<sup>st</sup> July 2008 as a result of the merge between the Health Insurance Commission (HIC) and the Health Practice Commission (HPC). The Department of Health Regulatory Services monitors and regulates the health insurance and health care industries in the Cayman Islands. The Department also provides assistance to the public in resolving disputes regarding the provision of health insurance and health care services.

The principal officer of the DHRS is Mr. Mervyn Conolly, Director of the Department of Health Regulatory Services and Superintendent of Health Insurance. The contact detail for the principal officer is listed below.

**Health Insurance Regulatory  
Services/Health Insurance Commission**

Mr. Mervyn Conolly  
2<sup>nd</sup> Floor Countryside Shopping Village,  
33 Hirst Road, Savannah, Grand Cayman  
P.O. Box 10128  
Grand Cayman KY1-1002  
CAYMAN ISLANDS  
946-2084 (P)  
946-2845 (F)  
Email: hic@gov.ky

**Health Practice & Facilities Regulatory  
Services/ Health Practice Commission**

P.O. Box 10215  
Grand Cayman KY1-1002  
CAYMAN ISLANDS  
949-2815 (P)  
946-2845 (F)  
Email: hpusers@gov.ky

Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)

Opening Hours: 8:30 am to 5:00 pm

**About the Ministry Health, Environment, Youth, Sports & Culture**

The Ministry of Health, Environment, Youth, Sports and Culture is committed to empowering people in the Cayman Islands to achieve optimal well-being through strategic policies, innovative programs, and proactive services governed by the highest principles of justice, personal and public integrity and excellence of standards.

The Chief Officer for the Ministry of Health, Environment, Youth, Sports and Culture is Mrs. Jennifer Ahearn. The contact details for the Ministry of Health, Environment, Youth, Sports and Culture is as follows:

New Government Administration Building  
Grand Cayman KY1-9000,  
CAYMAN ISLANDS  
244-2318 (P)  
949-1790 (F)

Opening Hours: 8:30am to 5:00pm, Monday to Friday

**Organisation and functions**

The mission of the of the Department of Health Regulatory Services is to effectively monitor and regulate the health insurance and health care industries in the Cayman Islands. The Department also provides assistance to the public in resolving disputes regarding the provision of health insurance and health care services.

The following Councils and Commissions are associated with the DHRS:

- Health Insurance Commission Board
- Health Practice Commission Board
- Medical & Dental Council

- Nursing & Midwifery Council
- Pharmacy Council
- Council for Professions Allied with Medicine

The above mentioned Councils and Boards usually meet once per month at the Department of Health Regulatory Services Conference Room located at 33 Hirst Road, Countryside Shopping Village, Savannah. However, these meetings are not generally open to the public.

## **Functions of the Department of Health Regulatory Services**

### **Function – Investigate and Resolve Complaints/Inquiries**

#### **Description of Function:**

Complaints/inquiries are investigated and resolved based on the Health Insurance Commission's policy and procedures.

### **Function – Public Education Campaign**

#### **Description of Function**

A sustained public education campaign on health insurance and functions of the Health Insurance Commission in the Cayman Islands.

### **Function – Enforcement Issues Pertaining to the Health Insurance and Health Practice Law and Regulations**

#### **Description of Function:**

- Investigation of all report on non-compliance with the Health Insurance and Health Practice Law and Regulations;
- Preparation of cases for legal action;
- Onsite inspections of approved insurers;
- Onsite inspections of health care facilities;
- Onsite inspections of employers.

### **Function – Collection of Segregated Insurance Fund**

#### **Description of Function:**

- Collection of Segregated Insurance Fund Payments;
- Deposit of Segregated Insurance Fund Payments;
- Review reports on the number of insured persons;
- Monitor the number of indigent persons;
- Preparation of Segregated Insurance Fund financial statements for audit.

### **Function – Administrative Services**

#### **Description of Function:**

- Contribution to Cabinet Papers, speeches, statements, responses to Parliamentary Questions, replies to correspondence and board minutes;
- Advise the Minister generally on any pertinent matter(s) relating to health insurance and health practice;
- Administrative services to the Board;
- Review and research Legislation;
- Development of budget reports (quarterly & annually) and invoices to the Ministry.

### **Function – Registration of Practitioners and Facilities**

#### **Description of Function:**

- Registration of health care practitioners;
- Regulation of the professional conduct and discipline of registered practitioners;
- Regulation of the training requirements for both applicants and the purpose of practitioners retaining their registration;
- Promoting high standards of professional conduct and performance;
- Advising the Ministry on policy relating to health practice in the Islands including determining the type of health professions which should be permitted in the Islands.

### **Function – Facility Inspections**

#### **Description of Function:**

- Inspection of healthcare facilities;
- Certification of healthcare facilities;
- Advising the Director of Planning on applications for the development of healthcare facilities.

### **Frequently Asked Questions**

#### **▪ Can a corporation be registered as a facility?**

In section 4 (10) of the Health Practice Registration Regulations state that “Where an applicant is a non-Caymanian health practitioner (full-time resident or visiting) he shall provide written evidence at the date of application that he is or will be affiliated with a registered Caymanian health practitioner in the Islands or with one of the registered health care facilities in the islands.” Therefore, providing that the corporation has Caymanian ownership, consistent with the Health Practice Law (2005 Revision) and Trade and Business laws, then the application for registration will be accepted. Please click [here](#) for the Guidelines and Application for Facility Registration.

#### **▪ How many Continuing Education Credit hours do I require for the retention of my registration?**

Each Council is tasked with the duty to assign a minimum number of Continuing Education hours. Please check your Council for their requirements. Click your Council below to access the Continuing Education information for:

1. The Council for Professions Allied with Medicine – Continuing Education Information  
[www.dhrs.ky/councils.php](http://www.dhrs.ky/councils.php)
2. The Medical and Dental Council – Continuing Education Information  
[www.dhrs.ky/councils.php](http://www.dhrs.ky/councils.php)
3. The Nursing and Midwifery Council – Continuing Education Information  
[www.dhrs.ky/councils.php](http://www.dhrs.ky/councils.php)
4. The Pharmacy Council – Continuing Education Information  
[www.dhrs.ky/councils.php](http://www.dhrs.ky/councils.php)

▪ **I want to practice in the Cayman Islands. What do I need to know right away?**

You must be registered/licensed in one of the approved jurisdictions (i.e. Australia, Canada, Jamaica, New Zealand, South Africa, the United Kingdom, or the United States of America). In addition, you must provide a letter of good standing from the registering/licensing authority in the place where you are currently working. Please note that the letter of good standing can take up to 6 weeks to reach this office.

▪ **How do I request a letter of good standing?**

Please send your request to [HPBUSERS@gov.ky](mailto:HPBUSERS@gov.ky). Include the Council you are registered with and the address that the certificate should be sent to. Most registering/licensing authorities request that the letter of good standing is sent directly to them from our office. Your request will take up to 5 business days to process. A fee of CI\$ 25.00 (or US\$ 31.00) is payable to the Cayman Islands Government by cheque or bank draft. Overseas and personal cheques are not accepted.

▪ **How do I find work in the Cayman Islands?**

The Health Practice Commission provides registration for the health care practitioners in the Cayman Islands. We cannot assist you with finding employment.

▪ **I am a recent graduate of St Matthews University. What is required to obtain a letter of eligibility?**

The Medical and Dental Council will require a copy of your current license/registration from one of the approved jurisdictions (i.e. Australia, Canada, Jamaica, New Zealand, South Africa, the United Kingdom, or the United States [US] of America). A request letter that states you are a St Matthews graduate.

▪ **What if I need the letter of eligibility in order to obtain my license?**

Some States in the US require this letter of eligibility in order to process your application for a license. In this event you are advised to register with another state that does not require a letter of eligibility from the jurisdiction that your medical school is located in.

▪ **Where do I send the Z-Form?**



The Texas State Board requires a Z-Form for their application process. The form should be filled in by the graduate and signed by the Permanent Secretary (or their delegate) at the Ministry of Education in the Cayman Islands [www.brighterfutures.gov.ky](http://www.brighterfutures.gov.ky).

- **I have decided not to work in the Cayman Islands. Can I receive a refund on my registration fee?**

- a. The registration fee is refundable prior to the Councils review or if the Council denies registration.
- b. The registration fee is refundable if a mistake was made by the Health Practice Commission.
- c. The registration fee is not refundable once the file reaches the Council and is subsequently approved for registration.

The request for a refund of the registration fee must be made within 90 days of the date of the payment. Please note that the registration fee is unrelated to the duration of employment and is only prorated between the dates 10 October to 31 December when the upcoming renewal registration fee is due.

- **What is the Standard Health Insurance Contract 1?**

The Standard Health Insurance Contract One (SHIC 1) is the minimum contract of prescribed health care benefits established in the Health Insurance Regulations (2005 Revision) and sold by approved health insurance companies.

- **Who is responsible for providing health insurance coverage?**

Employers are responsible for providing health insurance for all of their employees, the employee's unemployed spouse and any of the employee's dependent children who reside in the Cayman Islands. The health insurance coverage must be obtained through an approved health insurance company. A self-employed person must provide their own cover with an approved health insurance company and their unemployed spouse and dependent children should also be covered.

- **Who pays the premiums?**

The Health Insurance Law states that an employer shall be liable to pay the total cost of the premium of the Standard Health Insurance Contract One (SHIC1) but shall be entitled to recover directly from the salary, wage or other remuneration of each employee, 50% of the cost of the premium. The employer is not required to contribute to the premiums for the employee's dependent children or unemployed spouse and can deduct those amounts as arranged with the employee.

- **What can I do if I cannot afford health insurance?**

If a person, because of limited or inadequate financial resources is unable to pay for their health care services or pay for health insurance cover, an assessment of their financial circumstances can be carried out by the Department of Children and Family Services to determine their eligibility for assistance.

- **What happens if an employee refuses the insurance coverage offered by an employer?**

The Health Insurance Law requires that every person resident in the Cayman Islands have, at a minimum the Standard Health Insurance Contract One (SHIC 1). If an employee refuses health insurance provided by the employer, the employer should document the reasons why the employee refused the health insurance coverage and seek to verify if the employee has health insurance cover through another source. If the employer determines that the employee does not have other health insurance cover, the matter should be reported to the Health Insurance Commission.

Note: Under Section 10 (1) of the Health Insurance Law (2005 Revision) entitled "Employee to provide information to employer, every employee shall keep his employer informed of all facts related to the employer's liability under section 5(2) of the law and any change of circumstances which would affect the employer's liability under that section. An Employee who contravenes this section of the Law is liable to their employer for any expenses incurred by the employer for which he would otherwise not have been liable.

- **If I hire a new employee, when do I have to take out health insurance coverage on that employee?**

Health Insurance coverage should be taken out immediately. An employer, within fifteen days after the commencement of an employee's employment with that employer, shall give a written statement to the employee consisting of-

- (a) the name and address of the approved insurer with whom the employee's standard health insurance contract has been effected;
- (b) the effective date of cover under the contract; and
- (c) the insurance number of the health insurance contract.

The Health Insurance Commission recommends that the employer have the employee fill out the Health Insurance Enrollment Application (HIEA) form at the time of effecting the employment contract and submit the HIEA to the approved health insurance company on the first day that the employee commences employment.

- **Under the law, do I still have to pay for medical services in full and then submit my claims to my approved insurer?**

The law makes it the responsibility of the health practitioner or the health care facility to submit claims to the approved health insurance company for payment. Patients are required to present their health insurance identification card at the time of seeking treatment and the patient will be responsible for paying any deductibles, coinsurance amounts and any charges exceeding the standard fees at the time of treatment.

- **My health insurance policy includes a deductible and coinsurance. What does this mean?**

A deductible is the initial dollar amount you must pay out-of-pocket each calendar year before an insurance company pays its share. This is usually a flat dollar amount.

Coinsurance is the share or percentage of covered expenses you must pay after you have paid the deductible. For example, your policy may pay 80% of expenses after you have paid the deductible. You would then pay the remaining 20% as coinsurance until a maximum out-of-pocket expense is reached.

- **I am employed at two different places, who is responsible for my health insurance coverage?**

If a person is employed by more than one employer, then insurance must be effected on his behalf by his principal employer. Where a person is employed by two or more employers, the principal employer of that person shall be deemed to be the employer who employs that person for the most hours each week. Where each employer employs him for a similar amount of hours a week, the principal employer shall be that employer which first retained the services of the employee.

- **What happens if a person is refused coverage?**

If a person is refused health insurance coverage by two or more approved insurers, that person becomes an uninsurable person under the law. That person may then make an application for coverage with the Cayman Islands National Insurance Company (CINICO), an independent government-owned health insurance company, established to provide health insurance for those persons unable to obtain coverage either for health reasons or financial reasons. This person is still encouraged to seek coverage wherever possible to re-apply with their employer's group plan, if eligible, at a later date (for example: if a person is denied coverage due to being overweight and the extra weight is lost and kept off, the employee may usually reapply after a prescribed period of time).

- **What happens to my health insurance coverage upon termination of employment?**

Your health insurance coverage terminates on the first day of the month following the date of termination of employment. If you remain resident in the Cayman Islands and if you do not become insured under any other employer, upon your request to your former employer, your coverage can continue for a period of three (3) months. In these circumstances, the employee will be responsible for the full amount of the premium. It is recommended that arrangements be made with your employer for payment of the premiums at the time of the termination of employment.

- **How much time do Healthcare facilities and doctors have to file a claim?**

The law stipulates that health care providers and health care facilities must submit claims to the approved insurer within 180 days of the date of treatment. If the claim is not submitted within this 180 day time frame, the health care provider may be denied payment by the approved insurer and the provider cannot seek payment from the patient. The same time frame applies to individuals filing a claim on their own behalf.

## **STRATEGIC MANAGEMENT**

---

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

### **DHRS Laws & Regulations**

The Department of Health Regulatory Services carries out its functions under the following laws and regulations:

- Health Insurance Law, (2005 Revision).
- Health Insurance Regulations, (2005 Revision)
- Health Insurance Commission Law, (2010 Revision)
- Health Practice Law (2005 Revision)
- Health Practice Regulations (2005 Revision)
- Pharmacy Law, 1979

## **FINANCE & ADMINISTRATION**

---

This involves administering the Department of Health Regulatory Services' internal functions and managing its resources efficiently and effectively as well as the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

Documents relating to the administration of the Department of Health Regulatory Services' monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.

- Public Finance & Management Law, 2005

Copies of the above document can be obtained from the Legislative Assembly.

### **Administration**

Documents relating to other administrative functions carried out within our authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.

- Public Service Management Law, 2007\*
- Freedom of Information Law, 2007\*
- National Archive & Public Records Law, 2007\*
- Health Insurance Commission Law, 2003
- Health Insurance Law, (2005 Revision)

- Health Insurance Regulations, (2005 Revision)
- Health Insurance (Amendment) Law, 2010
- Health Practice Law, (2005 Revision)
- Health Practice Regulations, (2005 Revision)

Copies of these laws may be obtained from the Legislative Assembly. All other laws listed above may be obtained from the DHRS website [www.dhrs.ky](http://www.dhrs.ky).

## **POLICIES & PROCEDURES**

---

- Audit & Inspection Policy
- Complaint Resolution Policy
- Filing Policy
- Mail and Other Correspondence Policy
- Internal Complaint Policy
- Incoming FOI Request Policy

The Department of Health Regulatory Services' policies and procedures can be obtained upon your request to the Information Manager.

## **DECISIONS & RECOMMENDATIONS**

---

Information about proposals, resolutions, assessments and results, including decision-making processes.

- Minutes of meetings

Copies of minutes may be obtained from the Information Manager when you make a FOI request. Please note that minutes of meetings may contain exempt matter that cannot be released. However applicants may still make their request and the Information Manager will make a formal decision as to whether the information can be released.

## **LISTS & REGISTERS**

---

Information held in registers required by law and other lists or registers relating to the functions of the authority.

- List of registered practitioners\*
- The FOI Disclosure Log (can be found at <http://www.dhrs.ky/foi.php>)

\*The official list of registered practitioners in the Cayman Islands can be obtained for a fee from the Department of Health Regulatory Services.

**FORMS** – All forms can be obtained from our website at [www.dhrs.ky](http://www.dhrs.ky) , or by visiting our office at 33 Hirst Road, Countryside Shopping Village, Savannah.

## **MEDICAL and DENTAL COUNCIL (MDC)**

### ***New Applicants***

1. MDC - Registration Application Form
2. MDC - Registration Guidelines

### ***Renewal / Retention Registration***

1. MDC - Registration Renewal Form
2. MDC - Administration Form
3. MDC - Continuing Education Form

## **NURSING and MIDWIFERY COUNCIL (NMC)**

### ***New Applicants***

1. NMC - Registration Application Form
2. NMC - Registration Guidelines

### ***Renewal / Retention Registration***

1. NMC - Registration Renewal Form
2. NMC - Administration Form
3. NMC - Continuing Education Form

## **PHARMACY COUNCIL (PC)**

### ***New Applicants***

1. PC - Registration Application Form
2. PC - Registration Guidelines

### ***Renewal / Retention Registration***

1. PC - Registration Renewal Form
2. PC - Administration Form
3. PC - Continuing Education Form

## **COUNCIL for PROFESSIONS ALLIED with MEDICINE (CPAM)**

### ***New Applicants***

1. CPAM - Registration Application Form
2. CPAM - Registration Guidelines

### ***Renewal / Retention Registration***

1. CPAM - Registration Renewal Form
2. CPAM - Administration Form
3. CPAM - Continuing Education Form

## **HEALTH INSURANCE COMMISSION FORMS**

## Complaint Intake Form



## Department of Environment

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into different categories of information as described in Section 7 below, to help you find the documents you are looking for.

This publication scheme commits the Department of Environment to making information available to the public as part of its normal business activities.

The Department of Environment will:

- specify the information held by the authority, which falls within category 7 below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;



- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The Department of Environment will generally not publish:

- information in draft form;
- information that is not held by the Department of Environment or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.
- case-files as created and used by the Enforcement section. These may be available (subject to FOI law exemptions) by application to the Courts Office.
- Enforcement patrol schedules
- Scientific data collections prior to publication

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in Section 7: *Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Environment's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to Section 6: *Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

Section 7: *Categories of Information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on our website and can be downloaded in PDF format, or members of the public can use our website “Search” facility at [www.doe.ky](http://www.doe.ky) . If you are still having trouble locating information listed under our scheme please contact Information Manager, Margaret Buchanan at the number below.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.env@gov.ky](mailto:foi.env@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 949-8469 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**Department of Environment**  
PO Box 10202  
Grand Cayman KY1-1002  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See Section 4: *Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in Section 7: *Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact:

Information Manager  
CIG- Dept. of Environment  
Tel: (345) 949-8469  
Direct: (345) 244-5972

Fax: (345) 949-4020  
P.O. Box 10202, Grand Cayman KY1-1002  
Email: [foi.env@gov.ky](mailto:foi.env@gov.ky)

The Department of Environment will adhere to its obligations under Section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that may be legally required. Where the Department of Environment is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Environment strives to ensure that fees and charges are clearly explained and kept to a minimum.

There are some publications which the Department of Environment offers for sale. Currently: "Threatened Plants of the Cayman Islands - The Red List" by Frederic J. Burton; \$19.95 C.I.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### ***Schedule of Fees***

- 1) Photocopy Black & White (all sizes) - \$1.00 per page;
- 2) Photocopy Color (all sizes) - \$1.50 per page
- 3) Photographs:
  - a. (a) Black & White / Colour (digital photographic print from digital file, scanned hardcopy of existing negative);
    - i) 8 \_ x 11 (or smaller) - \$5.00
    - ii) 8 1/2 x 14 - \$7.50
    - iii) 11 x 17 - \$10.00
  - b. (b) Black and white (photocopy or standard print-out) - \$1.00
  - c. (c) Colour (photocopy or standard print-out) - \$1.50
- 4) Conversion of an analogue audio or video record (e.g., tape or reel to reel) into digital MP3 or DivX file format; an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
- 5) Transcripts – an amount that does not exceed the actual costs incurred by the authority based on hourly rates of staff undertaking the transcription.
- 6) Blue print reproduction - \$3.00 per sheet.
- 7) Maps and plans - \$5.00 per page
- 8) Print-out of a digital document or database report Black & White copy (all sizes) - \$1.00 per page.
- 9) Provision of a digital record (text or image) in standard PDF, JPEG or TIF file format: (a) by email – no charge; (b) on compact disc or DVD - \$2.00.

- 10) Conversion of a paper record (text or image) into PDF, JPEG or TIF file format; the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
- 11) Digital text files converted to audio formats for visually impaired – the actual costs incurred by the Computer Services Department, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium.
- 12) Posting of record: Where access to the record to which the request relates is to be given in the form of the provision of a copy of the record and the copy provided is, at the request of the applicant, to be sent by post or courier, a charge in respect of the posting or delivery of the copy not exceeding the actual cost of post or delivery.
- 13) Shipping costs – The Department of Environment will pass on to the requester the actual costs of postage or courier delivery chosen by applicant and a preparation charge of \$20.00.
- 14) Expedited service: \$50.00 non refundable payable on making application.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the Department of Environment] that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Freedom of Information requests must be made in writing (letter, fax, prescribed form) including in electronic form. Email requests are also acceptable. You don't have to give a reason why you want the information; however, your request should be specific. Remember that a public agency may not be able to respond to a vague or voluminous request if it may strain available resources. Specific requests will help you get what you want, so try to provide as much information as possible: what kind of document it is, what format is the information in, what date or year was it produced.

## **6. Complaints**

---

The Department of Environment aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact our Information Manager: (345) 949-8469: email: [margaret.buchanan@gov.ky](mailto:margaret.buchanan@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained by contacting a member of our Administrative staff at (345) 949-8469.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Our Services

## **ABOUT US**

---

Department of Environment  
**Cayman Islands Environmental Centre**  
**580 North Sound Road**  
PO Box 10202  
Grand Cayman KY1-1002  
Cayman Islands  
Telephone: (345) 949 8469  
Web site: [www.DOE.ky](http://www.DOE.ky)

### **Ministry**

Ministry of Health, Environment, Youth, Sports & Culture

### **Minister**

Hon. Mark Scotland

### **Chief Officer**

Ms. Jennifer Ahearn  
3<sup>rd</sup> Floor Government Admin. Building  
PO Box 110  
Grand Cayman KY1-9000  
Cayman Islands  
Telephone: (345) 949 7900  
Fax: (345) 949 1790

### **Director of the Department of Environment**

Mrs. Gina Ebanks-Petrie

### **Deputy Director: Operations & Enforcement**

Mr. Scott Slaybaugh

### **Deputy Director: Research & Assessment**

Mr. Timothy Austin

### **Chief Conservation Officer**

Mark Orr  
contact: (345) 916 4271

**Information manager**

Mrs. Tracy Galvin

CIG- Dept. of Environment

Tel: (345) 949-8469

Direct: (345) 244-5972

Fax: (345) 949-4020

P.O. Box 10202, Grand Cayman KY1-1002

Email: [foi.env@gov.ky](mailto:foi.env@gov.ky)

*Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)*

Location and hours	Matters handled
<b>Grand Cayman:</b>	
<b>Dept. of Environment – Main Office</b> Cayman Islands Environmental Centre 580 North Sound Road George Town  8:30am to 5:00pm Monday to Friday	Main staff office & admin Laboratories & workshops Conference Room Library (open by appointment)  Fishing licences Lion fish control program & licenses
<b>Little Cayman:</b>	
<b>Blossom Village</b> (next to the public park)  No scheduled hours – phone 916-7021	Marine Parks Office Marine Enforcement Visiting Scientist accommodation Workshop
<b>Cayman Brac:</b>	
<b>Creek</b> 256 Creek Road  No scheduled hours – phone 926-0136	Marine Enforcement Office Marine Parks Office

**Organisation and functions**

The Department of Environment (DoE), under the Ministry for Health, Environment, Youth, Sport and Culture (HEYS&C), is the main Government agency responsible for the management and conservation of the environment and natural resources.

The DoE works to facilitate responsible management and sustainable use of the natural environment and resources of the Cayman Islands through various environmental protection and conservation programmes and strategies.

The Department of Environment seeks to develop and support environmental citizenship by promoting awareness, understanding and appreciation of Cayman's natural environment. Together with other government agencies, non-profit organizations and the private sector the DOE has contributed to the structure, programmes and funding of environmental education in the Cayman Islands.

Cayman Islands Environmental Project for the Tourism Sector (CEPTS) is a joint project between the Department of Environment and the Department of Tourism which works with the tourism sector to implement Environmental Management Systems with the goal of reducing facilities' environmental impact through energy and water conservation, and reduction of waste streams. The first phase of the project involves guest accommodations with several facilities participating in a pilot programme. Subsequent phases will expand the project to other sectors of tourism businesses.

The Departmental Organisational Chart and job descriptions are available upon request.

## **Boards and Committees**

### **Technical Review Committee (TRC)**

The Department is charged with advising the Central Planning Authority (via the Planning Department) on land-based development applications and Cabinet (via the Ministry of Environment) on coastal works applications. The in-house Technical Review Committee (TRC) meets each week to review such applications and provide advice to the relevant agency in the form of a technical review. The TRC comprises the Director, the two Deputy Directors, the Environmental Assessment Officer, the Sustainable Development Research Officer and the Manager of the Terrestrial Ecology Unit. The TRC meetings are often attended by developers and applicants seeking advice on minimizing and mitigating the environmental impacts of a proposal, or requiring advice regarding sustainable development practices.

The TRC is responsible for reviewing coastal works applications, which relate to works that extend seaward from the Mean High Water Mark (MHW). The TRC issues a Coastal Works Review to the Ministry of Environment, for all coastal applications which it is consulted upon. These Reviews provide comments on the proposed development or works, recommendations on how to minimize the environmental impacts of the works (including suggested conditions to be attached to the Coastal Works License should permission be forthcoming) and recommendations on royalty, environmental mitigation and admin/monitoring fees, as appropriate. The TRC Reviews are then utilized by the Ministry of Environment, when preparing their own Reviews to Cabinet, which assists in Cabinet's determination of each coastal works project.

### **Marine Conservation Board**

The Marine Conservation Board (MCB) is a statutory authority, appointed under section 3 of the Marine Conservation Law that functions to generally administer the Marine Conservation Law and associated regulations, and to issue various licences as specified under the law. Members are appointed by the Governor with representation from Grand Cayman and the Sister Islands. Typically the Board convenes monthly. The meetings are not generally open to the public but

persons may contact the MCB secretary if they wish to meet the Board members to discuss a matter of concern. The administrative work of the MCB is the responsibility of the DoE through the MCB Secretary and the department's clerical staff.

Current Marine Conservation Board Members:

Mr. Don Foster	Chairman
Mr. Davy Ebanks	Acting Chairman
Mr. Richard Flowers	Member
Capt. Chuckie Ebanks	Member
Capt. Bryan Ebanks	Member
Capt. Andrew Pierson	Member
Mr. Kenny Ryan	Sister Is. Member
Mr. Bruce Eldermire	Sister Is. Member
Mr. Bernard Watson	Sister Is. Member
Mr. Patrick Kenny	CITA Ad Hoc Member
Mr. Bill Christoffers	SITA Ad Hoc Member
Mrs. Gina Ebanks-Petrie	Ex-Officio Member
Phil Bush	Secretary

Meeting minutes may be accessible by the public through FOI law.  
Forms available upon request:

- Application for a Spear Gun Owners Licence
- Application for an Annual/Monthly Fishing Licence
- Application for a Fish Pot Licence
- Application for a Licence to take Turtles
- Renewal Application for a Seine Net Licence
- Application for a Wildlife Interaction Zone 'Tourist Boat Licence'

Please note these licences command a fee. Some of the applications can only be processed upon production of a current personal Criminal Record issued by the Royal Cayman Islands Police Service. Please contact us for further information.

### **Aggregate Advisory Committee**

The Aggregate Advisory Committee (AAC) is a multi-agency technical group consisting of members from National Roads Authority, Water Authority, Planning Department and Department of Environment. Each agency is an equal partner with DoE being the administrators at this time. The AAC functions to advise the Central Planning Authority on the provision of construction aggregate and fill material with the objective of ensuring that a sufficient supply remains available while reducing environmental impact from quarries, excavation and dredging. The AAC was formed in 2002 and meets monthly (or as necessary). As the AAC frequently reviews private business proposals the meetings are not open to the public. Copies of the Central Planning Authority's Aggregate Policy, The Study for the Provision of Aggregate and Fill Material, and AAC Organisational Policy are available upon request.

**Beach Review and Assessment Committee**, and the **Environment and Coastal Zone Management Committee** are both defunct and therefore not sitting committees. Information about them and DOE's participation on them can be found on our website.



## Frequently asked questions

The most frequently asked questions at the Department of Environment are usually not for us at all and are the result of similarly named departments. We receive many calls regarding garbage collection: this is the responsibility of the Department of Environmental Health. Neither are we responsible for rodent issues; insect infestations; garden bonfires; derelict cars or strange odours. For any such enquiries please contact: evh@gov.ky or call 345 949 6696.

Frequently asked questions which are relevant to this department are typically in respect of Fishing Seasons, and the island wide Marine Parks. We produce a leaflet titled: 'Marine Park Regulations & Marine Conservation Laws Cayman Islands'. This is available from our offices; on-line via our website; or the information can be referenced in the current Cayman Islands Services Directory produced by LIME.

- ***When is lobster/conch season?***

Lobsters: 1 March through 30 November. No one may take lobsters from Cayman waters during these months. No one may purchase, receive or possess lobsters taken from Cayman waters during these months.

Conch: 1 May through 31 October. No one may take conch from Cayman waters during these months. No one may purchase, receive or possess conch taken from Cayman waters during these months.

- ***May I take home a conch shell?***

Conch shells, a popular tourist souvenir, are taken from Cayman waters as a by-product of local fishing for their meat. Because acquisition of the shell is incidental to this activity, and because there are currently laws in place to limit the amount of conch fished in Cayman waters, the export of no more than three shells by individuals as souvenirs does not require a CITES export permit. This is in line with the international policy formulated by the Parties to the Convention and the governing CITES Secretariat in Geneva.

- ***Who may catch fish?***

Unless licensed by the Marine Conservation Board, residents who do NOT possess Caymanian Status may not take or attempt to take, by any means, any marine life while he is on shore or in any part of Cayman waters in which he can stand.

No license is required for catch and release fishing.

- ***How do I make an FOI request?***

If you wish to make a request for information then you should contact the Information Manager listed above. Requests may also be made through our Government assigned email address [foi.env@gov.ky](mailto:foi.env@gov.ky) . Requests must be in writing (letter, email or facsimile)

and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request as soon as possible upon receipt. The Law requires public authorities to provide allowable information within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We are obligated by law to always acknowledge receipt of all FOI requests made to the Information Manager and we are also obligated to let you know if there is a need to extend the deadline. For detailed advice on what type of information may be exempt, please see the FOI Unit website.

▪ ***How is Climate Change being addressed by the CI Government?***

The National Climate Change Committee has published its consensus-based (final draft) Climate Change Policy, which is the product of three years consultation convened under the Enhancing Capacity for Adaptation to Climate Change (ECACC) project funded by the United Kingdom Department for International Development (DFID) with technical support provided by the Caribbean Community Climate Change Centre (CCCCC). The Policy is based on an extensive technical review contained in the Green Paper – ‘Climate Change Issues for the Cayman Islands: Towards a Climate Change Policy’ (2010), which is the most comprehensive reference document to date on the potential implications of climate change for the Cayman Islands’ economic, social and environmental sectors.

The Cayman Islands’ Climate Change Policy outlines interventions to be implemented over the next 5 years that are required to address priority adverse impacts of climate change to be faced by these Islands. Additionally, the Climate Change Policy contains measures required to curb greenhouse gas emissions from activities that contribute to the problem of continued climate change. This Climate Change Policy recognizes that the combined actions of responding to the inevitable impacts of a changing climate (adaptation) and reducing further contributions to climate change (mitigation) are cost-effective and urgently needed in order to ensure low-carbon climate-resilient development in the Cayman Islands.

The final draft Policy is awaiting Caucus and Cabinet review.

## **STRATEGIC MANAGEMENT**

---

Administering the authority’s operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency’s overall

performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

## **Governance: Legislation and International Conventions**

### **Local Legislation**

- \* Marine Conservation Law (2007 revision)
- \* Marine Conservation Regulations (2004 revision)
- \* Marine Conservation (Marine Parks) Regulations (2007 revision)
- \* Marine Conservation (Turtle Protection) Regulations (2008 revision)
- \* Marine Conservation Directives (2003 revision)
- \* Endangered Species Protection and Propagation Law (1999 revision)
- \* Animals Law (2003 revision)
- \* Merchant Shipping Law (2008 revision)
- \* Merchant Shipping (Marine Pollution) Law, 2001 [available for view at DoE or purchase from the office of the Clerk of the Legislative Assembly]
- *Draft* National Conservation Law
- Endangered Species (Trade and Transport) Law, 2004 [not yet in force]

(\* These items of legislation can be emailed to enquirers upon request.)

### **International Conventions for environmental conservation extended to the Cayman Islands**

- Convention on the Prevention of Marine Pollution by Dumping of Wastes and Other Matter (London Convention) <http://www.unep.ch/regionalseas/main/legal/london.html>
- International Convention on Oil Pollution Preparedness, Response and Co-operations (OPRC) <http://fletcher.tufts.edu/multi/texts/BH981.txt>
- International Convention for the Prevention of Pollution from Ships (MARPOL) [http://www.imo.org/Conventions/contents.asp?doc\\_id=678&topic\\_id=258](http://www.imo.org/Conventions/contents.asp?doc_id=678&topic_id=258)
- International Convention relating to Intervention on the High Seas in Cases of Oil Pollution Casualties (Intervention Convention) <http://sedac.ciesin.org/entri/texts/intervention.high.seas.casualties.1969.html>
- International Convention on Civil Liability for Oil Pollution Damage (CLC) <http://www.imo.org/Conventions/>
- International Convention on the Establishment of an International Fund for Compensation for Oil Pollution Damage (Fund Convention) <http://www.imo.org/Conventions/>
- Convention on Biological Diversity <http://www.cbd.int/convention/convention.shtml>
- Convention for the Protection and Development of the Marine Environment in the Wider Caribbean Region (Cartagena Convention) <http://www.cep.unep.org/welcome/about-cep/amep/assessment-management-of-environmental-pollution-amep>
- Convention on the Conservation of Migratory Species of Wild Animals (Bonn Convention) [http://www.unep-wcmc.org/conventions/harmonization/products/CMS\\_InformationPaper.pdf](http://www.unep-wcmc.org/conventions/harmonization/products/CMS_InformationPaper.pdf)

- Convention on Wetlands of International Importance (Ramsar Convention)  
<http://www.ramsar.org>
- Convention on International Trade in Endangered Species (CITES)  
<http://www.cites.org/eng/disc/text.shtml>
- United Nations Framework Convention on Climate Change / Kyoto Protocol  
[http://unfccc.int/essential\\_background/convention/background/items/2853.php](http://unfccc.int/essential_background/convention/background/items/2853.php)

## **FINANCE & ADMINISTRATION**

---

### **Administration and Financial Management**

Administering the authority's internal functions and managing its resources efficiently and effectively: including the management of financial resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

#### **Financial management\***

- Finance and Accounting
- Annual Budgets
- Registry of Fixed Assets
- Grant funding
- Monthly Cabinet Output Invoices
- Financial statements; Half-yearly / quarterly reports
- Accounting procedures; Contracting procedures
- Board members allowances and expenses
- Ministerial expenditure
- List of current tenders, contracts or quotations; Recently-awarded contracts

#### **Administration\***

- Insurance policies
- Job vacancies; career opportunities
- Records management file plan or classification scheme
- DoE Disaster Control Plan
- Training and Safety
- Human Resources
- Press Releases

\*Copies can be obtained upon request from Information Manager

### **Human Resource Management**

- Annual Salary Scale for Salaried Staff - July 2008

- \* Public Service Management Law (2007 Revision Complete set of laws for Cayman Islands Civil Service) and Personnel Regulations (2006 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions 05-Dec-2007
- Public Servant Code of Conduct for Civil Servants 05-Dec-2007
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- \* Personnel Regulations (2006 Revision)

(\* These laws/regulations are available for viewing at our offices by appointment.)

## **CLASSES OF INFORMATION HELD FOR ADMINISTRATION SECTION**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
CIG/Internal to Government Cabinet reports & recommendations	FOI requests concerning this type of information should be directed to the Cabinet Office or the Ministry of Health, Environment, Youth, Sports & Culture
Personnel / Human Resource records.	Access to personal information is restricted to the relevant personnel.
Financial information i.e. accounts, budget, Grant Agreements	The majority of this information can be accessed by the public through FOI law. Access is restricted for personal information or if information is being used for recommendations or investigation.
Vendor Files CIG/local/overseas	The majority of this information can be accessed by the public through FOI law.
Equipment & Purchasing	The majority of this information can be accessed by the public through FOI law.

## **Records Management**

Under guidance from CINA, records are managed in accordance with:

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law 2007
- National Archive and Public Records Law

## **POLICIES & PROCEDURES**

---

Policy documents may be obtainable upon request from Information Manager

- National Environmental Policy
- National Oil Spill Contingency Plan
- Coastal Works Policy
- Aquaculture Policy
- Internal Complaint Review Procedure
- \*Dive Policy
- \*Boating Operations and Workshop Policies
- \*Workplace Rules - Conservation Officers' Handbook

\* Documents pending review and approval of Ministry

## **DECISIONS & RECOMMENDATIONS**

---

- Marine Conservation Board – meeting minutes
- Fisheries Licencing permits
- TRC reviews & recommendations for Coastal Works and Planning applications
- Ocean Disposal Permit

## **OUR SERVICES**

---

The Cayman Islands Department of Environment's mission is to facilitate responsible management and sustainable use of the natural environment and resources of the Cayman Islands through a variety of environmental protection and conservation strategies and programmes.

With a permanent staff compliment of 37 employees the Department of Environment is divided into four (4) main sections.

### ***Administration Section***

The Administration Section handles much of the routine clerical work including accounting, filing, routing public inquires to the appropriate DOE staff, managing the front desk and providing secretarial to other members of staff.

### ***Enforcement Section***

The Enforcement Section works primarily with the enforcement of the Marine Conservation Law to ensure that Marine Park Regulations and other environmental laws are adhered to on a daily basis.

The Enforcement Section spends a significant proportion of their time conducting routine patrols of the marine environment. In cases of infractions of the law that require prosecution the Marine Enforcement Officers must assist in the preparation of case files for the Legal Department including collecting evidence, taking statements and attending Court.

The Marine Enforcement Section remains on standby 24 hours a day and is often called upon to assist in search and rescue operations for vessels or people in distress around Cayman waters.

## CLASSES OF INFORMATION HELD FOR ENFORCEMENT SECTION

Classes of Information	Restrictions & Accessibility to information
Case Files	The majority of this information can not be accessed by the public, even through FOI law, if it is being used for investigation/evidence purposes. Application to the Courts office may be made for closed files.
Log book copies	The majority of this information can not be accessed by the public, even through FOI law, if it is being used for investigation/evidence purposes; or if it contains surveillance details.
Public Relations – correspondence re Marine Law queries, etc.	The majority of this information can be accessed by the public upon request or through FOI law.

### ***Operations Section***

The Operations Section deals extensively with the day-to-day maintenance of the Cayman Islands' Marine Parks System, including the installation and routine maintenance of over 350 Public Moorings, Marine Park boundary markers and signs.

The Operations Section is also primarily responsible for the maintenance of the Department's vehicles, boats and other technical equipment employed in all aspects of DOE work. Additionally the Operations Section staff provides field and logistical support to DOE research projects as well as functioning as the primary marine pollution response team for oil spills and other pollution events.

## CLASSES OF INFORMATION HELD FOR OPERATIONS SECTION

Classes of Information	Restrictions & Accessibility to information
Public Moorings	Lists of mooring provided for public use on each island is freely available
Marine Pollution	The majority of this information can be accessed by the public through FOI law. Access is restricted for personal information or if information is being used for recommendations or investigation.

### ***Research and Assessment Section***

The Research and Assessment Section is comprised of three units: the Marine Resources Unit, the Terrestrial Resources Unit and the Sustainable Development Unit. The Marine Resources Unit is responsible for the design and implementation of the Department's marine and coastal research agenda with a main emphasis on research projects that deal with local management

issues such as the conservation of local fisheries or other natural resources, as well as providing aquaculture support and development services.

The Terrestrial Resources Unit is a growing but dynamic unit. It focuses on the monitoring of key species and habitats on land and the conservation and protection of our unique biodiversity.

The Sustainable Development Unit (SDU) at the DOE was set up in July 2006 to spearhead the formation of a national policy-level strategy for sustainable development. This was in reaction to the expanding advisory nature of the DOE on environmental best practices and obligations under various Multilateral Environmental Agreements that require integration of physical, economic, social and environmental development planning policies. To date the SDU has worked on a National Sustainable Development Framework, draft National Conservation Law, the draft Grand Cayman Development Plan, revised National Tourism Management Policy, Go East Initiative, National Assessment of Living Conditions study and Public Health Review, the Enhancing Climate Change Adaptation in the Caribbean (ECACC) project, implementation of the Kyoto Protocol, and continues to advise on planning and coastal works applications. The SDU's focus is on providing advice and recommendations on environmentally sustainable (or "green") development practices and procedures to the Cabinet, the Central Planning Authority and the general public. The Unit is also the focal point for Climate Change adaptation and mitigation planning and plays the leading role with respect to environmental assessment functions in the department's Technical Review Committee

#### **CLASSES OF INFORMATION HELD FOR RESEARCH SECTION**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
Aquaculture Policy and Files. Diversification. Water Quality/Pond surveys/Quarry pit monitoring. Fish kills. Conch surveys. Exotic aquatic imports.	The majority of this information can be accessed by the public upon request.
Environmental Impact Advice	FOI requests concerning this type of information may need to be directed to the Cabinet Office or the Ministry of Health, Environment, Youth, Sports & Culture.
Marine Animal Sightings Project	The majority of this information can be accessed by the public upon request.
Sustainable Development Unit Files	The majority of this information can be accessed by the public upon request. Access may be restricted if information is being used for recommendations or investigation.
Technical Review Committee files	FOI requests concerning this type of information may need to be directed to the Cabinet Office or the Ministry of Health, Environment, Youth, Sports & Culture.
Terrestrial Section Files	The majority of this information can be accessed by the public upon request.



Turtle Research General Educational Material	The majority of this information can be accessed by the public upon request.
--	--

The Department of Environment staff members work to produce a range of brochures, newsletters, reports and leaflets with the aim of providing general information to the public. These are normally available, free of charge, for pick-up at the DoE offices, or on line through links on our website.

### **List of Brochures, Newsletters, Reports and Research Papers from the Department of Environment**

- National Climate Change Working Group
  - Climate Change Workshop Report
  - Darwin Initiative Newsletter
  - Design and Construction Guidelines for Docks
  - DoE – DEH. Do you know the difference?
  - DOE Marine Research News
  - DoE Sighting Program
  - ECACC Project – Launch
  - ECACC Project – Report
  - Flicker \*
  - Guide to Submitting Application for Coastal Works
  - Marine Park Regulations & Marine Conservation Laws
  - Marine Turtles and Lighting Management
  - Public Moorings
  - Reducing Your Office Footprint. Part 1 - Energy
  - SDU News
  - Tompkins and Hurlston (2003): Report to Government on Adaptation Lessons Learned
  - Tompkins and Hurlston (2005): Natural Hazards & Climate Change
  - Welcome to the Darwin Initiative
  - Wildlife Interaction Zones
- 
- ‘Flicker’ is aimed at promoting terrestrial environmental awareness in the Cayman Islands. Flicker will give people the opportunity to make their work publicly accessible and citable. Short communications, reviews, essays and notes re welcomed. Anyone undertaking research (students, interns, visiting scientists) is invited to submit their findings. Some overseas scientists, who have carried out work in Cayman, have already submitted papers. It’s a great way to communicate the results of small projects, which may be overlooked by large scientific journals, and helps promote conservation research

in the Cayman Islands. Flickr already has a multinational readership, and interest is growing. Soon all issues will be made freely available on the web, increasing awareness and readership still further. Check [www.doe.ky](http://www.doe.ky) or [www.caymanbiodiversity.com](http://www.caymanbiodiversity.com) for further information.

### **SDU Newsletter**

The Sustainable Development Unit (SDU) at the Department of Environment produces a newsletter – “SDU News” – to promote the work of the SDU and sustainable development initiatives going on in the community, and make people aware of the sustainable development issues facing the Cayman Islands.

All issues of the newsletter can be found at <http://www.doe.ky/about/sustainable-development-unit/>.

An update of the services offered by the SDU can be provided upon request.

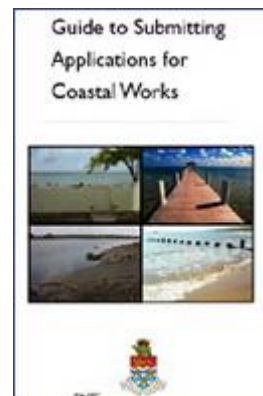
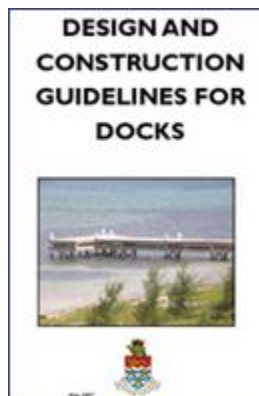
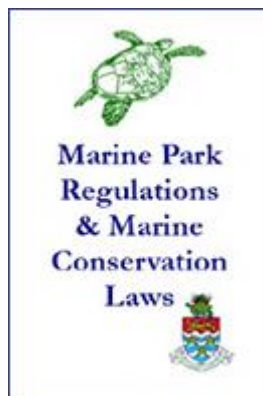
Some recent editions of our literature are featured below as an example.

DoE Marine Research News: This brief newsletter outlines the work of the Department of Environment Marine Research Section.



[doemarineresearchnewsvol11](http://doemarineresearchnewsvol11)

### **Examples of available DOE Literature**



## Marine Brochure



DOE - DEH

## Guidelines Brochure



Marine Turtles & Lighting

## Coastal Works Brochure



Wildlife Interaction Zones



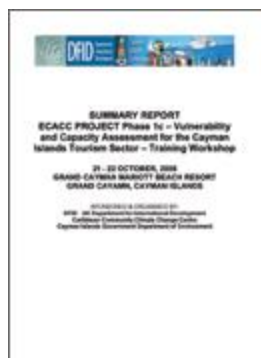
Climate Change Work Group



Change Workshop Report



ECACC Project – Launch



ECACC Project – Report



Tyndall Center, Lessons Learned - Report



Tyndall Center, Natural Hazards – Report





*Caring People. Quality Service*

## **CAYMAN ISLANDS HEALTH SERVICES AUTHORITY**

### **Publication Scheme**

**(Produced in accordance with the Deputy Governor's Code of Practice)**

#### **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

#### **1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Health Services Authority to making information available to the public as part of its normal business activities.

The Health Services Authority will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;

- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

The Health Services Authority will generally not publish:

- information in draft form;
- information that is not held by the Health Services Authority, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Health Services Authority's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

The Health Services Authority will make every effort to provide information online, however, until the information you need is online, the physical document can be requested at the Health Services Authority by contacting:

<b>Information Manager:</b>	Mrs. Sharaine Chin
<b>Contact Details:</b>	
<b>Address (Location):</b>	George Town Hospital #95 Hospital Road Corner Smith & Hospital Road George Town Grand Cayman
<b>Mailing Address:</b>	P.O. Box 915 Grand Cayman KY1-1103 Cayman Islands
<b>Telephone:</b>	(345) 244 2857
<b>Fax:</b>	(345) 244 2646
<b>Email:</b>	<a href="mailto:foi@hsa.ky">foi@hsa.ky</a>

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@hsa.ky](mailto:foi@hsa.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244 2857 or (345) 244 2857 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

*Mrs. Sharaine Chin*  
*Information Manager*  
*Health Services Authority*  
*P.O. Box 915*  
*Grand Cayman KY1-1103*  
*Cayman Islands*

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. Our reading room is located in the Freedom of Information Office located on the second floor, George Town Hospital. Appointments can be made by contacting the Information Manager (see details below)

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact:

<b>Information Manager:</b>	Mrs. Sharaine Chin
<b>Contact Details:</b>	
<b>Address (Location):</b>	George Town Hospital #95 Hospital Road Corner Smith & Hospital Road George Town Grand Cayman
<b>Mailing Address:</b>	P.O. Box 915 Grand Cayman KY1-1103 Cayman Islands
<b>Telephone:</b>	(345) 244 2857
<b>Fax:</b>	(345) 244 2646
<b>Email:</b>	<a href="mailto:foi@hsa.ky">foi@hsa.ky</a>

The Health Services Authority will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Health Services Authority is legally required to translate any information, it will do so.



#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Health Services Authority strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the Health Services Authority will provide to you for a nominal fee. This includes: e.g., copies of medical records, hard copies of documents requested as per the FOI Law. For a list of reproduction fees for documents requested under the Freedom of Information Law, please see the Freedom of Information Law, 2007 at [www.foi.gov.ky](http://www.foi.gov.ky).

Fees for clinical services as well as medical administrative fees are contained in the Chargemaster document. This document is available in its entirety at the Legislative Assembly.

##### **Medical Records Fees:**

General Medical Reports - \$132.00

Insurance Reports - \$132.00

Miscellaneous Reports - \$32.00

Police Certificate Report - \$22.00

Copies of Records (Administration Fee) - \$5.50

Copies per page (medical records) - \$ .55

Orthopaedic Specialist reports – vary from \$350 - \$3,500.

##### *Reproduction costs*

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size) for requested hard copies made under the Freedom of Information Law, 2007.

Computer discs will be charged at a rate of \$2 per disc.

Fees for the reproduction of Medical Records are charged at a separate rate set by the Health Services Authority.

##### *Postage costs*

The Health Services Authority will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Health Services Authority has received your payment.

## 5. Requests for information outside the publication scheme

Information held by the Health Services Authority that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

If you wish to make a request for information from the Health Services Authority, please visit our website <http://www.hsa.ky> and research whether the information you need is already published.

All requests for information that are not currently available through our website must be in writing, which includes email and should include the contact details of the person requesting the information. We may need to contact you to ask you for further clarification to help us provide you with the information you have requested.

In compliance with the Freedom of Information Law H.S.A will aim to respond to all requests for information within 30 working days from the date we receive your written request.

The Health Services Authority will always attempt to provide the information in the format requested.

## 6. Complaints

The Health Services Authority aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please see contact our Information Manager and we will try to resolve your complaint as quickly as possible:

A complaint may be made in person or in writing to the :

<b>Information Manager:</b>	Mrs. Sharaine Chin
<b>Contact Details:</b>	
<b>Address (Location):</b>	George Town Hospital #95 Hospital Road Corner Smith & Hospital Road George Town Grand Cayman
<b>Mailing Address:</b>	P.O. Box 915 Grand Cayman KY1-1103 Cayman Islands
<b>Telephone:</b>	(345) 244 2857
<b>Fax:</b>	(345) 244 2646
<b>Email:</b>	<a href="mailto:foi@hsa.ky">foi@hsa.ky</a>

If you wish to make a general complaint regarding matters not related to the Publication Scheme, your complaint may be made in person or in writing to:

The Patient Services Representative  
Cayman Islands Health Services  
95 Hospital Road  
P.O. Box 915, Grand Cayman KY1-1103  
Cayman Islands

Further information about our complaints procedures can be obtained from our website  
<http://www.hsa.ky>

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

Cayman Islands Health Services Authority

**Address (Location):**

*George Town Hospital  
#95 Hospital Road  
George Town  
Grand Cayman  
Cayman Islands*

**Mailing Address:**

*P.O. Box 915  
Grand Cayman KY1-1103  
Cayman Islands*

Telephone: (345) 949-8600

Fax: (345) 949-2998

**Ministry**

Ministry of Health, Environment, Youth, Sports and Culture

**Chief Executive Officer**

*Mrs. Lizzette Yearwood*

**Address (Location):**

*George Town Hospital  
#95 Hospital Road  
George Town  
Grand Cayman  
Cayman Islands*

**Mailing Address:**

*P.O. Box 915  
Grand Cayman KY1-1103  
Cayman Islands*

Telephone: (345) 949-8600

Fax: (345) 949-2998

## **Freedom of Information**

### **Introduction**

The Health Services Authority is committed to openness in regard to the information held within the Authority as required by the Freedom of Information Law 2007. This document is the Health Services Authority's publication scheme, developed in compliance with Section 5 of the FOI Law.

### **FOI Contact Information**

**Information Manager:** Mrs. Sharaine Chin  
**Contact Details:**  
**Address (Location):** George Town Hospital  
#95 Hospital Road  
Corner Smith & Hospital Road  
George Town  
Grand Cayman

**Mailing Address:** P.O. Box 915  
Grand Cayman KY1-1103  
Cayman Islands

**Telephone:** (345) 244 2857  
**Fax:** (345) 244 2646  
**Email:** [foi@hsa.ky](mailto:foi@hsa.ky)

### **Obtaining Hard Copies**

**Note:** Should any member of the public require information shown in this publication scheme and that may be available on our website [www.hsa.ky](http://www.hsa.ky) or at [www.gov.ky](http://www.gov.ky) the Health Services Authority can also provide this information in hard copy from the Freedom of Information Office. Please contact the Information Manager (contact details above). Standard FOI fees will apply for hard copies.

## **Organisation and functions**

### **What the Health Services Authority does**

The mission of the Cayman Islands Health Services Authority, the primary provider of high quality healthcare, is to optimize the wellness of all people in our islands, by delivering accessible, cost-effective, patient-focused care through visionary leadership, operational efficiency and compassionate staff.

The Health Services Authority provides care through the 124-bed Cayman Islands Hospital (104 inpatient and 12 observation beds) and the 18-bed Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and eye care.

The Health Services Authority comprises the following sections:

- The Board of Directors
- Administration
- Human Resources
- Finance
- Facilities Management
- Forensics
- Mental Health
- Information Systems
- Materials Management
- Medical Records
- Overseas Referral
- Physiotherapy
- Public Health Administration
- Radiology
- Nursing Administration
- Ambulance
- Accident & Emergency
- Operating Theatre
- Hospital Wards
- Specialist Services
- Cardiology
- Dietary Services
- Dialysis Service
- District Health Centres
- Dental Services
- Hyperbaric Chamber
- Information Systems
- Laboratory
- Patient Services

- Physician Services
- Cancer Registry
- Procurement
- & Purchasing
- Pharmacy
- Ophthalmology Services
- Faith Hospital, Cayman Brac
- Housekeeping
- General Practice
- Little Cayman Clinic

Location and hours	Matters handled
<p>Hours:</p> <p><i>Administration: 9:00 a.m. – 5:00 p.m. weekdays</i></p> <p><i>Specialist Clinics: 8:30 a.m. – 5:30 p.m. weekdays &amp; 8:30 a.m. – 12:30 p.m. Saturdays (Paediatric &amp; Visiting Specialists only)</i></p> <p><i>General Practice: 8:00 a.m. – 8:00 p.m. weekdays and 8:30 a.m. – 4:00 p.m. on Saturdays</i></p> <p><i>Accident &amp; Emergency: 24 hours</i></p> <p><i>Visiting Hours: 11:00 a.m. – 8:00 p.m., with the exception of Paediatrics - 8:00 a.m. – 8:00 p.m.</i></p>	<p><i>Administration includes Human Resources, Finance, CEO's office, Public Relations, Senior Managers offices, FOI Office, Medical Records, Nursing School, Nursing Administration, IT.</i></p> <p><i>Specialist Clinics provides outpatient care with Specialist physicians.</i></p> <p><i>General Practice provides outpatient care with General Practitioners.</i></p> <p><i>Accident &amp; Emergency provides all emergency patient care.</i></p>
<p><i>Faith Hospital: Stake Bay, Cayman Brac</i></p> <p><i>Open 24 hours</i></p>	<p><i>Administration, General Practice, Accident &amp; Emergency and Pharmacy Services</i></p>
<p><i>District Clinics:</i></p> <p><b><i>West Bay:</i></b> <i>M,T, Th, F – 9:00 am – 4:00 p.m. Wed. 9:00 a.m.-8:00 p.m.</i></p> <p><b><i>Bodden Town:</i></b> <i>M, Th – 5:00 p.m. – 8:00 p.m. Wed, Fri, 9:00 a.m. – 1:00 p.m.</i></p> <p><b><i>East End:</i></b> <i>Mon – 2:00-4:00 p.m., Thurs 9:00 a.m. – 1:00 p.m.</i></p> <p><b><i>North Side:</i></b> <i>Tues. 9:00 a.m. – 1:00 p.m., Fri 2:00 – 4:00 p.m.</i></p> <p><b><i>Prison:</i></b> <i>M,T, Thu 2:00 – 4:00 p.m.</i></p>	<p><i>General Practice and outpatient services</i></p>

<i>Dental</i> <i>Hours:</i> <i>8:00 a.m. to 4:30 p.m. Monday – Friday</i> <i>8:00 a.m. to 11:00 a.m. Saturdays</i> <i>Public Holidays (closed)</i>	<i>Routine Dental and emergency dental care provided.</i>
<i>Pharmacy</i> <i>Hours:</i> <i>Weekdays: 8:00 a.m. – 9:30 p.m.</i> <i>Saturdays/Sundays: 8:00 a.m. – 7:30 p.m.</i>	<i>Fills prescriptions written by HSA physicians.</i>

### **Boards and committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<i>Board of Directors</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Finance Sub-Committee meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Facilities Sub-Committee</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>HR Committee</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>IT Sub-Committee</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Risk Management</i>	<i>Quarterly</i>	<i>Access through Freedom of Information Office</i>
<i>Maternity/NICU Perinatal Meeting/Review</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Maternity/NICU Staff meeting</i>	<i>Up to 3 times monthly</i>	<i>Access through Freedom of Information Office</i>
<i>Accident &amp; Emergency Staff meeting</i>	<i>Quarterly or as needed</i>	<i>Access through Freedom of Information Office</i>
<i>Dialysis Unit Staff meeting</i>	<i>Quarterly or as needed</i>	<i>Access through Freedom of Information Office</i>



<i>Ambulatory Care Unit Staff meeting</i>	<i>Quarterly or as needed</i>	<i>Access through Freedom of Information Office</i>
<i>Facilities Management Committee Meeting</i>	<i>Twice per month</i>	<i>Access through Freedom of Information Office</i>
<i>Maintenance staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Facilities Management Supervisors meeting</i>	<i>Twice per month</i>	<i>Access through Freedom of Information Office</i>
<i>Security staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Housekeeping staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Medical Unit staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Surgical Unit staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Nurse Managers meeting</i>	<i>Twice per month</i>	<i>Access through Freedom of Information Office</i>
<i>Paediatric Unit staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Forensic Dept. Team meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Forensic Dept. Quality meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Specialist Clinic staff meeting</i>	<i>Quarterly</i>	<i>Access through Freedom of Information Office</i>

<i>Physician Services Clinical Practice meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Operating Room Committee meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Medical Staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Senior Managers meeting</i>	<i>Twice per month</i>	<i>Access through Freedom of Information Office</i>
<i>Section Managers meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Physician Services Ethics Committee Meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Infection Control Committee</i>	<i>Once per quarter</i>	<i>Access through Freedom of Information Office</i>
<i>Staff Welfare Committee meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Patient Complaints Committee</i>	<i>Once per week</i>	<i>Access through Freedom of Information Office</i>
<i>Radiology General Staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Radiology Management meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Radiology Front office staff meeting</i>	<i>As necessary</i>	<i>Access through Freedom of Information Office</i>
<i>General Practitioners Meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Flu Response Team Meeting</i>	<i>Once per week</i>	<i>Access through Freedom of</i>

		<i>Information Office</i>
<i>Communicable Disease Surveillance meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Public Health Clinic Staff Meeting</i>	<i>Once per quarter</i>	<i>Access through Freedom of Information Office</i>
<i>Immunization Programme Committee meeting</i>	<i>Once per year</i>	<i>Access through Freedom of Information Office</i>
<i>Finance Staff meeting</i>	<i>As necessary</i>	<i>Access through Freedom of Information Office</i>
<i>Laboratory Staff meeting</i>	<i>As necessary</i>	<i>Access through Freedom of Information Office</i>
<i>Pharmacy Drugs &amp; Therapeutics Committee</i>	<i>Every other month</i>	<i>Access through Freedom of Information Office</i>
<i>Pharmacy Staff meeting</i>	<i>Once per quarter</i>	<i>Access through Freedom of Information Office</i>
<i>Health Information Management staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Health Information Management Coding staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>Health Information management And Coding meeting</i>	<i>Quarterly</i>	<i>Access through Freedom of Information Office</i>
<i>Staff Welfare Association Membership meeting</i>	<i>Annually</i>	<i>Access through Freedom of Information Office</i>
<i>Dental staff meeting</i>	<i>Once per month</i>	<i>Access through Freedom of Information Office</i>
<i>HR Training Committee</i>	<i>Once per month</i>	<i>Access through Freedom of</i>

		<i>Information Office</i>
<i>Emergency Medical Services Staff meetings</i>	<i>Quarterly</i>	<i>Access through Freedom of Information Office</i>

## Frequently asked questions

### Q1. What medical facilities are available on the islands?

A1. Yes. There are modern, well equipped Hospitals and General Practice services available to Residents and Visitors to the islands. These services are offered by both the Public and Private Health Care providers on the islands. Care is offered mainly at the primary and secondary level of care. Major cases such as multiple trauma, cardiac or neurology and other complex problems are normally stabilized and transferred overseas for further management. HSA works closely with private practitioners and other agencies to ensure adequate coverage for most concerns.

### Q2. Will the Health Services accept overseas Health Insurance coverage?

A2. No, but we do accept major credit cards and Insurance from Insurance Carriers on the island. If patients need admission we would require a sufficient deposit to cover the anticipated cost of the proposed care. We recommend persons traveling from their normal place of residence, acquire additional Health Insurance coverage, which would be acceptable to an overseas institution, such as insurance coverage from American Express.

### Q3. Will Health Care institutions assist patients needing to obtain care off the islands?

A3. Our institutions have a patient care service, which will assist the patient in making the necessary arrangement for an overseas transfer. Caymanian's requiring overseas care are normally referred to Baptist Hospital in Miami. Self-paying patients will be assisted to the institution of their choice. Emergency patients are normally flown off the island by an Air Ambulance.

### Q4. Are there facilities in the hospital where family members may stay with their relatives if they so desire?

A4. No, however, depending on the seriousness of the patient's condition and the unit involved in the care of the patient, arrangements can be made as deemed necessary for the relatives to remain in the room.

### Q5. How do I make an appointment to see a Doctor at the hospital?

A5. Appointments can be made 8:00 AM to 5:00 PM daily at the Specialist Clinic and the General Practice service. Please call the appointment clerk @244-2530 and 244-2800 respectively, or come in person to the hospital. Please note that appointments with the Specialists are normally done by a referral from another doctor.

### Q6. Is there a procedure for handling complaints within the service?

A6. All HSA services welcome constructive concerns or suggestions from the public to enable us to improve our services. You may contact our Patient Services Representative at 244-2820 or 244-2508 daily. There is a Nursing Supervisor on duty around the clock who may be contacted for any problems or concerns. Please request for him/her to be contacted by any hospital worker, or you could page him/her by dialing 948-6478 if you are out of the hospital.

## **STRATEGIC MANAGEMENT**

*Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

### **Governance**

The Health Services Authority's Strategic Plan outlines the key strategic goals and objectives for The Health Services Authority for the financial year.

*Documents:*

- Strategic Plan
- Governing legislation and regulations

In relation to Health Services Authority matters, the responsibilities and functioning of the Authority are defined in the Health Services Authority Law. In addition, the following laws also guide the work of the Health Services Authority. These are available from our website [www.hsa.ky](http://www.hsa.ky) :

Health Services Authority Law, 2009  
Health Services Fees Law, 2008  
Health Insurance Law, 2009  
Health Practice Law, 2004  
Mental Health Law  
Pharmacy Law, 1991  
Prescription Law  
Public Health Law, 2002  
Freedom of Information Law, 2007  
Freedom of Information (General) Regulations, 2008

### **Corporate management**

*Documents:*

- Annual Financial reports – available on [www.gov.ky](http://www.gov.ky)
- Audit reports – available on [www.gov.ky](http://www.gov.ky)
- Statistics
  - Vital Statistics –births “teenage mothers” as a proportion of all live births, all mothers.
  - Deaths – “Infant Mortality Rates” and “Deaths by Resident Status”
  - Core Health Data – “Selected hospital and Public Health Data”
  - Statistical Compendium – “HSA Annual summary of activities”

*Disaster Preparedness:*

- HSA Disaster Preparedness Plan
- HSA Hurricane Plan 2009

## **FINANCE & ADMINISTRATION**

### **Financial management**

*Documents:*

- Annual budget - available on [www.gov.ky](http://www.gov.ky)
- List of open tenders and recently awarded tenders

### **Administration**

***Press Releases*** – All press releases are shown on our website – <http://www.hsa.ky> under “News and Media”.

***Human Resources*** – Job Application Form and Vacancies are shown on our website – [www.hsa.ky](http://www.hsa.ky). The Human Resources Management Policies and Procedures Manuals specifies human resource policies and applying to staff of the HSA; and establishes the procedures to be used in managing human resource and personnel matter relating to HSA staff.

*Documents:*

- Human Resources Management Policies and Procedures Manual
- HSA Current Pay Scale & Position Bands
- HSA Draft File Plan

*Training - Information on Medical Conferences and Nursing Conferences held in Grand Cayman is available on our website – [www.hsa.ky](http://www.hsa.ky).*

## **POLICIES & PROCEDURES**

*Documents:*

- All HSA Policies and Procedures –( covering all departments within the organisation)

## **LISTS**

- FOI disclosure log – available at [www.hsa.ky](http://www.hsa.ky)

## **OUR SERVICES**

Our full range of comprehensive inpatient and outpatient services are designed to meet the needs of patient surgeries, seriously ill patients, urgent medical care, general medical conditions, community health, dental and eye health, support for mental health issues, sick children, mothers expecting a new baby and much more. Our services are tailored to meet each patient's individual needs and goals.

These are also available on our website – [www.hsa.ky](http://www.hsa.ky):

- **Inpatient Services information;** Ambulatory Care/Oncology, Critical Care Unit, Maternity, Medical Unit, Mental Health, Neonatal Intensive Care, Nutrition Services, Operating Theatre, Paediatrics and Surgical Unit.
- **Outpatient Services information;** Ambulance Services, Accident & Emergency, Community/Public Health Services, Dialysis Unit, Dental Services, Eye Clinic, General Practice, Laboratory Services, Nutrition Services, Physiotherapy, Pharmacy, Radiology, Recompression Chamber, Specialist Clinics, Women's Health.
- **Medical Treatment Overseas information;** The referral process, insurance coverage, preparing for travel, preparing to return to Cayman, returning to Cayman, Points to remember.
- **Newsletter** – HSA News and information.

**National Drug Council Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the National Drug Council to making information available to the public as part of its normal business activities.

The National Drug Council will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.



## 2. Information that may be withheld

The National Drug Council will generally not publish:

- information in draft form;
- information that is not held by the National Drug Council, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the National Drug Council's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.ndc.ky](http://www.ndc.ky). If you are still having trouble locating information listed under our scheme, please contact (345) 949-9000.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@ndc.ky](mailto:foi@ndc.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 949-9000 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

P.O Box 10007  
Grand Cayman KY1-1001  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Simon Miller on (345) 949-9000 or at [foi@ndc.ky](mailto:foi@ndc.ky).

The National Drug Council will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the National Drug Council is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The National Drug Council strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the National Drug Council offers for sale. This includes: Policy and Procedure Manual and National Anti-Drug Strategy. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The National Drug Council will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the National Drug Council has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the National Drug Council that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

As a statutory body set up under the National Drug Council Law 1997, the National Drug Council is committed to openness, transparency and serving the public interest in compliance with the Freedom of Information Law, 2007. This Law was implemented on 05 January, 2009 and gives the public a right of access to all types of records held by public authorities but also sets out some exemptions from that right.

If you would like to request information from the National Drug Council, you should first visit our website ([www.ndc.ky](http://www.ndc.ky)) to see if the information you seek has already been published.

##### Submitting a request

If you wish to make a request for information then you should contact the Information Manager either via mail, facsimile or email (see below contact information for either).

Additionally, a request can be made by visiting the National Drug council and filling out the FOI Request form (available at the Receptionist desk).

### **Information Manager**

Simon Miller

### **Address**

#17 & 18 Caymanian Village,  
Grand Cayman,

### **Mailing Address**

P.O Box 10007  
Grand Cayman, KY1-1001  
Cayman Islands

### **Telephone**

Ph: (345) 949-9000  
Fax: (345) 949-6264

Email: [foi@ndc.ky](mailto:foi@ndc.ky)

### **How to make a request**

Your FOI request must:

- Be in writing (letter, email or facsimile)
- Include your name and an address (either postal or e-mail)
- Where possible, include a contact telephone number
- Be as specific as possible about the information you are seeking (this will help us to respond promptly to your request)

### **6. Complaints**

The National Drug Council aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Simon Miller on (345) 949-9000 or at [foi@ndc.ky](mailto:foi@ndc.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained via email: [foi@ndc.ky](mailto:foi@ndc.ky) or in writing:

P.O Box 10007  
Grand Cayman KY1-1001  
Cayman Islands.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

Information Commissioner's Office  
P O Box 1375  
Grand Cayman, KY1-1108  
Cayman Islands

Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of public authority**

National Drug Council

### **Ministry**

Ministry of Health, Environment, Youth, Sports & Culture

### **Principal Officer [or Key staff]**

Joan West-Dacres  
Executive Director  
(345) 949-9000  
jwest-dacres@ndc.ky

### **Information manager**

Simon Miller  
Information Manager  
(345) 949-9000  
[simonmiller@ndc.ky](mailto:simonmiller@ndc.ky)  
[www.foi.gov.ky](http://www.foi.gov.ky)

Luisa McLaughlin  
Information Manager Designate  
(345) 949-9000  
[lmclaughlin@ndc.ky](mailto:lmclaughlin@ndc.ky)  
[www.foi.gov.ky](http://www.foi.gov.ky)

## **Organisation and functions**

The National Drug Council (NDC) is an independent statutory body set up under the National Drug Council Law, 1997 to co-ordinate anti-drug measures in the Cayman Islands. The National Drug Council consists of 20 council members and an office which serves as the secretariat.

### ***Functions***

To keep under review the situation in the islands with respect to the abuse of drugs.

To formulate and develop drug prevention and rehabilitation policies and programmes.

To advise the Minister on drug prevention and rehabilitation policies and programmes; the licensing and operation of treatment and rehabilitation centres; drug supply control measures; and law reform relating to the misuse of drugs.

To educate the public, particularly the young, on the dangers of drug abuse, and to initiate, sponsor and support conferences, seminars, and meetings related to drug abuse.

To promote and support training in the field of Drug Abuse Prevention and Rehabilitation.

To promote and encourage the establishment of a system to coordinate the treatment and rehabilitation of drug abusers and the care of persons associated with drug abusers.

To establish and operate treatment centres.

To conduct research into, and develop and maintain a database of information on drug abuse in the islands.

National Drug Council

Unit's #17 and #18 Caymanian Village

PO Box 10007 Grand Cayman KY1-1001

CAYMAN ISLANDS

Ph: (345) 949-9000

Fax: (345) 949-6264

info@ndc.ky

www.ndc.ky

Location and hours	Matters handled
<p>National Drug Council</p> <p>Unit's #17 and #18 Caymanian Village</p> <p>Business Hours:</p> <p>Monday – Friday</p> <p>8:30am to 5:00pm</p>	<p>Keep under review the situation in the islands with respect to the abuse of drugs.</p> <p>Formulate and develop drug prevention and rehabilitation policies and programmes.</p> <p>Advise the Minister on drug prevention and rehabilitation policies and programmes; the licensing and operation of treatment and rehabilitation centres; drug supply control measures; and law reform relating to the misuse of drugs.</p> <p>Educate the public, particularly the young, on the dangers of drug abuse, and to initiate, sponsor and support conferences, seminars, and meetings related to drug abuse.</p> <p>Promote and support training in the field of Drug Abuse Prevention and Rehabilitation.</p> <p>Promote and encourage the establishment of a system to coordinate the treatment and rehabilitation of drug abusers and the care of persons associated with drug abusers.</p> <p>We encourage and support the operation of treatment centres.</p> <p>Conduct research into, and develop and maintain a database of information on drug abuse in the islands.</p>

### Boards and committees

Name	Meetings	Minutes
<p>Mrs. Dorothy Crumbley, Chairman</p> <p>Mr. Rayle Roberts, Vice-Chairman</p> <p>Ms. Margaret Ramsay-Hale, Member</p> <p>Dr. Mark Lockhart, Member</p> <p>Mr. Mark C. Campbell, Member</p> <p>Mrs. Teresa Echenique-Bowen, Member</p> <p>Mr. Ricardo Forbes, Member</p> <p>Chief Officer, Ministry of H,E,Y,S&amp;C, Ex-Officio</p>	<p>Meetings are held once a month and are closed to the public.</p>	<p>Minutes are only available in hard copy –requested in writing.</p>



Chief Officer, Ministry of CA,G&H, Ex-Officio		
Chief Officer, Ministry of E,T&E, Ex-Officio		
Minister of Finance or his representative, Ex-Officio		
Commissioner of Police or his representative, Ex-Officio		
NDC Coordinator, Ex-Officio		

### **Frequently asked questions**

#### **Who are the Board (Council Members) Members of the National Drug Council?**

Mrs. Dorothy Crumbley, Chairman

Mr. Rayle Roberts, Vice-Chairman

Ms. Margaret Ramsay-Hale, Member

Dr. Mark Lockhart, Member

Mr. Mark C. Campbell, Member

Mrs. Teresa Echenique-Bowen, Member

Mr. Ricardo Forbes, Member

Chief Officer, Ministry of H,E,Y,S&C, Ex-Officio

Chief Officer, Ministry of CA,G&H, Ex-Officio

Chief Officer, Ministry of E,T&E, Ex-Officio

Minister of Finance or his representative, Ex-Officio

Commissioner of Police or his representative, Ex-Officio

NDC Coordinator, Ex-Officio

#### **Who is the Staff of the National Drug Council?**

Joan West-Dacres  
Executive Director

Kimberlee McLean  
Administrative Finance Officer

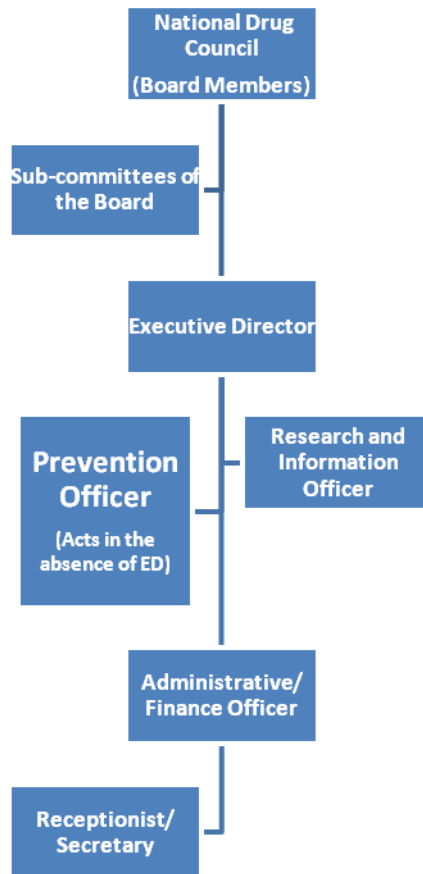
Simon C. Miller  
Prevention Officer

Ruby McLaughlin  
Administrative Assistant

Luisa McLaughlin  
Research and Information Officer

**What are the lines of authority and responsibility of the National Drug Council?**

**Organisational Chart**



## What is the salary of the staff of the National Drug Council?

### Salary Scale 2008/9

Alpha Code	Incremental Differential 2.5%	Annual Salary including 5% Pension	Monthly Salary including 5% Pension	Monthly Basic Salary	Monthly Pension
A	1	72,984	6,082	5,778	304
	2	74,796	6,233	5,921	312
	3	76,680	6,390	6,071	320
	4	78,600	6,550	6,223	328
	5	80,556	6,713	6,377	336
	6	82,572	6,881	6,537	344
	7	84,624	7,052	6,699	353
	8	86,748	7,229	6,868	361
	9	88,920	7,410	7,040	371
B	1	62,760	5,230	4,969	262
	2	64,332	5,230	4,969	262
	3	65,940	5,361	5,093	268
	4	67,596	5,495	5,220	275
	5	69,276	5,633	5,351	282
	6	71,016	5,918	5,622	296
	7	72,280	6,023	5,722	301
C	1	53,412	4,451	4,228	223
	2	54,744	4,562	4,334	228
	3	56,112	4,676	4,442	234
	4	57,504	4,792	4,552	240
	5	58,944	4,912	4,666	246
	6	60,420	5,035	4,783	252
	7	61,944	5,162	4,904	258
	8	63,468	5,289	5,025	264
D	1	45,840	3,820	3,629	191
	2	46,992	3,916	3,720	196
	3	47,520	3,960	3,762	198
	4	48,888	4,074	3,870	204
	5	49,944	4,162	3,954	208
	6	51,192	4,266	4,053	213
	7	52,464	4,372	4,153	219
	8	53,772	4,481	4,257	224
E	1	38,196	3,183	3,024	159
	2	39,144	3,262	3,099	163
	3	40,140	3,345	3,178	167
	4	41,124	3,427	3,256	171
	5	42,564	3,547	3,370	177
	6	43,632	3,636	3,454	182
	7	44,712	3,726	3,540	186
F	1	31,272	2,606	2,476	130
	2	32,076	2,673	2,539	134
	3	32,880	2,740	2,603	137
	4	33,672	2,806	2,666	140
	5	34,524	2,877	2,733	144
	6	35,364	2,947	2,800	147
	7	36,252	3,021	2,870	151
	8	37,164	3,097	2,942	155

#### A Scale

National Drugs Co-ordinator/  
Executive Director

#### D Scale

Administrative Finance Officer

#### C Scale

Prevention Specialist  
Research Officer

#### F Scale

Administrative Personnel

The above information can also be found on our website.

[http://www.ndc.ky/file/resource/misc/quick\\_faqs\\_about\\_the\\_ndc.pdf](http://www.ndc.ky/file/resource/misc/quick_faqs_about_the_ndc.pdf)

## **STRATEGIC MANAGEMENT**

### **Governance**

The National Drug Council Law (2003 Revision) – All persons seeking copies of the Law should contact the Legislative Assembly at:

#### **Address**

Legislative Assembly, 33 Fort Street, George Town, Grand Cayman

#### **Mailing Address**

Box 890, Grand Cayman KY1-1103, CAYMAN ISLANDS

#### **Telephone**

(345) 949-4236

Fax (345) 949-9514

National Anti-Drug Strategy 2009-2013 – Available online. A Hard copy of this document can be requested from the National Drug Council for a fee.

*The National Anti-Drug Strategy 2009-2013 is the blueprint for the Cayman Islands' response to the misuse and abuse of both illicit and illegal drugs, including alcohol, tobacco and prescription drugs.*

### **Corporate management**

NDC Annual Reports - Available online. Hard copies of these documents can be requested from the National Drug Council.

NDC Disaster Plan - Request in writing. A hard copy of this document can be requested from the National Drug Council.

*This plan addresses the NDC response to disaster conditions related to the impact of disasters including hurricanes, severe storms, fires and floods. The second element of the plan includes the preservation of records and procedures to safeguard government's 'Vital Records'.*

## **FINANCE & ADMINISTRATION**

### **Financial management**

Ownership Agreement – Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*The Ownership Agreement documents the ownership performance that the Cabinet and the Board of National Drug Council have agreed that National Drug Council will seek to achieve during the financial year.*

Purchase Agreement - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*The Purchase Agreement details the outputs that the Cabinet of the Government of the Cayman Islands (Cabinet) and the National Drug Council have agreed that the National Drug Council will deliver, and the Cabinet will purchase, during the financial year.*

Quarterly Invoices - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*Quarterly Invoices are billed to Government for services rendered for the quarter as agreed by the Purchase Agreement for that fiscal year.*

### **Administration**

Press releases - Available online. Hard copies of these documents can be requested from the National Drug Council.

## **POLICIES & PROCEDURES**

NDC - Policy and Procedure Manual - Request in writing. A hard copy of this document can be requested from the National Drug Council for a fee.

*This manual provides clear policies and procedures for the operations of the NDC Secretariat (office) and its employees.*

## **DECISIONS & RECOMMENDATIONS**

Minutes of Council meetings - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

NDC - Performance Agreement and Assessment - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*This Performance Agreement details the performance to be achieved by the staff member concerned during the financial year. The purpose of the document is to ensure that the performance expected is clearly understood and agreed to by both parties to the agreement: the staff member and the manager to whom the staff member reports.*

## **LISTS & REGISTERS**

Asset register - Request in writing. A hard copy of this document can be requested from the National Drug Council.

## **OUR SERVICES**

About us - Available online. [www.ndc.ky/about.html](http://www.ndc.ky/about.html)

### **Mission**

*To formulate, coordinate, monitor and evaluate the implementation of the National Anti-Drug Strategic Plan based on proactive, creative and research driven strategies in collaboration with public and private sector organisations and in accordance with the provisions of the NDC Law.*

### **Goal**

*To have the resident population of the Cayman Islands, free from all drug, alcohol and other substance abuse/misuse and their ill-effects.*

Staff - Available online. <http://www.ndc.ky/about.html>

**Executive Director – Joan West-Dacres'** role includes responsibility for the day-to-day operations of the NDC's Office.

She initiates and maintains contact with all designated community organisations as a representative of the NDC, resulting in increased understanding of and support for the NDC mission.

She encourages and initiates contact with and exchanges of up-to-date information between local, regional and international organisations.

**Administrative Assistant - Ruby McLaughlin** provides secretarial support to the Office of the NDC. She is responsible for file management and conducts searches and retrieves records as necessary.

In collaboration with the Administrative Finance Officer, she ensures that all the accounts are paid in a timely manner and assists with the preparations for Council meetings each month.

**Prevention Officer – Simon Miller's** role includes the provision of prevention, education and training services to schools, community groups, business and industry, parents, local government and the recovery community in both private and public agencies and organisations.

This is combined with the development, design and implementation of specific interventions with partner and stakeholder agencies and through coordination of the dissemination of prevention education information to key leaders, schools, youth service providers, and the public.

**Luisa McLaughlin** is primarily responsible for establishing and maintaining a database consisting of substance abuse indicators intended to keep under the review the situation with respect to drug abuse in the Islands, interfacing with field operators and the wider community; collecting and analysing data collected from reliable sources; and documenting results.

She implements specific research initiatives of NDC, facilitates access to information by assisting members of the public to formalise their request requirements.

**Kimberlee McLean's** role is the preparation of and implementation of the NDC's annual budgetary processes. She is responsible for ensuring that the office and financial records management systems are effectively coordinated in accordance with established policies and procedures under the guidance of the Finance Review Committee.

She is also responsible for assisting in Council duties and facilitating the efficient flow of HR processes.

Campaigns - Available online. [www.ndc.ky/media.html](http://www.ndc.ky/media.html).

*The National Drug Council provides ongoing information to the public with the aim of bringing greater awareness to issues related to substance abuse and its ill-effects, and to prevent or reduce the harm associated with substance misuse and abuse.*

*National Inhalants & Poisons Awareness Week*

*Alcohol Awareness Month*

*World No Tobacco Day*

*International Day Against Drugs*

*National Recovery Month*

*Designated Driver Campaign*

Monitoring/Research – Available online. [www.ndc.ky/research.html](http://www.ndc.ky/research.html). Hard copies of these documents can be requested from the National Drug Council.

*The Cayman Islands Student Drug Use Survey (CISDUS) describes the extent and patterns of alcohol and other drug use among students in grades 7-12 across the Cayman Islands.*

*The Cayman Islands Drug And Alcohol Survey (CIDAS) describes the extent and patterns of alcohol and other drug use among individuals 15 years of age and older in the Cayman Islands.*

*The Cayman Islands Drug Free Workplace Survey describes the nature and extent of substance use and misuse in workplaces of the Cayman Islands (Grand Cayman).*

*The National Drug Information Network (NDIN) is a group of people who, represent either themselves or an agency, and collect, analyse and disseminate information on drugs for the purpose of monitoring trends, developing policies, and implementing appropriate programmes and responses to assist those persons impacted by substance use, misuse and abuse in our communities.*

Prevention – Training/Courses/Presentations

*The National Drug Council provides prevention training, courses, presentations and speaking engagements at community and school events on the harmful effects of alcohol and other drugs on the individual and the community.*

NDC Brochures - Available online. [www.ndc.ky/resources.html](http://www.ndc.ky/resources.html). Hard copies of these documents can be requested from the National Drug Council.

Together we can talk about Alcohol  
*A guide for parents.*

Marijuana / Ganja Info for Parents

Truth about Marijuana  
*Get the Facts about Marijuana*

Truth about Alcohol  
*Get the Facts about Alcohol*

Volunteer Sheet – Available online [www.ndc.ky/file/resource/resource/Volunteer\\_Sheet.pdf](http://www.ndc.ky/file/resource/resource/Volunteer_Sheet.pdf). A hard copy of this document can be requested from the National Drug Council.

Sponsorship Packages - Available online.  
[www.ndc.ky/file/resource/resource/Sponsorship\\_Packages.pdf](http://www.ndc.ky/file/resource/resource/Sponsorship_Packages.pdf). A hard copy of this document can be requested from the National Drug Council.



**Cayman Islands National Insurance Company  
(CINICO)  
Publication Scheme  
Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits CINICO to making information available to the public as part of its normal business activities.

CINICO will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

CINICO will generally not publish:

- information in draft form;
- information that is not held by CINICO, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm CINICO (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Some of our documents are published electronically on the CINICO website ([www.cinico.ky](http://www.cinico.ky)) and can be downloaded in PDF format.

If you are still having trouble locating information listed under our scheme, please contact FOI Manager, Mark Frye at 949-8101 or direct line 815-7326, or email at [mfrye@cinico.ky](mailto:mfrye@cinico.ky) or [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Mark Frye at 815-7326 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: Mark Frye, Information Manager, CINICO, P.O. Box 10112, Grand Cayman, Cayman Islands, or email at [mfrye@cinico.ky](mailto:mfrye@cinico.ky) or [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky).

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Mark Frye at 949-8101 or direct line 815-7326, or email at [mfrye@cinico.ky](mailto:mfrye@cinico.ky) or [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky).

CINICO will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where CINICO is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. CINICO strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

CINICO will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when CINICO has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by CINICO that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law. For further details please visit [www.cinico.ky](http://www.cinico.ky) , FOI/Making a Request.

#### **6. Complaints**

CINICO aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Mark Frye at 949-8101 or direct line 815-7326, or email at [mfrye@cinico.ky](mailto:mfrye@cinico.ky) or [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Mark Frye at 949-8101 or direct line 815-7326, or email at [mfrye@cinico.ky](mailto:mfrye@cinico.ky) or [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
P.O. Box 10727  
George Town, Grand Cayman  
Grand Cayman KY1-1007, CAYMAN ISLANDS  
1-345- 747-5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

*Cayman Islands National Insurance Company (CINICO)*

### **Ministry**

*Health, Environment, Youth, Sports & Culture*

### **Chief Officer**

*Lonnie Tibbetts, CEO*

### **Information Manager**

*Mark Frye  
Information Officer  
Cayman Centre, 1st. Floor  
Airport Road  
P.O. Box 10112  
Grand Cayman, KY1-1001  
Cayman Islands*

## **Organisation and functions**

*Cayman Islands National Insurance Company (CINICO) was formed in 2003 as a government-owned insurance company that provides health insurance to the civil servant population, their eligible dependents, Seamen & Veterans, and residents that have difficulty in obtaining health insurance coverage through their employer or the private insurance market that are categorized as Affordable, Challenger, or Silver. In addition we also provide administrative services for Indigent and Advanced patients (at the request of the Ministry of Health).*

*Our goal is to deliver affordable healthcare coverage on the most cost effective basis possible from a stable source of primary health insurance provided by a company operated wholly in accordance with sound business and actuarial principles.*

*CINICO  
Cayman Centre, Airport Road  
1<sup>st</sup> Floor, P.O. Box 10112  
Grand Cayman, KY1-1012  
Cayman Islands  
(345) 949-8101, (345) 949-8226 (fax)  
[www.cinico.ky](http://www.cinico.ky)*

Location and hours	Matters handled
<p><i>CINICO</i>  Cayman Centre, Airport Road  1<sup>st</sup> Floor  George Town, Grand Cayman  Monday to Friday 9:00am to 4:30pm  (345) 949-8101  (345) 949-8226  <a href="http://www.cinico.ky">www.cinico.ky</a></p>	<p><i>All employee functions &amp; responsibilities are performed at the only office location. They include administrative &amp; operational concerns, overseas patient referrals, member eligibility &amp; benefit administration &amp; verification, member claims management, marketing &amp; public relations activities</i></p>

### Boards and committees

Name	Meetings	Minutes
<p><i>CINICO Board of Directors</i></p> <p><i>Mr. Scott Cummings – Chairman</i>  <i>Mr. Seamus Tivnan – Deputy Chairman</i>  <i>Dr. Ruth Pomares – member</i>  <i>Mr. Armando Ebanks – member</i>  <i>Mr. Godfrey McLean – member</i>  <i>Mr. Carl Brown – member</i>  <i>Mrs. Darlee Ebanks – member</i>  <i>Mrs. Jennifer Ahearn – Chief officer, Ministry of Health</i></p>	<p><i>Monthly meetings and is not open to the public</i></p>	<p>Minutes are only available in hard copy and can be obtained by making an FOI request to the FOI Manager by fax 345-949-822 or <a href="mailto:mfrye@cinico.ky">mfrye@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a></p>
<p><i>Risk &amp; Appeals Committee</i></p> <p><i>Lonnie Tibbetts – Chairperson</i>  <i>Dr. Ruth Pomares – member</i>  <i>Dr. Gerald Smith – member</i>  <i>Dr. John Vlitos – member</i></p>	<p><i>Monthly meetings and is not open to the public</i></p>	<p>Minutes are only available in hard copy and can be obtained by making an FOI request to the FOI Manager by fax 345-949-822 or <a href="mailto:mfrye@cinico.ky">mfrye@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a></p>
<p><i>Finance Committee</i></p> <p><i>Seamus Tivnan - Chairperson</i>  <i>Lonny Tibbetts – CEO CINICO</i>  <i>Frank Gallippi – CFO CINICO</i>  <i>Carol Cooper – CFO, Ministry of Health</i></p>	<p><i>Meetings every 3 months and is not open to the public</i></p>	<p>Minutes are only available in hard copy and can be obtained by making an FOI request to the FOI Manager by fax 345-949-822 or <a href="mailto:mfrye@cinico.ky">mfrye@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a></p>

## **Frequently Asked Questions**

### **Who is CINICO?**

Cayman Islands National Insurance Company Ltd. (“CINICO”).

### **Can I visit any Doctor or Hospital?**

No. Without a Chief Medical Officer (CMO) referral from Health Services Authority (HSA), you can only use services provided by the HSA. This would include the George Town Hospital, the District Clinics, and Faith Hospital on Cayman Brac.

### **How are my services covered if I use an HSA provider?**

All medically necessary services, up to policy limitations, are covered in full as long as HSA providers perform care.

### **If my HSA provider wants to refer me to a private practice provider within the Cayman Islands, will I be covered?**

Yes, if the Cayman Island’s Chief Medical Officer (CMO) determines it necessary.

### **What happens if I go directly to a non-HSA provider without CMO approval?**

If you elect to see a non-HSA provider, the services will be at your own expense.

### **What is a Case Management Co-ordinator?**

CINICO has contracted with overseas Third Party Administrators (TPA) who provides Case Management Co-ordinators that work in conjunction with the HSA to determine the most appropriate treatment for you and your family.

### **Why does CINICO have a Case Management Co-ordinator?**

The Case Management Co-ordinators have access to hundreds of hospitals and thousands of physicians in the United States. Not only does the Case Management Co-ordinator assist a patient in coping with the financial burden of being overseas, but they also negotiate preferred rates at overseas facilities. In some instances, the Case Management Co-ordinator works with the Chief Medical Officer (CMO) of the HSA to determine if a referral is appropriate.

### **How does a Case Management Co-ordinator work?**

After reviewing the information submitted by your physician, the Case Management Co-ordinator determines the need to access non-HSA care. For example, if the medically necessary specialty services are not available through the HSA, the Case Management Co-ordinator will approve off island care at an appropriate medical facility. The telephone number for the Case Management Co-ordinator will be on the back of your CINICO I.D. Card.

**How are benefits paid if I require emergency treatment and I cannot be treated at a HSA hospital or HSA physician?**

Life threatening emergencies/sudden and serious onset of illness will be covered in full. Please call the CINICO Care Coordinator before, during or within 48 hours of the emergency visit to acquire a Care Coordinator approved referral.

Non life threatening emergencies without CINICO Case Management Co-coordinator referral will NOT be covered.

**What do I do in an emergency?**

A medical emergency means a sudden onset of a condition with acute symptoms requiring immediate medical care and includes such conditions as heart attacks, cardiovascular accidents, poisonings, loss of consciousness or respiration, convulsions or other such acute medical conditions. Use appropriate judgment and go to the hospital emergency room! Emergencies both on island and off island will be treated the same way.

**What happens if I am travelling outside the Cayman Islands?**

If you travel to the United States, you will be covered subject to the CINICO Case Management Co-ordinator approval.

- In the United States, you can take advantage of CINICO's US based network of preferred providers. You can call the TOLL FREE NETWORK HOTLINE listed on the front of your CINICO health insurance benefit card. Remember, off island care must be approved by the CINICO Case Management Co-ordinator.
- Outside the Cayman Islands or United States, medical care is also covered. However, you will be required to pay the charge in full and then submit a claim to CINICO for reimbursement.

Note: non-emergency services not approved by CINICO Case Management Co-ordinator will not be covered.

**What is the definition of a child?**

A child, as defined under the Health Insurance Law (2003 Revision), means a person who is:

- Under 18 years of age; or
- Over 18 and under 23 years of age and a full-time student at a University or other educational institution.

**My child is full time student in the United States. Is my child covered?**

The only services covered would be for a life-threatening emergency/sudden and serious onset of illness. All other services must be provided by the Health Services Authority in order to be covered under the plan. You will want to schedule routine check-ups with HSA while your child is home during school breaks and holidays.

If your child sees a provider in the United States, for a non-life threatening condition, the cost will be your responsibility.



**Is SHIC coverage only available to Caymanians?**

No, all legal residents of the Cayman Islands who can provide evidence that they satisfy the eligibility criteria may obtain coverage from CINICO.

**What is a SHIC Open Enrolment Window?**

The Open enrolment Window is a period which a person can enroll into the CINICO SHIC Health Insurance Plan. There will be public announcements when these windows are available.

**Why is there an Enrolment Window?**

Basically, it is an underwriting control put in place in order for CINICO to provide for the most cost-effective and extensive benefits possible without subjecting the Silver and Challenger participant to pre-existing condition exclusions, and without subjecting Affordable participants to high premiums.

**What SHIC benefits will I receive?**

Benefits are defined under the Health Insurance Law (2003 Revision) as SHIC Plan 1 and SHIC Plan 2. CINICO benefits are exactly the same as those defined within the Health Insurance Law (2003 Revision). See Benefits Covered page for SHIC Benefit Fee Schedules.

The Participant will initially only be able to choose benefits for SHIC Plan 1 (a.k.a. Standard Health Insurance Contract #1.)

**Will I be able to switch to better Health Coverage later on?**

CINICO recognizes that the benefits provided under SHIC 1 may not be adequate for everyone. Therefore, once a Participant is enrolled in SHIC 1 for 12 continuous months, the Participant can apply at the next Enrolment Window for consideration to participate in SHIC 2. However, this election is available one time only, irrevocable and no future changes will be allowed.

**Will I be subject to pre-existing condition limitations?**

With the exception of Affordable participants, the CINICO program provides coverage for all conditions, subject to plan limitations. If you currently have a medical condition, services for that condition will not be excluded from the plan.

For Affordable participants, pre-existing conditions of 24 months (as defined under the Health Insurance Law [2003 Revision]) will be excluded.

**When is my SHIC premium due?**

Premiums are due in advance of the first day of that month's coverage.

**What happens if I don't pay my premium on time?**

If you fail to pay premiums within 45 days of the due date, your policy will be terminated and you will NEVER be eligible for re-enrolment under any condition.

**What evidence do I need to provide in order to prove I am eligible as an SHIC Silver Participant?**

You will need to complete an enrolment form and return it with photographic evidence of birth (e.g. Passport or Drivers License).

**What evidence do I need to provide in order to prove I am eligible as a SHIC Challenger Participant?**

You will need to complete an enrolment form and return it within 60 days of being rejected by one insurance company classified as “Approved Providers” under the Health Insurance Law (2003 Revision). You must also provide copies of the letter of rejection with the enrolment form.

**What evidence do I need to provide in order to prove I am eligible as a SHIC Affordable Participant?**

You will need to complete an enrolment form and return it with evidence from both your Employer AND your spouse’s Employer, of your annual salaries. CINICO will then make a determination as to whether you have a combined family income of less than CI \$40,000.

**Are vaccinations a CINICO covered benefit?**

The benefit is limited to children over the age of 6 and adults.

Vaccinations are provided free for resident children of the Cayman Islands up until their sixth birthday at the H.S.A. Hospital Public Health Department.

## **STRATEGIC MANAGEMENT**

*CINICO's strategic business plan encompasses the goal of local repatriation of presently outsourced claims adjudication/reimbursement service provision and the expansion of in-house expertise in the areas of claims management and case management through the pursuit of the lease or purchase of a claims adjudication system in addition to the transition of CINICO case management from present commercially outsourced position.*

*It is CINICO Senior Management's intent to continue to progress with strategic objectives and goals which enhance Company operations and cost effective delivery of all aspects of benchmark of excellence proven leadership in controlling spiralling healthcare costs and in continual provision of enhanced service delivery of the overall healthcare member healthcare plans on behalf of, and in partnership with, the Company shareholder, our most valued membership and provider networks.*

### **Governance**

*Health Insurance Law (2005 Revision) and Regulations (2005 Revision)  
Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)  
Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)  
National Pensions Law (2000 Revision) and Regulations  
National Archive and Public Records Law 2007  
Labour Law (2007 Revision) and Regulations  
Freedom of Information Law 2007  
The Companies Commission Law 2004 Revision  
Companies Commission Law 2006 Revision  
Immigration Law (2006 revision) and Regulations  
Workman's Compensation Law (1996 Revision)  
Freedom of Information Regulations 2008*

### **Corporate Management \***

*CIMA Business plan  
Annual Reports  
Audit reports on overall operations  
Statistics\*\*  
Risk Management assessments  
Disaster Plan and Recovery*

\* Copies can be obtained upon request from Information Manager

\*\* Specialized reports can be created to collate specific information when necessary

## **FINANCE & ADMINISTRATION**

*Administering CINICO'S internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

### **Financial management \***

*Accounting: accounts payable, accounts receivable, banking, Ledgers & Journals, Revenue & Revenue Collection*

*Acquisition: asset register, contracts, tendering exercises*

*Auditing: internal audit, external audit*

*Budgeting: annual ownership agreement, purchase agreement*

*Remuneration: director fees*

*Reporting & Analysis: monthly/half year/annual reports, monthly expense variance analysis, monthly review of underwriting income to budget, annual & quarterly reserve analysis, Cayman Islands Monetary Authority (CIMA) quarterly & annual return*

*Annual Budget*

*List of current tenders and contracts*

\* Copies can be obtained upon request from Information Manager

### **Administration \***

*CINICO Policy & Procedures*

*Staff pay*

*Employee Health Insurance*

*Employee Pension*

\* Copies can be obtained upon request from Information Manager

## **POLICIES & PROCEDURES \***

*Current written protocols used by the authority for carrying out functions, activities and delivering services.*

*CINICO Policy & Procedures manual*

\* Copies can be obtained upon request from Information Manager

## **DECISIONS & RECOMMENDATIONS \***

*Board meeting*

*Minutes of meetings*

*Committee meetings*

*Minutes of meetings*

\* Copies can be obtained upon request from Information Manager

## **REGISTERS \***

*General Companies*

*CINICO Member*

*Asset*










*Medical Provider*

*Client*



*Vender*

\* Copies can be obtained upon request from Information Manager

### LIST of Forms Used (external)

 Microsoft Word Document	<i>SHIC Enrolment Eligibility – Elderly, Health Impaired, Low Income</i>
 Microsoft Word Document	<i>Enrolment Eligibility – Government Entities</i>
 Microsoft Word Document	<i>Enrolment Eligibility – Seaman &amp; Veterans</i>
 Microsoft Word Document	<i>Civil Servant Change of Circumstance</i>
 Microsoft Word Document	<i>Government Entities Change of Information</i>
 Microsoft Word Document	<i>SHIC Member Change of Information</i>
 Microsoft Word Document	<i>Health Questionnaire – Health Impaired</i>
 Microsoft Word Document	<i>Application for Direct Deposit</i>
<a href="#"><u>Health Insurance Claim</u></a>	<i>Health Insurance Claim Form</i>
<a href="#"><u>Request for replacement of member card</u></a>	<i>Request for replacement of member card Form</i>
 Microsoft Word Document	<i>SHIC Member Enrolment packages (Elderly, Health Impaired, Plan 1 Low Income, Plan 2 Low Income)</i>

## **Brochures**

 Microsoft Word Document	<i>Standard Health Insurance (SHIC) Plan 1</i>
 Microsoft Word Document	<i>Standard Health Insurance (SHIC) Plan 2</i>
<a href="#"><u><i>Cayman Islands Civil Servant Medical Plan Benefits</i></u></a>	<i>Cayman Islands Civil Servant Medical Plan Benefits Brochure</i>
<a href="#"><u><i>Cayman Islands Seamans &amp; Veterans Medical Plan Benefits</i></u></a>	<i>Cayman Islands Seamans &amp; Veterans Medical Plan Benefits Brochure</i>

## **OUR SERVICES**

*The purpose of CINICO is to control spiralling healthcare costs incurred by the Shareholder; empower medical professionals over healthcare financing decisions; help people who reside in the Cayman Islands gain access to affordable, quality healthcare; and maintain reinsurance for catastrophic events.*

*CINICO's principal activity is the provision of health insurance for Government insured's including civil servants, pensioners, other Government entities, Seamen & Veterans and their dependents ("Government Insured"), as well as residents of the Cayman Islands who have low income, impaired health status, or who are elderly ("Privately Insured"). CINICO employees are also insured by the Company. The Company also provides Administrative Services Only ("ASO") for indigents, advance patients and, effective July 1, 2007 ASO coverage for the Seamen & Veterans overseas benefits.*

*The Company has contracted with a Third Party Administrator ("TPA"), CBCA Administrators Inc., to provide claims administration services for local claims. On August 1, 2005, the Company contracted with Care Management Network Inc. ("CMN") to provide claims administration and case management services for insured's requiring overseas medical treatment. CINICO's contract with CMN provides its insured's with access to a large network of facilities throughout the United States and other countries at discounted costs.*

*The Company maintains reinsurance coverage with Presidio Excess Insurance Services, Inc. ("Presidio"), an underwriting agent of the Lloyds of London, which provides specific excess loss reinsurance coverage on a per coverage person basis.*

*CINICO provides the Cayman Islands Government with a management infrastructure (since the Company has its own Board of Directors), management team and service providers all experienced in managing the risks related to health insurance plans. As a separate entity writing insurance business, the Company is regulated by the Cayman Islands Monetary Authority ("CIMA"), audited by internal Government auditors and external auditors. Accordingly, each of these bodies will be evaluating the performance of the Company and its products.*

### *Insurance Plans:*

- *Standard Health Insurance Plan 1 & 2 (SHIC) benefits;*
- *Cayman Islands Civil Servant Medical Plan Benefits;*
- *Cayman Islands Seamans & Veterans Medical Plan Benefits*

*Health Insurance Claim form*

*Member Change of Information form*

*Request for replacement of member card*

*Application for Direct Debit payment for SHIC members*

*Health Care Coverage Enrolment & Eligibility Forms*



## Classes of Information

*A class of information is a way of collecting together similar types of information. CINICO has grouped its Classes of Information into broad categories (or functions) which reflect CINICO's outputs. If you intend to make a request, the following grouping of information should give you an indication of where the information may be found.*

<b>Function</b>	<b>Activity and Restrictions &amp; Accessibility to information</b>
<b><i>Finance &amp; Administration</i></b>  <i>Applies to internal support functions relating to finance, personnel and business operations</i>	<i>Financial administration, Business operations and plans, Administration of Service Level Agreements, Communications, Budgeting</i>  <i>Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or member records.</i>
<b><i>Operational support &amp; advice</i></b>  <i>Applies to the provision of services and support to clients, members, medical providers, and stakeholders</i>	<i>Policy development and support, Management Services Operations (ex. Coordination of Government IRIS and NHIS system for member eligibility, overseas patient referrals, member eligibility &amp; benefit verification, member claims management), marketing &amp; public relations activities, utilization statistics, personnel records, Financial services and support</i>  <i>Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or member records.</i>



## Cayman Islands National Museum

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the National Museum to making information available to the public as part of its normal business activities.

The National Museum will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The National Museum will generally not publish:

- information in draft form;
- information that is not held by the National Museum, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the National Museum's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.museum.ky](http://www.museum.ky). If you are still having trouble locating information listed under our scheme, please contact Mr. Doss Solomon, Manager of Operations, National Museum at [dosssolomon@museum.ky](mailto:dosssolomon@museum.ky).

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [info@museum.ky](mailto:info@museum.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 345-949-8368 Ext. 2022 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

National Museum  
Attn: Information Manager  
P.O. Box 2189  
Grand Cayman KY1-1502

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Doss Solomon at 949-8368 or [dosssolomon@museum.ky](mailto:dosssolomon@museum.ky)

The National Museum will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the National Museum is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The National Museum strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The National Museum will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the National Museum has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the National Museum that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

---

The National Museum aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Director of the National Museum and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from visiting our website: [www.museum.ky](http://www.museum.ky) under the heading Document Library.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

## Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---

The National Museum is dedicated to the preservation, research and dissemination of all aspects of the Caymanian heritage

### **Ministry**

Ministry of Health, Environment, Youth, Sports & Culture

### **Principle Officer**

Dr. Peggy Leshikar-Denton, Director

### **Information Manager**

Doss Solomon

### **Information Manager Designate:**

Beckie Seymour Carrazana

### **Organisation and functions**

The Cayman Islands National Museum celebrates the unique natural and cultural heritage of our three Islands. Through our dynamic programmes, exhibits, and collections, we nurture a living connection with the nation's past and its future quality of life.

### **National Museum Mailing Address:**

P.O. Box 2189  
Grand Cayman KY 1-1105  
CAYMAN ISLANDS

**Telephone:** 345.949.8368

**Facsimile:** 345.949.0309

**Email address:** [info@museum.ky](mailto:info@museum.ky)

**Website address:** [www.museum.ky](http://www.museum.ky)

<b>Location and hours</b>	<b>Matters handled</b>
National Museum #3 South Church Street Grand Cayman, Cayman Islands Mon. - Fri. 9:00 a.m. to 5:00 p.m.  The first and third Saturday of each month 10:00 a.m. to 2:00 p.m.	<i>The Museum's exhibits and Gift Shop open to the public.</i>
National Museum Administrative Offices #22 Pasadora Place Grand Cayman, Cayman Islands Mon. – Fri. 8:30 a.m. to 5:00 p.m.	<i>All administrative matters.</i>

### **Boards and Committees**

<b>Board of Control &amp; Trustees</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Chairman</b> – Jeana Ebanks <b>Deputy Chairman</b> - Omar Mclean <b>Treasurer</b> – Taron Jackman <b>Member</b> - Berna Cummings <b>Member</b> - Zeta Bodden <b>Member</b> - Gene DaCosta <b>Secretary</b> -Darlene Glidden <b>Ministry Rep.</b> - Joel Francis	Quarterly at National Museums Administrative Offices	<i>refer to section 3: Methods of access</i>

## **STRATEGIC MANAGEMENT**

---

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

### **Governance**

- Museum Law 1979

### **Corporate management**

- Audit reports on overall operations or major projects

- Hurricane Preparedness and Disaster Recovery
- Annual Budget

## **FINANCE & ADMINISTRATION**

---

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- Annual Budget Purchase Agreement

*<http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/FIND/ORGANISATIONS/AZAGENCIES/PFE/THEBUDGET/20102011/2010-11%20PURCHASE%20AGREEMEN%20FINAL.PDF>*

### **Administration**

- Press releases
- Job vacancies; career opportunities

## **POLICIES & PROCEDURES**

---

- National Museum Staff Handbook
- Hurricane Preparedness Manual
- Collections Policy

## **LISTS & REGISTERS**

---

See section 3 regarding access to the following;

- Collections Register
- Asset register
- FOI disclosure log

## **OUR SERVICES**

---

The Cayman Islands National Museum is dedicated to the preservation, research and dissemination of all aspects of the Caymanian heritage.

This is facilitated through memberships, donations and sponsorships. For more information go to: <http://www.museum.ky>





## Cayman National Cultural Foundation

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information that is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Cayman National Cultural Foundation (**CNCF**) to making information available to the public as part of its normal business activities.

CNCF will:

- Specify the information held by the authority, which falls within the seven (7) categories below;
- Proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- Describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- List any fees charged for access to information described in this scheme;
- Publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- Make this publication scheme available to the public;
- Regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

CNCF will generally not publish:

- Information in draft form;
- Information that is not held by CNCF or which has been disposed of in accordance with a legally authorised disposal schedule;
- Information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- Information that is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm CNCF's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information that has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Some of our documents are published electronically on this website: [www.artscayman.org](http://www.artscayman.org) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can go directly to our website at <http://www.artscayman.org/>. Then click on Home to find the relevant page. If you are still having trouble locating information listed under our scheme, please contact Rita Estevanovich, the Information Manager Designate.

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.ncf@gov.ky](mailto:foi.ncf@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Charles Glidden or Rita Estevanovich at 345-949-5477 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

**Rita Estevanovich  
Cayman National Cultural Foundation  
PO Box 30201  
Grand Cayman KY1-1201  
Cayman Islands**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Charles Glidden or Rita Estevanovich at 345-949-5477. You can also contact them by sending an email to [foi.ncf@gov.ky](mailto:foi.ncf@gov.ky).

CNCF will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where CNCF is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. CNCF strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

CNCF will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges that differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when CNCF has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by CNCF that is not published under this scheme can be requested in writing. For information on how to make a request in writing go this page on our website: [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=5&Itemid=6](http://www.artscayman.org/index.php?option=com_content&view=article&id=5&Itemid=6)

If you are without access to the internet, the essential elements of an FOI request are that it is made in writing, includes a name and return address, a description of the information sought and the kind of format (e.g. CD, hardcopy) in which you want to receive the information. The request can be submitted using an FOI application form or written in your own words. The request may be sent via post, fax, email or by hand.

Your request will be considered in accordance with the provisions of the FOI Law. For information on the FOI Law to can go the Freedom of Information website at:

[http://www.foi.gov.ky/portal/page?\\_pageid=1206,1&\\_dad=portal&\\_schema=PORTAL](http://www.foi.gov.ky/portal/page?_pageid=1206,1&_dad=portal&_schema=PORTAL)

#### **6. Complaints**

---

CNCF aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager Rita Estevanovich at 949-5477, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained at our reception desk or by going to this page on our website:

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=2&Itemid=5](http://www.artscayman.org/index.php?option=com_content&view=article&id=2&Itemid=5)

If you do not have access to the internet you may collect a copy of our Complaints Policy from our office at 17 Harquail Drive.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building C, Office Suite 205  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---

### **Name of public authority:**

Cayman National Cultural Foundation

### **Ministry:**

Ministry of Health, Environment, Youth, Sports and Culture

### **Chief Officer:**

Jennifer Ahearn, Ministry of Health, Environment, Youth, Sports and Culture  
3<sup>rd</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands

### **Principal Officers:**

*Managing Director:* Marcia Muttoo  
PO Box 30201  
Grand Cayman KY1- 1201  
Cayman Islands  
Phone: 345-9495477  
Email: [mailto:cncf@candw.ky](mailto:mailto:cncf@candw.ky)

*Artistic Director:* Henry Muttoo  
PO Box 30201  
Grand Cayman KY1- 1201  
Cayman Islands  
Phone: 345-9495477  
Email: [director@candw.ky](mailto:director@candw.ky)

### **Information Manager:**

Rita Estevanovich  
PO Box 30201  
Grand Cayman KY1- 1201  
Cayman Islands  
Phone: 345-9495477  
Email: <mailto:foi.ncf@gov.ky>  
Website: [www.artscayman.org](http://www.artscayman.org)

**Information Manager Designate:** n/a

For more information on the Freedom of Information Law visit the Freedom of Information website at [www.foi.gov.ky](http://www.foi.gov.ky)

### **Organisation and functions**

Our Mission

*"To stimulate, facilitate and preserve cultural and artistic expression generally, particularly the preservation and exploration of Caymanian performing, visual and literary arts."*

**Cayman National Cultural Foundation (CNCF)** is a non-profit organization created and governed by the **Cayman National Cultural Foundation Law, 1984**.

The **Ministry of Health, Environment, Youth, Sports and Culture** is CNCF's governing Ministry. The Chief Officer in this Ministry is Jennifer Ahearn.

An Artistic Director, Henry Muttoo and a Managing Director, Marcia Muttoo, head the management structure. A Programmes Manager, Rita Estevanovich, a Programmes & Public Education Officer, Lorna Bush, a Programmes & Marketing Officer, Kaitlyn Elphinstone, and a part-time Administrative Assistant/Volunteer Coordinator/Librarian, Virginia Foster, are on staff. Additionally, there is part-time Technical Assistant, Isaac Rankine, a Caretaker of the Cultural Centre, Edward Herd, and a part-time grounds man, Gilbert Herd, who support the staff. Further support comes from volunteers. The Director of Marketing and Technical Director posts are currently vacant.

CNCF is funded by an annual government grant from the Ministry of Health, Environment, Youth, Sports and Culture. Additional funding comes from corporate sponsorship, ticket sales to events and rental of the Harquail Theatre and Studio Theatre.

The work of the Cultural Foundation incorporates arts and cultural preservation, cultural festivals, the National Theatre, artistic development, youth arts, and special projects. These are in fact the outputs that are funded by the Ministry of Education, Training, Employment, Youth, Sports, & Culture. CNCF's activities cover the full scope of artistic disciplines... Theatre... Dance... Music... Visual Arts... Literary Arts and Culinary Arts.

### **Mailing Address:**

P.O. Box 30201  
Grand Cayman KY1-1201  
CAYMAN ISLANDS

### **Telephone number:**

345-949-5477

**Fax number:**

345-949-4519

**Email addresses:**

admincncf@candw.ky

cncf@candw.ky

**Website address:**

[www.artscayman.org](http://www.artscayman.org)

**Facebook page:**

[www.facebook.com/caymanculture](http://www.facebook.com/caymanculture)

**Twitter:**

[www.twitter.com/caymanculture](http://www.twitter.com/caymanculture)

**Staff Directory:**

- Artistic Director: Henry Muttoo; Email: [director@candw.ky](mailto:director@candw.ky)
- Managing Director: Marcia Muttoo; Email: [cncf@candw.ky](mailto:cncf@candw.ky)
- Programmes & Public Education Officer: Lorna Bush; Email: [marketcncf@candw.ky](mailto:marketcncf@candw.ky)
- Technical Director - Position Vacant
- Programmes & Marketing Officer 1: Kaitlyn Elphinstone; Email: [projcncf@candw.ky](mailto:projcncf@candw.ky)
- Programmes Manager 2: Rita Estevanovich; Email: [cayfest@candw.ky](mailto:cayfest@candw.ky)
- Administrative Officer: Virginia Foster; Email: [volunteercncf@candw.ky](mailto:volunteercncf@candw.ky)
- Technical Assistant: Isaac Rankine; Email: [bstgl@candw.ky](mailto:bstgl@candw.ky)
- Cultural Centre Caretaker: Edward Herd; Email: [cncf@candw.ky](mailto:cncf@candw.ky)

**Postal Address and Telephone contact for all managers and staff:**

P.O. Box 30201

Grand Cayman KY1-1201

CAYMAN ISLANDS

**Telephone number:**

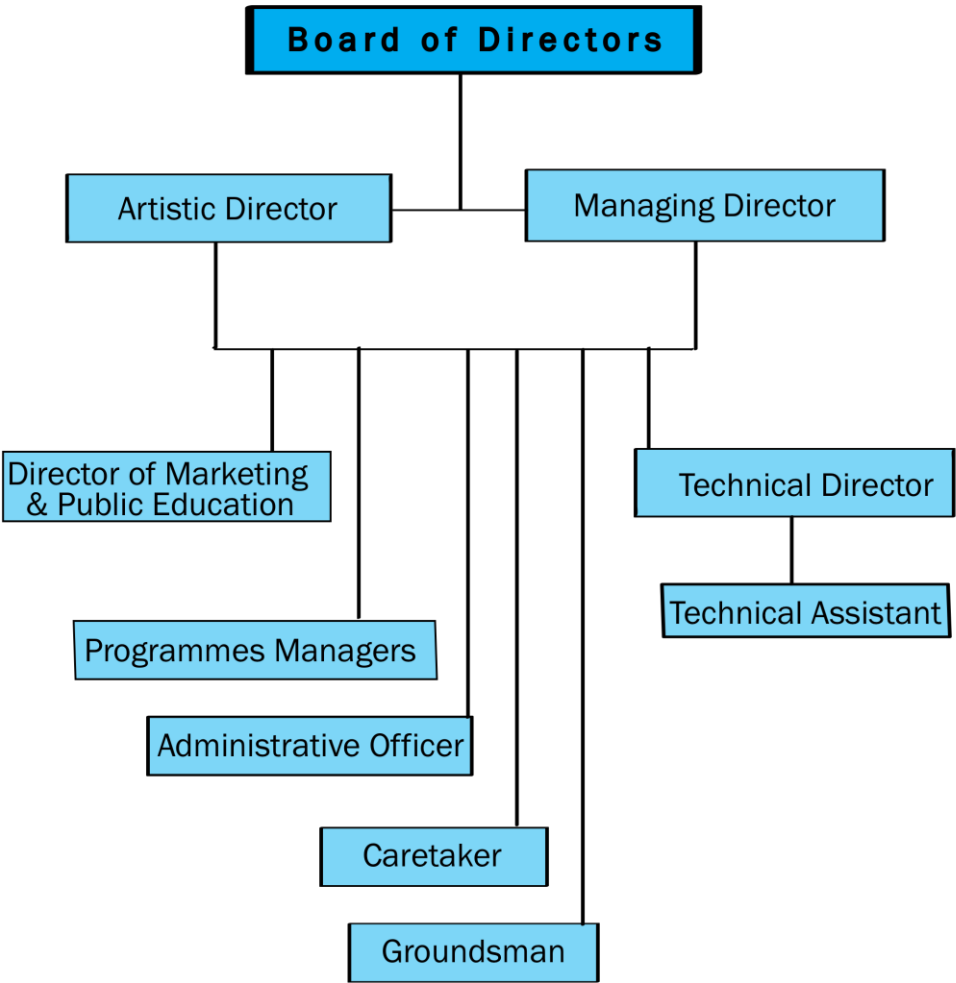
345-949-5477

**Fax number:**

345-949-4519

**Organizational Chart:**

Cayman National Cultural Foundation  
Organizational Chart





Location and hours	Matters handled
<b>Office of the Artistic Director</b> 17 Harquail Drive Grand Cayman Opening Hours: Monday-Friday 9:00am – 5:00pm	Programme Development Overseeing Production Design Setting standards and direction of CNCF
<b>Office of the Managing Director</b> 17 Harquail Drive Grand Cayman Opening Hours: Monday-Friday 9:00am – 5:00pm	General Administration Human Resources Finance Accounting Theatre Rentals
<b>Public Education</b> 17 Harquail Drive Grand Cayman Opening Hours: Monday-Friday 9:00am – 5:00pm	Advertising Public Relations Collateral Development Website Maintenance
<b>Technical</b> 17 Harquail Drive Grand Cayman Opening Hours: Monday – Friday 9:00am – 5:00pm	Lighting Sound Set Building All technical matters
<b>Programmes Management</b> 17 Harquail Drive Grand Cayman Opening Hours: Monday – Friday 9:00am – 5:00pm	Production Special Projects Awards and Grants Freedom of Information
<b>Library</b> 17 Harquail Drive Grand Cayman Opening Hours: Monday, Tuesday, Thursday, Friday 9am – 1:00pm	Cataloguing, storage and maintenance of books, video & audio tapes, CDs and DVDs Monitoring use of reference materials
<b>Volunteer Coordination</b> 17 Harquail Drive Grand Cayman Opening Hours: Monday, Tuesday, Thursday, Friday 9am – 1:00pm	Recruiting Volunteers Scheduling & Supervising Volunteers

## Boards and Committees

<b>CNCF Board of Directors</b>	<b>Meetings</b>	<b>Minutes</b>
Martyn Bould – Chairman Mary Elizabeth Rodrigues – Deputy Chair Morgan DaCosta Helen Harquail Deanna Look Loy Lorna Reid Liz Scholefield Marcia Muttoo -- Secretary	Meetings held six times annually normally at 17 Harquail Drive. Meetings are not open to the public	Available on request in hard copy only. See section 3: Methods of Access for contact addresses. Request in writing should be to the Information Manager or Information Manger Designate.
<b>Grants &amp; Awards Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Morgan DaCosta – Chairman Lorna Reid Mary Elizabeth Rodrigues Horacio Esteban Kaitlyn Elphinstone-Secretary	Meetings held quarterly at 17 Harquail Drive Meetings are not open to the public.	Available on request in hard copy only. See section 3: Methods of Access for contact addresses. Request in writing should be to the Information Manager or Information Manager Designate.

## Frequently asked questions

### ▪ **Why is the Cultural Centre named F.J. Harquail Cultural Centre?**

F. J. Harquail was a Canadian businessman and the husband of Helen Harquail. Mrs. Harquail, who took up residence in the Cayman Islands, donated the land on which the Cultural Centre is located and funded the building of the Harquail Theatre as a gift to the people of Cayman. She stipulated that the centre must be named in memory of her late husband.

### ▪ **Did any Caymanians contribute to the building of the Cultural Centre?**

Businessman Lawrence Thompson donated land, which enables access from Lawrence Blvd. to the site donated by Mrs. Harquail.

### ▪ **Can we book a tour of the Harquail?**

Tours of the Harquail Theatre and Harquail Studio are given to school groups, community groups and people interested in renting the theatre. Call 949-5477 to book a tour.

### ▪ **Who is eligible for a financial grant?**

Please click here to go to the Grants page on our website. Or you can go to [www.artscayman.org](http://www.artscayman.org) click on Home then click on Grants. You may also contact the Secretary to the Grants & Awards Committee Kaitlyn Elphinstone at [projcnf@candw.ky](mailto:projcnf@candw.ky) or 949-5477.

## STRATEGIC MANAGEMENT

---

*Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

### Governance

- Cayman National Cultural Foundation Law 1984\* – Available at the Legislative Assembly Building.
- Public Management and Finance Law (2005 Revision) \*\*
- Freedom of Information Law 2007 \*\*

### Corporate Management

*High-level documents that plan and evaluate the work of the authority.*

- **Emergency Management and Business Continuity Plan \***
- **CNCF Hurricane Preparedness Check List \***
- **Annual Reports** – available at  
[http://www.gov.ky/portal/page?\\_pageid=1142,1591697&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1591697&_dad=portal&_schema=PORTAL) ]
- **Plan for Miss Lassie's House \***
- **Brief for a Business Plan for Miss Lassie House \***
- **Plan for Cayfest 2010 \***
- **Sponsorship Plan \***

## FINANCE & ADMINISTRATION

---

### Financial management

- **2010 – 2011 Budget** – available at  
[http://www.gov.ky/portal/page?\\_pageid=1142,1593653&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1593653&_dad=portal&_schema=PORTAL) ]
- **Financial Statements; Half-yearly / quarterly reports \***
- **Accounting Procedures \***
- **Budget Allocation\***

### Administration

- **Press Releases \*** available at  
[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=18&Itemid=23](http://www.artscayman.org/index.php?option=com_content&view=article&id=18&Itemid=23)
- **Staff Salary Scales\***
- **Staff Directory** – Key fulltime employees available at:  
[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=7&Itemid=7](http://www.artscayman.org/index.php?option=com_content&view=article&id=7&Itemid=7)
- **Insurance Policies** – Available at Cayman Island Government Risk Management
- **Classes of Information Held** – available at  
[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=5&Itemid=6](http://www.artscayman.org/index.php?option=com_content&view=article&id=5&Itemid=6)
- **Records File Plan\***

- **Harquail Theatre Valuation\***
- **Miss Lassie's House Valuation\***
- **Gladwyn K. Bush Art Collection Catalogue\***

## **POLICIES & PROCEDURES**

---

- **CNCF Cultural Policy\***
- **Employee Handbook\***
- **Theatre & Equipment Operating Policy & Procedures\***
- **FOI Requests\* -**

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=5&Itemid=6](http://www.artscayman.org/index.php?option=com_content&view=article&id=5&Itemid=6)

- **Complaints Handling Procedure\*** -- available at

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=2&Itemid=5](http://www.artscayman.org/index.php?option=com_content&view=article&id=2&Itemid=5)

- **Animals Policy\***

## **DECISIONS & RECOMMENDATIONS**

---

*Information about proposals, resolutions, assessments and results, including decision-making processes.*

- **Minutes of the Board of Directors\***
- **Minutes of Staff Meetings\***
- **Cayfest Reports\***
- **Dr. Elisa Serrano's report on Miss Lassie's House\***
- **"Engendering Creativity" proposal by Henry Mutttoo\***

## **LISTS & REGISTERS**

---

- **Assets Register\***
- **Freedom of Information Disclosure Log\***

## **OUR SERVICES**

---

- **About CNCF\*** - available at

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=6&Itemid=41](http://www.artscayman.org/index.php?option=com_content&view=article&id=6&Itemid=41)

- **Save Miss Lassie's House\*** - available at

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=33&Itemid=42](http://www.artscayman.org/index.php?option=com_content&view=article&id=33&Itemid=42)

- **Grants Criteria\*** - available at

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=26&Itemid=32](http://www.artscayman.org/index.php?option=com_content&view=article&id=26&Itemid=32)

- **National Arts & Culture Awards\*** - available at

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=20&Itemid=25](http://www.artscayman.org/index.php?option=com_content&view=article&id=20&Itemid=25)

- **Playwriting Competition Criteria\***
- **Volunteer Forms\***

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=32&Itemid=38](http://www.artscayman.org/index.php?option=com_content&view=article&id=32&Itemid=38)

- **Summer Camp Registration Form\*** -- available at

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=30&Itemid=36](http://www.artscayman.org/index.php?option=com_content&view=article&id=30&Itemid=36)

- **Young Image Makers Short Film Competition Registration Form\*** - available at [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=39&Itemid=47](http://www.artscayman.org/index.php?option=com_content&view=article&id=39&Itemid=47)

- **Young At Arts Registration Form\*** [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=38&Itemid=45](http://www.artscayman.org/index.php?option=com_content&view=article&id=38&Itemid=45)

- **Culture Jam Performance Agreement Registration Form** [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=31&Itemid=37](http://www.artscayman.org/index.php?option=com_content&view=article&id=31&Itemid=37)

- **Creative Connections information** [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=47&Itemid=56](http://www.artscayman.org/index.php?option=com_content&view=article&id=47&Itemid=56)

- **Cayfest Registration Forms\***
- **Complaint Form\***

[http://www.artscayman.org/index.php?option=com\\_content&view=article&id=2&Itemid=5](http://www.artscayman.org/index.php?option=com_content&view=article&id=2&Itemid=5)

- **Harquail Theatre Rental Rates & Terms\*** -- available at [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=13&Itemid=18](http://www.artscayman.org/index.php?option=com_content&view=article&id=13&Itemid=18)

- **Studio Theatre Rental Rates & Terms\*** -- available at [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=15&Itemid=19](http://www.artscayman.org/index.php?option=com_content&view=article&id=15&Itemid=19)

- **Directions to the F.J. Harquail Cultural Centre** – available at [http://www.artscayman.org/index.php?option=com\\_content&view=article&id=12&Itemid=39](http://www.artscayman.org/index.php?option=com_content&view=article&id=12&Itemid=39)

- **Calendar of Events** – available at [http://www.artscayman.org/index.php?option=com\\_eventlist&view=categoryevents&id=1&Itemid=12](http://www.artscayman.org/index.php?option=com_eventlist&view=categoryevents&id=1&Itemid=12)

***\*Available at the CNCF office. Fees described in section 4 apply unless expressly waived. Contact the Information Manager or his Designate.***

***\*\* Available at the Legislative Assembly Building***



## National Gallery of the Cayman Islands

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the National Gallery of the Cayman Islands to making information available to the public as part of its normal business activities.

The National Gallery of the Cayman Islands will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The National Gallery of the Cayman Islands will generally not publish:

- information in draft form;
- information that is not held by the National Gallery of the Cayman Islands or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the National Gallery of the Cayman Island's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---



---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on the website [www.nationalgallery.org.ky](http://www.nationalgallery.org.ky) and can be downloaded in PDF format.

[http://www.nationalgallery.org.ky/index.php?option=com\\_content&view=article&id=35&Itemid=39](http://www.nationalgallery.org.ky/index.php?option=com_content&view=article&id=35&Itemid=39)

If there is no link, or the link is broken, or if you are still having trouble locating information listed under our scheme, please contact Mona Watler on [communications@nationalgallery.org.ky](mailto:communications@nationalgallery.org.ky)

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email Mona Watler at [communications@nationalgallery.org.ky](mailto:communications@nationalgallery.org.ky) to if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 945-8111 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Mona Watler

P.O. Box 10197, Grand Cayman, KY1-1002

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Anne Goulden [operations@nationalgallery.org.ky](mailto:operations@nationalgallery.org.ky)

The National Gallery of the Cayman Islands will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.



Information will be provided in the language in which it is held or in such other language that is legally required. Where the National Gallery of the Cayman Islands is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The National Gallery of the Cayman Islands strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There is one publication which the National Gallery of the Cayman Islands offers for sale. This includes the children's book *This is Cayman, Dis is Paradise*. This publication is charged at the cover price of CI\$15.00, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Blue Print reproduction	\$	3.00
Conversion of Video or Audio into MP3 or Div/X format	\$	-
Convert paper record to digital PDF/JPEG/TIF on CD/DVD	\$	-
Digital record - PDF/JPEG/TIF via email	\$	-
Digital record - PDF/JPEG/TIF via CD/DVD	\$	2.00
Maps and Plans	\$	5.00
Photocopy - B/W	\$	1.00
Photocopy - Colours	\$	1.50
Photograph Print BW/Colour or STD printout	\$	1.00
Photograph Print BW/Colour from digital photo/scanned/negative (size 8 1/2 x 11)	\$	5.00
Photograph Print BW/Colour from digital photo/scanned/negative (size 8 1/2 x 14)	\$	7.50
Photograph Print BW/Colour from digital photo/scanned/negative (size 11 x 17)	\$	10.00
Photograph Print Colour (photocopy or STD printout)	\$	1.50
Text to audio for visual impair by Computer Services at cost	\$	-

##### Postage costs

The National Gallery of the Cayman Islands will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the National Gallery of the Cayman Islands has received your payment.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the National Gallery of the Cayman Islands that is not published under this scheme can be *requested in writing*. Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

---

The National Gallery of the Cayman Islands aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Mona Watler, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from NGCI Complaints Policy and Procedures .

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

**Name of public authority**

National Gallery of the Cayman Islands

**Ministry**

Ministry of Health, Environment, Youth, Sports and Culture

**Principal Officer [or Key staff]**

Jennifer Ahearn, Permanent Secretary/Chief Officer  
Ministry of Health, Employment, Youth, Sports and Culture  
3rd Floor, Government Administration Building,  
Grand Cayman KY1-9000,  
Cayman Islands.

Natalie Urquhart, Director  
National Gallery of the Cayman Islands  
Ground Floor, 103 Harbour Place, S. Church Street  
Grand Cayman KY1-1002,  
Cayman Islands.

**Information Manager**

Mona L. Tatum-Watler, Communications & Marketing Manager,  
National Gallery of the Cayman Islands  
Esterley Tibbetts Highway (Harquail Bypass)  
West Bay

Email: [communications@nationalgallery.org.ky](mailto:communications@nationalgallery.org.ky)  
Freedom of Information website: [www.foi.gov.ky](http://www.foi.gov.ky)

**Organisation and functions**



The National Gallery of the Cayman Islands serves to promote and encourage the appreciation and practice of the visual arts, of and in the Cayman Islands. To this end, the National Gallery travels Caymanian art and artists abroad as well as having many fine international artists visit, exhibit and work in the Cayman Islands.



National Gallery of the Cayman Islands  
Esterley Tibbetts Highway (Harquail Bypass)  
West Bay  
P.O. Box 10197  
Grand Cayman KY1-1002  
Cayman Islands  
Telephone: (345)-945-8111  
Fax: (345)-945-7103  
Email: [communications@nationalgallery.org.ky](mailto:communications@nationalgallery.org.ky)  
[www.nationalgallery.org.ky](http://www.nationalgallery.org.ky)

Location and hours	Matters handled
Esterley Tibbetts Highway (Harquail Bypass) West Bay Monday to Friday 9:00am -5:00pm Saturdays 11:00am – 3:00pm	Execution of educational programming (lectures, courses, art documentary screenings).  Facilitate the Gallery's Arts and Culture Library.

	<p>Exhibition of artwork.</p> <p>Development of policy and procedures for local artists.</p> <p>Accommodate international artist's works by way of exhibition.</p> <p>Provide Outreach programming to persons with little to no accessibility to art education.</p> <p>Promote locally based and Caymanian artists.</p> <p>Facilitate fundraising initiatives.</p>
--	--

### Boards and committees

<b>National Gallery Management Board/ Trustees</b>	<b>Meetings</b>	<b>Minutes</b>
Henry Harford Desmond Kinch Arthur Dzaghgouni Monique Jackson Samantha Paul Martyn Bould Carl Brown Sara Collins Ariane Dart John Doak Lisa Flowers Hugh Hart John Hurlstone Bendel Hydes Susan Olde Linton Tibbetts Andreas Ugland Naul Bodden Truman Bodden Bendel Hydes Carol Owen Helen Harquail Carson Ebanks	Meetings are held on a quarterly basis and are closed to the public.	
<b>National Gallery Building/Facilities Committee</b>	<b>Meetings</b>	<b>Minutes</b>
John Doak - Chairman Martyn Bould Danny Owens	Meetings are held on an as needed basis and are closed to the	

Jeremy Superfine Natalie Urquhart	public.	
<b>National Gallery Exhibitions / Collections / Programmes Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Natalie Urquhart Wray Banker David Bridgeman John Doak Chris Mann Lisa Flowers Bendel Hydes	Meetings are held on a quarterly basis and are closed to the public.	
<b>National Gallery Fundraising Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Desmond Kinch-Chairperson Linton Tibbetts Monique Jackson Carl Brown Ariane Dart Andreas Ugland		
<b>National Gallery Personnel Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Sarah Collins-Chairperson Natalie Urquhart		

### Frequently asked questions

- **Do you sell art here?**

Yes, visit the Gallery gift shop for prints various art related items. Also we host shows from time to time in which sale of works benefit charitable organizations. Additionally you can purchase artwork at the Art@Governors Festival each year as well as purchase the works of our Art Outreach Programme participants, in which sales are encouraged in order to promote the participants' talents.

- **Where can I buy art?**

There are several stores and galleries on island that can supply you with local art outside of the National Gallery Gift Shop; Al Ebanks Gallery, Arteccentrix Online Gallery, Art Solutions, 24 K-Mon Jewelers & Art Gallery, Bodden Town Art Shop, Cathy Church's Underwater Photo Centre & Gallery, Cayman Traditional Arts, Esteban Gallery, Full of Beans Café, Guy Harvey Gallery & Shoppe. Island Art & Framing, Kennedy Gallery, NasArt Gallery, Pure Art Gallery & Gifts, the Gallery Ritz Carlton Grand Cayman, To The Edge of The World Gallery and the Sandon Feat Gallery.

- **Do you sell art supplies?**

Yes, visit the Gallery gift shop for prints various art related items and supplies.

- **What is the cost of admission?**

Admission is free with donations appreciated.

- **Is the artwork local?**

Not all works exhibited at the NGCI are local, one of our missions to bring the outside world to Cayman by hosting international artists in Cayman.

- **How can I contact a local artist?**

Please let us know which artist you are interested in contacting and we will point you in the right direction, either where their work is sold or the artists' contact information. (Or try the internet).

- **How many exhibitions do you have every year?**

We aim to host six exhibitions each year including one international artist.

- **Can I exhibit my work here?**

Once an artist meets the exhibition criteria and the standard of work is high, you can apply to the exhibitions committee. Contact our curator by emailing [director@nationalgallery.org.ky](mailto:director@nationalgallery.org.ky) or call us.

- **Can we donate our time instead of money?**

Yes, if you'd like to support the Gallery but can't afford to donate money, you can donate your time instead. There are many exciting opportunities for National Gallery volunteers including free training and other benefits.

- **Do you offer courses?**

Yes, contact our Education and Outreach Coordinator on [education@nationalgallery.org.ky](mailto:education@nationalgallery.org.ky) for a comprehensive list of courses and workshops in Grand Cayman and in the Sister Islands.

- **How can I make; 1. a complaint? 2. an FOI request?**

Send an email to [communications@nationalgallery.org.ky](mailto:communications@nationalgallery.org.ky) , telephone 945-8111, or visit in person our Communications and Marketing Manager, Mona Watler.

- **Are pets allowed inside the gallery?**

No, however service dogs are welcome.

- **Can I take photographs of artwork on display?**

Yes, however flash is not allowed (as it may damage some sensitive works).



## **STRATEGIC MANAGEMENT**

---


### **Functions of the National Gallery:**

- 1) to organise and maintain permanent and temporary public exhibitions of works of art;
- 2) to collect and preserve significant works of art for public exhibition;
- 3) to facilitate the public exhibition of works of art or collections of works of art loaned by persons or bodies for that purpose;
- 4) to present, or facilitate the presentation by others, of programmes of instruction in the visual arts;
- 5) to lend works of art in the national collection to other art galleries for the purpose of promoting the culture of the Islands abroad;
- 6) to encourage the evolution and the enjoyment of the visual arts in the Islands;
- 7) to promote the appreciation and interpretation of the visual arts in the Islands as an integral component of education;
- 8) to foster and encourage research in the visual arts;
- 9) to provide facilities for the curation and restoration of works of art;
- 10) and to perform such other functions as may be necessary to direct, manage and control the National Gallery and to fulfill its purposes specified in section 4 of the **National Gallery Law (1999)**

## **Governance**

- The National Gallery Law (1999) 
- NGCI Complaints Policy and Procedures 
- Public Finance and Management Law
- Labour Law (2007 Revision) and Regulations
- Public Service Management Law
- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- Customs Law (2007 Revision) and Regulations

## **Corporate management\***

- NGCI Emergency Management and Recovery Plan 
- Corporate plans
- Annual reports
- Audit reports on overall operations or major projects
- Compliance assessments; inspections; reviews; performance evaluations
- Risk management assessments
- NGCI Audited Financial Statements (KPMG)
- Investment in People Report 2007
- NGCI Building Project Report

\* Copies can be obtained upon request from the Information Manager

## **FINANCE & ADMINISTRATION\***

---

## **Financial management**

- Annual Ownership Agreement (Budget)
- Annual Purchase Agreement
- Quarterly Management Report
- Fundraising Committee Meeting Minutes
- KPMG Contract to audit/engagement letter and representation agreement letter
- List of current tenders, contracts or quotations; Recently-awarded contracts

## **Administration**

### **Buildings Equipment & Vehicles;**

- Insurance policies;
- Art Work
- Vehicles
- Storage Facility

### **Communications;**

- Press releases
- NGCI Records management file plan or classification scheme

### **Human Resources;**

- NGCI Employee Handbook 2009 (draft version)
- Staff pay and grading structures

### **Information & Technology Management;**

- Systems Back Up Documentation
- Lime Contract
- Cyber Joe's Contract
- Computer Services (Data/IT)

\* Copies can be obtained upon request from the Information Manager

## **POLICIES & PROCEDURES\***

---

- Complaints-handling procedure;
- HR policies and procedures
- Information management policy;
- Disposal schedule (records retention policy)
- Exhibitions policy
- Collections and Acquisition Management Policy
- Collections & Acquisitions Management Policy
- NGCI Exhibitions Policy

\* Copies can be obtained upon request from the Information Manager

## **DECISIONS & RECOMMENDATIONS\***

---



- Recommendations; (letters of reference-volunteers/members/employees)
- Minutes of meetings;
- Public consultations
- Permits granted or refused (where publication is required by law, enactment or practice)
- Evaluation procedures; (Human resources evaluation/collection evaluation)

\* Copies can be obtained upon request from the Information Manager

## **LISTS & REGISTERS\***

---

- Asset register;
- Register of gifts;
- Membership Database
- FOI disclosure log
- Artists Database
- Volunteer Database

\* Copies can be obtained upon request from the Information Manager

## **OUR SERVICES**

---

- Guidance notes; leaflets; fact sheets; booklets; newsletters, flyers
- Programmes; Projects; Events
- Researching;
- Advising; Training; Scholarships;
- Applications; Proposal Guidelines
- Registering
- Forms



## Judicial Administration

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information to help you find the documents you are looking for.

This publication scheme commits the Judicial Administration to making information available to the public as part of its normal business activities.

The Judicial Administration will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Judicial Administration will generally not publish:

- information in draft form;
- information that is not held by the Judicial Administration, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, whenever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Judicial Administration's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on our website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility ([www.caymanjudicial-legalinfo.com.ky/search](http://www.caymanjudicial-legalinfo.com.ky/search)). If you are still having trouble locating information listed under our scheme, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call our Information Manager at 345-244-3817.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Judicial Administration  
Attention: Information Manager  
Box 495, KY1-1106,  
Grand Cayman, Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number or email address so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky).

The Judicial Administration will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Judicial Administration is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Judicial Administration strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

There are some publications which the Judicial Administration offers for sale. This includes: [*none at this time*]. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Judicial Administration will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Judicial Administration has received your payment.

#### **5. Requests for information outside the Publication Scheme**

---

Information held by the Judicial Administration that is not published under this scheme can be requested in writing – please follow this link for further information, [www.caymanjudicial-legalinfo.com.ky/Freedom-of-Information](http://www.caymanjudicial-legalinfo.com.ky/Freedom-of-Information). Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

---

The Judicial Administration aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [www.caymanjudicial-legalinfo.com.ky/Freedom-of-Information](http://www.caymanjudicial-legalinfo.com.ky/Freedom-of-Information).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of public authority**

Judicial Administration

### **Oversight**

The Chief Justice is the head of the judiciary of the Cayman Islands and has responsibility for and management of all matters arising in judicature.

### **Principal officer**

Chief Officer: Delene Cacho, Court Administrator  
Location: Courthouse, 61 Edward Street, George Town, Grand Cayman

Mailing Address: Judicial Administration  
Attention: Court Administrator  
PO Box 495  
Grand Cayman KY1-1106  
CAYMAN ISLANDS  
Telephone: (345) 244-3805  
Fax: (345) 947 – 4296  
Email: [Delene.Cacho@gov.ky](mailto:Delene.Cacho@gov.ky)

### **Information manager**

Information Manager: Ms. Tabitha Philander

Designate: Mrs. Catherine Guilbard  
Location: Courthouse, 61 Edward Street, George Town, Grand Cayman  
Mailing Address: Judicial Administration  
Attention: FOI Manager  
PO Box 495  
Grand Cayman KY1-1106  
CAYMAN ISLANDS  
Telephone: (345) 244-3817 or -3818  
Fax: (345) 947 – 4921  
Email: foi.jud@gov.ky

### **Organisation and functions**

The Judicial Administration consists of the registries and offices that deal with the management of the court system. Administration of the court has traditionally been concerned with maintaining a proper registry of court proceedings, overseeing budgets, selecting jury pools, arranging the lists of court cases, creating court calendars, and supervising non-judicial personnel.

The courts of the Cayman Islands administer justice in keeping with the Constitution, the Laws of the Islands and the well established principles of common law which have been developed by the local, the British and other courts of the Commonwealth of Nations.

Criminal proceedings for breaches of the Laws of the country are taken before the courts to be heard by a magistrate (in the case of proceedings before the Summary Court), or a judge, or judge and jury (at the election of the defendant) in the case of proceedings in the Grand Court. Generally, the more serious offences are tried on indictment in the Grand Court, although the Summary Court has jurisdiction to try serious drug charges and to impose very severe penalties in respect of such offences. Civil disputes having a subject matter of up to CI\$20,000.00 are also taken in the Summary Court.

The Grand Court, as a court of unlimited jurisdiction, tries all other types of civil disputes, including the most complex commercial and trust disputes which often arise in respect of Cayman Islands corporate or trust entities.

The work of the Grand Court is divided amongst five specialised divisions: the Civil Division, the Family Division, the Admiralty Division, the Financial Services Division and the Criminal Division.

The structure of the court system is hierarchical with appeals lying to the Court above at each stage. The Summary Court is the first in the hierarchy, followed by the Grand Court, the Court of Appeal and finally, Her Majesty's Judicial Committee of the Privy Council. There is a separate right of petition to the European Court of Human Rights for persons who reside in the Cayman Islands having regard to the extension of the European Convention on Human Rights to the Islands.

The procedure of the courts is largely governed by court rules. Applicable fees are set out in the court fees rules. The matters heard in court from day to day are set out in the cause lists.

All registry and court activities are carried out at the following location:

The Courts  
Judicial Administration

61 Edward Street  
George Town  
P.O. Box 495  
Grand Cayman KY1-1106  
CAYMAN ISLANDS  
Tel: 345 949 4296  
Fax: 345 949 9856

Website: [www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)

Registry Office Hours:  
Monday – Friday, 9:00 a.m. – 3:00 p.m.

Effective 6<sup>th</sup> December 2010 the Court of Appeal, Financial Services, Civil (Grand Court and Summary Court), Family and Admiralty registries were moved to the Main Floor, Kirk Building, 35 Albert Panton Street. The Criminal Registry, Legal Aid/Grand Court Maintenance office and the Summary Court Maintenance office remain in the main court building.

All accounting, fine payment and court funds activities are carried out at the following location:

Accounts and Courts Funds Office

Main Floor, Kirk Building

35 Albert Panton Street  
George Town  
P.O. Box 495  
Grand Cayman KY1-1106  
CAYMAN ISLANDS  
Tel: 345 244 3827  
Fax: 345 949 0890

Website: [www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)

Accounts and Court Funds Office Hours:  
Monday – Friday, 9:00 a.m. – 3:00 p.m.

### **Frequently asked questions**

- **Q      How do I access court records?**
- **A      Access to civil court records** is governed by the Grand Court Rules ('GCR's') – see GCR Order 63, rule 3 (you can access the GCR's on our website [www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)).

In most instances, the originating process (the document that starts a civil case) and the final judgment (the document that ends a civil case) may be inspected by members of the public. These documents are retained at the civil registry in our Register of Writs and other Originating Process and Register of Judgments. Members of the public are able to search these court registers upon paying the appropriate fee (\$20.00) between the hours of 9:00 am and 3:00 pm at the accounts office and are able to obtain copies of



documents found on those registers (there is a \$.50/page copying fee). We hope to have an online search facility in the near future.

In liquidation proceedings the right to inspect court files is limited by the Companies Winding Up Rules ("CWR's"). Depending upon the circumstances, special leave of the court may be required prior to inspection (and copying). Generally speaking, a creditor has the right to inspect the court file in liquidation proceedings while any other person must obtain leave; in both instances, the person seeking inspection must show that it is required for the purposes of the liquidation (you can access the CWR's on our website as well). You may also wish to search through the Gazettes published by the Government of the Cayman Islands which are available online at [www.gazettes.com.ky](http://www.gazettes.com.ky); the Gazettes contain Liquidation Notices, among other information in relation to liquidation proceedings.

If you are named as a party in a civil court case, upon proof of your identity (passport or driver's licence), you may obtain copies of the documents from the relevant court file between the hours of 9:00 am and 3:00 pm at the civil registry (there is a \$.50/page copying fee). There will also be a search fee in you are unable to provide the relevant court file number.

In the Cayman Islands, individuals are responsible for searching the relevant court registers and reviewing court documents. The court registry does not conduct searches on behalf of individuals, nor do we answer questions regarding specific court files.

- **Access to criminal records** is governed by the Criminal Procedure Code ('the Code'). Section 193 of the Code states:

"If any person affected by any order made or judgment passed in any proceedings under this Code desires to have copy of such order or judgment, or of any deposition or other part of the record in any such proceedings, he shall, upon making application for such copy, be furnished therewith, provided he pays for the same according to such scale as may be prescribed unless, in any particular case, the court directs that it be furnished free of cost."

Application must be made in writing addressed to the Deputy Clerk of the Court (Criminal) setting out a) the name of the proceedings (including the relevant case number), b) proof of your identity (a photocopy of your passport or driver's licence), c) your contact details, and d) the reason you believe that you are a "person affected by any order made or judgment passed" in the proceedings. The application will be reviewed by a member of the judiciary. You will be notified of the decision whether or not to release copies of the record in a few days.

- **Access to our coroner's records** is governed by the Summary Jurisdiction Law ('the Law'). Pursuant to section 26(2) of the Law, a magistrate may authorize inspection (or the making of a copy) of the record of evidence in any case before the court "for any sufficient reason".

Application must be made in writing addressed to the Deputy Clerk of the Court (Criminal) setting out a) the name of the proceedings, b) proof of your identity (a photocopy of your passport or driver's licence), c) your contact details, and d) the reason you believe that you are entitled to inspect (or take a copy) of the record of evidence. The application will be reviewed by a magistrate. You will be notified of the decision whether or not to release copies of the record in a few days.

- **Access to Court of Appeal records** is governed by the Court of Appeal Rules. Rule 7(3) allows access to the Court of Appeal registers upon payment of the prescribed fee. The registers are maintained by the Registrar of the Court of Appeal at the civil registry. Members of the public are able to search these registers upon paying the appropriate fee (\$20.00) between the hours of 9:00 am and 3:00 pm.

## **STRATEGIC MANAGEMENT**

---

### **Governance**

The Judicial Administration's operations are best understood as comprising two main functions: administrative and operational.

Administrative functions provide 'house-keeping' support to our main services and activities; these include financial management, human resource management, information and technology management, etc. Administrative functions are common to all government entities and are governed by the same legislation across departments. The Laws which govern the Judicial Administration's administrative functions are listed below and are available for purchase at the Legislative Assembly:

#### **Appropriation Law**

#### **Freedom of Information Law**

Freedom of Information (Information Commissioner) Regulations, 2008  
Freedom of Information (General) Regulations, 2008

#### **National Archive and Public Records Law**

National Archive and Public Records Regulations, 2007

#### **Official Gazette Law**

Official Gazette Regulations (1995 Revision)

#### **Public Holidays Law**

#### **Public Management and Finance Law**

Financial Regulations (2008 Revision)

#### **Public Service Management Law**

Personnel Regulations, 2006

#### **Public Service Pensions Law**

Public Service Pensions Regulations (2004 Revision)  
Public Service Pensions (Ex-gratia Pensions) Regulations, 2004

Operational functions are unique to each government entity and comprise the services and activities that each government entity is mandated to deliver or oversee. Broadly speaking, the Judicial Administration manages the court system for the Cayman Islands. The Laws which govern the Judicial Administration's operational functions are listed below and are available for purchase at the Legislative Assembly:

**Adoption of Children Law**

**Affiliation Law**

**Alternative Sentencing Law**

**Bail Law**

**Bankruptcy Law**

Grand Court (Bankruptcy) Rules

**Children Law**

**Clerk and Deputy Clerk of the Court (Powers) Law**

**Companies Law**

Companies (Forms) Rules (1998 Revision)

Companies Winding Up Rules, 2008

Foreign Bankruptcy Proceedings (International Cooperation) Rules, 2008

Insolvency Practitioners Regulations, 2008

Practice Direction No. 1/2002-Scheme of Arrangements and Compromise

Practice Direction No. 1/03 Official Liquidators Security

Practice Direction No. 2/03 Remuneration of Official Liquidators

Grand Court Practice Direction No. 1/02

**Confidential Relationships (Preservation) Law**

**Constitution Order 2009 No. 1379**

**Coroners Law**

Coroners Rules (1996 Revision)

**Costs (Crown Suits and Law Officers) Law**

**Court of Appeal Law**

Court of Appeal Rules (2004 Revision)

Court Costs Rules, 2001

Court Fees Rules (2008 Revision)

**Criminal Justice (International Cooperation) Law**

**Criminal Procedure Code**

**Crown Proceedings Law**

Grand Court (Proceedings by and against the Crown) Rules (2001 Revision)

## **Defamation Law**

### **Drug Rehabilitation Court Law, 2006**

Drug Rehabilitation Court Regulations, 2008

Drug Rehabilitation Court Rules, 2009

## **Evidence Law**

Civil Evidence Rules (2001 Revision)

Criminal Evidence Rules, 1978

Evidence (Designation of Countries) Order, 2005

Grand Court Rules, 1995

Amendment by amending Rules, 1995

Amendment by amending (No. 2) Rules, 1995

Amendment by amending Rules, 1996

Amendment by amending Rules, 1997

Amendment by amending (No. 2) Rules, 1997

Amendment by amending Rules

## **Firearms Law**

Firearms Regulations (1999 Revision)

## **Foreign Judgments Reciprocal Enforcement Law**

Grand Court (Foreign Judgments) (Reciprocal Enforcement) Rules

## **Grand Court Law**

Civil Evidence Rules (2001 Revision)

Court Costs Rules, 2001

Court Fees Rules (2008 Revision)

Criminal Evidence Rules (2001 Revision)

Grand Court (Bankruptcy) Rules

Amendment by amending Rules (part)

Grand Court Rules, 1995 (Revised)

Amendment by amending Rules

Amendment by amending Rules

Grand Court Practice Directions-

No.2/95-Attachment of Earnings Orders - Calculation of Post-Judgment Interest

No.3/95-Attachment of Earnings Orders - Method of Payment

No.4/95-Payment Schedules -Authorised Signatures

No.5/95-Trial Bundles

No.1/96-Land Acquisition Law (Revised) - Payment of Compensation into Court

No.2/96-Trial Bundles

No.1/97-Legal Aid Forms

No.2/97-Register of Judgments and Register of Writs, etc.

No.3/97-Confidentiality and Publication of Chamber's Proceedings

No.1/99-Filing Documents in Court

No.2/99-Drawing Up and Filing of Judgments and Orders

No.4/99-Indictments

No.5/99-Legal Aid – Affidavit of Means

No.1/00-Listing Forms

No.1/01-Guidelines relating to the Taxation of Costs

No.1/02-Schemes of Arrangement and Compromise under the Companies Law  
No.1/03-Official Liquidators: Security for the due performance of their duties  
No.2/03-Remuneration of Official Liquidators  
No.1/04-Corrections to Judgments  
No.1/2008-Register of Judgements Register of Writs  
No. 1/2011-Guidelines relating to the Taxation of Costs.  
Court Fee Rules, 2009

## **Guardianship and Custody of Children Law**

## **Interpretation Law**

## **Judges Emoluments and Allowances Law**

Judges Emoluments and Allowances Order, 2005

## **Judicature Law**

Grand Court Rules, 1995  
Amendment by amending rules, 1995  
Amendment by amending (No. 2) Rules, 1995  
Amendment by amending Rules, 1996  
Amendment by amending Rules, 1997  
Amendment by amending (No. 2) Rules, 1997  
Amendment by amending Rules, 1999  
Amendment by amending Rules, 2008  
Judgment Debts (Rates of Interest) Rules

## **Juveniles Law**

Amendment by Law 7 of 1992 (part)  
Amendment by Law 9 of 1992  
Amendment by Law 5 of 1994  
Amendment by Law 8 of 1995 (part)  
Amendment by Law 9 of 1995 (part)-*not yet in force*  
Juveniles (Approved Schools) Order 1992  
Juveniles (Rehabilitation Schools) Order (2003 Revision)

## **Law Revision Law**

## **Legal Aid Law**

Legal Aid Rules, 1997

## **Legal Practitioners Law**

Legal Practitioners (Incorporated Practice) Regulations (2006 Revision)  
Legal Practitioners (Students) Regulations (2008 Revision)

## **Maintenance Law**

Maintenance Orders Enforcement (Belize) Order 1977  
Maintenance Law (Extension) (Ontario) Order, 2000

## **Married Women's Property Law**

## **Matrimonial Causes Law**

Matrimonial Causes Rules (2003 Revision)

**Mental Health Law**

Mental Health (Place of Safety) Regulations, 1995

Mental Health (Place of Safety) Regulations

**Misuse of Drugs Law**

Amendment by Law 10 of 2008 (part)

Misuse of Drugs (Drug Trafficking Offences) (Designated Countries)

Order, 1991

Amendment by amending Order

Amendment by amending Order

Scheme of Arrangements for Community Service by Offenders in the Cayman Islands-  
*made pursuant to s.51(2).*

**Mutual Legal Assistance (United States of America) Law**

**Notaries Public Law**

**Oaths Law**

**Penal Code**

Amendment by Law 11 of 2008 (part)

*Note: This amendment comes into force on 1st January, 2010.*

Penal Code (Sale of Foodstuff) Prohibition Order (1998 Revision)

Prohibited Publications Order (1998 Revision)

Scheme of Arrangement for Community Service by Offenders in the Cayman Islands-  
*made pursuant to s.42(3).*

**Probation of Offenders Law**

**Proceeds of Crime Law**

Code of Conduct

Money Laundering Regulations (2008 Revision)

Amendment by amending regulations

Proceeds of Criminal Conduct (Designated Countries) Order (2003 Revision)

**Rehabilitation of Offenders Law**

**Succession Law**

Court Fees Rules, 2009

Probate and Administration Rules (2008 Revision)

**Summary Jurisdiction Law**

Appointment of *Virtute Officii* Justices of the Peace Notice (1999 Revision)

Seal of Summary Courts Notice

Criminal Evidence Rules (2001 Revision)

Summary Court Rules, 2004

Summary Courts (Sittings) Order (1999 Revision)

Summary Jurisdiction (Forms) Rules

Order appointing places for sittings

## **Summary Jurisdiction (Domestic Violence) Law**

## **Tax Information Authority Law Traffic Law**

## **Torts (Reform) Law**

### **Traffic Law**

Amendment by Law 7 of 2005

Amendment by amending Law 6 of 2006

*These two amending Laws are not yet in force*

Motor Vehicles (International Circulation) Regulations (1999 Revision)

Public Passenger Vehicles Regulations (2008 Revision)

Amendment by amending regulations

Traffic (Categorisation) Regulations (1999 Revision)

Traffic Control Regulations (1999 Revision)

Traffic (Driving Test Exemption) Order, 1998

Traffic (Public Transport Appeals Tribunal) Regulations, 2004

Amendment by amending Regulations, 2007 (*sic*)

Traffic Regulations (2002 Revision)

Traffic (Seat Belts) Regulations (1999 Revision)

Traffic (Speed Limits on Cayman Brac) Regulations (1999 Revision)

Traffic Ticket Regulations (1999 Revision)

## **Vexatious Actions Law**

## **Wills Law**

### **Youth Justice Law**

Youth (Detention Facility) Order, 2004

Youth Rehabilitation Schools Notice, 2004

## **The Constitution of the Cayman Islands**

## **Corporate management**

The Judicial Administration plans and evaluates its work. The documents that record our planning and evaluation process are listed below. Many of these documents are available on our website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)). If the document you are looking for is not on our website, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky) for assistance.

- Annual reports
- Audit reports
- Annual statistics
- Hazard management plan for records
- Disaster control plan
- 

## **FINANCE & ADMINISTRATION**

---

## **Financial management**

The following documents relate to the Judicial Administration's management of its monetary resources. Many of these documents are available on our website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)). If the document you are looking for is not on our website, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky) for assistance.

- Annual budget
- Financial statements
- Service level agreements

## **Administration**

The following documents relate to the Judicial Administration's management of other administrative functions. Many of these documents are available on our website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)). If the document you are looking for is not on our website, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky) for assistance.

- Staff Directory
- Organizational Chart
- Job descriptions
- Job vacancies
- Job pay and grading structures
- Press releases
- Speeches and publications
- Insurance policies
- Records management file plan (under construction)
- Disposal schedule (under construction)

## **POLICIES & PROCEDURES**

The procedures for the Judicial Administration's operational functions are mandated by the Laws listed above at 'Governance'. Similarly, many of the procedures for the Judicial Administration's administrative functions are set out by the Laws listed above at 'Governance'.

The following documents relate to the Judicial Administration's current written procedures for carrying out its functions. Many of these documents are available on our website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)). If the document you are looking for is not on our website, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky) for assistance.

- Complaints-handling procedure
- Human Resource policies and procedures manual
- Internal Grievance procedure
- Disposal schedule (under construction)

## **DECISIONS & RECOMMENDATIONS**

It is important that the judgments of the courts are made publicly available, as they form part of the law of the land in relation to the principles they decide. The "precedents" established by



court decisions have to be followed by future courts and it is therefore crucial that they are collected together and the most important ones published and thoroughly indexed. They are in daily use by the Cayman courts and by the attorneys who practise before them.

The Cayman Islands Law Reports ('CILR') were first published in the mid-1980s. They now contain reports of the most significant decisions in Cayman law from 1952 to the present day (with notes of some earlier cases back to the start of the 20th century). Coverage is given to precedents created by the modern courts — the Grand Court, the Court of Appeal and the Judicial Committee of the Privy Council in London — and also to older cases in courts to which Cayman appeals no longer lie, the Supreme Court of Jamaica, the Court of Appeal of Jamaica and the Federal Supreme Court.

Searching the CILR on the Judicial Administration's website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)) has been made more versatile by offering different searches to suit the needs of users with different experience:

- From the CILR search page, it is possible to search the CILR by pre-defined criteria such as legal subject category and sub-category, date of judgment, names of the parties, name of judge, name of court, etc.
- From the same page, you can search the content of the reports by entering your own words or phrases into the free-text search box—which delivers results which are not restricted to the criteria listed above.
- The user who prefers to browse will be able to find judgments by using the drop-down lists, which will give access to cases by name (Cases Reported & Cited), by volume (Cases by Volume), by subject-matter (Subject-matter Index), by Cayman and overseas statutes considered (Legislation Construed), and by reference to the courts' use of the procedural rules (Grand Court Rules Construed).

Hard copies of the CILR may be purchased by non-Cayman residents directly from the publishers in the United Kingdom (Law Reports International, Eden House, 2 St. Aldate's Courtyard, Oxford OX1 1BN) or by Cayman residents through the secretary to the Chief Justice at (345) 244-3835 or [Patricia.Palmer@gov.ky](mailto:Patricia.Palmer@gov.ky).

The Judicial Administration's website makes available, in electronic form, judgments taken from the printed CILR ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)).

For other court records, please see above at 'Frequently asked questions'.

## **LISTS & REGISTERS**

---

The Judicial Administration maintains the following lists and registers. Many of these lists and registers are available on our website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)). If the list or register you are looking for is not on our website, please see above at 'Frequently asked questions' for guidance regarding access or contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky) for assistance.

Lists:

- Judicial Officers
- Justices of the Peace
- Notaries Public
- Attorneys Licensed to Practise

- Law Firms
- Daily Cause Lists

Registers:

- Court of Appeal Criminal Register
- Court of Appeal Civil Register
- Register of Writs and other Originating Process
- Register of Judgments
- Register of Plaints and Summonses
- Register of Certificates of Decrees in Matrimonial Causes
- Register of Articles of Clerkship
- Bankruptcy Register
  
- Asset register
- FOI disclosure log

## **OUR SERVICES**

The courts of the Cayman Islands administer justice in keeping with the Constitution, the Laws of the Islands and the well established principles of common law which have been developed by the local, the British and other courts of the Commonwealth of Nations.

Criminal proceedings for breaches of the Laws of the country are taken before the courts to be heard by a magistrate (in the case of proceedings before the Summary Court), or a judge, or judge and jury (at the election of the defendant) in the case of proceedings in the Grand Court. Generally, the more serious offences are tried on indictment in the Grand Court, although the Summary Court has jurisdiction to try serious drug charges and to impose very severe penalties in respect of such offences. Civil disputes having a subject matter of up to CI\$20,000.00 are also taken in the Summary Court.

The Grand Court, as a court of unlimited jurisdiction, tries all other types of civil disputes, including the most complex commercial and trust disputes which often arise in respect of Cayman Islands corporate or trust entities.

The work of the Grand Court is divided amongst five specialised divisions: the Civil Division, the Family Division, the Admiralty Division, the Financial Services Division and the Criminal Division.

The structure of the court system is hierarchical with appeals lying to the Court above at each stage. The Summary Court is the first in the hierarchy, followed by the Grand Court, the Court of Appeal and finally, Her Majesty's Judicial Committee of the Privy Council. There is a separate right of petition to the European Court of Human Rights for persons who reside in the Cayman Islands having regard to the extension of the European Convention on Human Rights to the Islands.

The procedure of the courts is largely governed by court rules. Applicable fees are set out in the court fees rules. The matters heard in court from day to day are set out in the cause lists.

The Judicial Administration also provides bailiff services and administers the legal aid system and the Maintenance and Affiliation Laws.

The following documents are available to assist the public in relation to the Judicial Administration's services. Many of these documents are available on our website ([www.caymanjudicial-legalinfo.com.ky](http://www.caymanjudicial-legalinfo.com.ky)) or at our reception desk at the main Court building. If the

document you are looking for is not on our website or at the reception desk, please contact our Information Manager at 345-244-3817 or by email at [foi.jud@gov.ky](mailto:foi.jud@gov.ky) for assistance.

- Being a juror
- Being a witness
- Being a litigant
- Applying for legal aid
- Instituting small claims
- Probate and administration
- Applying for child and spouse maintenance
- Applying for child custody
- Applying for adoptions
- Applying for domestic restraint orders
- Bailiff services
- Trustee in bankruptcy
- Judgment creditor options
- Sentencing Guidelines
- Practice Directions
- Cayman Islands Law Reports



## Governor's Office

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Governor's Office to making information available to the public as part of its normal business activities.

The Governor's Office will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Governor's Office will generally not publish:

- information in draft form;
- information that is not held by the Governor's Office or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure could prejudice security, defence or international relations; violate the confidentiality of information given by a foreign government or international organization; the opinions, advice or recommendations prepared for Cabinet and records of consultations or deliberations of Cabinet; or documents that belong to the Government of the United Kingdom.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---



---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can visit our website at [www.ukincayman.fco.gov.uk](http://www.ukincayman.fco.gov.uk) and select the search facility. If you are still having trouble locating information listed under our scheme, please contact Tom Hines, Governor's Office Information Manager at [foi.gov@gov.ky](mailto:foi.gov@gov.ky) or +1 345 244 2434.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.gov@gov.ky](mailto:foi.gov@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call +1 345 244 2434 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Tom Hines, Information Manager, Governor's Office, Suite 101, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Tom Hines, Governor's Office Information Manager at [foi.gov@gov.ky](mailto:foi.gov@gov.ky) or +1 345 244 2434.

The Governor's Office will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Governor's Office is legally required to translate any information, it will do so.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Governor's Office strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, sent to you by email or in any other format that the information is held in will be provided free of charge.

Please note that the Governor's Office predominantly holds paper files and some electronic files. We do not keep audio or visual records.

All information provided as a result of a Freedom of Information request will be given free of charge.

#### **5. Requests for information outside the Publication Scheme**

---

If you want to make a request from the Governor's Office, you should initially look at the document library and the disclosure log to see if the information that you seek has already been published.

If you wish to make a request for information then you should contact the Information Manager or submit a request on-line at the **FOI Unit website**.

Requests must be in writing (letter, email or fax) and must include your name and an address (either postal or email). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so that we can call to discuss your request if necessary.

We will respond to all requests promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to us and we will let you know if we need to extend the deadline. For detailed advice on what sorts of information is exempt please see the **FOI Unit website**.

#### **6. Complaints**

---

The Governor's Office aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Tom Hines, Governor's Office Information Manager at [foi.gov@gov.ky](mailto:foi.gov@gov.ky) or +1 345 244 2434, and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: *appeals@ico.gov.ky*

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

### ABOUT US

---

#### **Name of public authority**

Governor's Office, Suite 101, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands. T: + 1 345 244 2434, F: +1 345 945 4131.

#### **Ministry**

N/A

#### **Principal officer [or Key staff]**

Head of Governor's Office, Steve Moore, *Steve.Moore@fco.gov.uk*, +1 345 244 2425

#### **Information Manager**

Staff Officer, Tom Hines, *Tom.Hines@fco.gov.uk*, + 1 345 244 2434

#### **Organisation and functions**

**The Governor's Office supports the Governor in the performance of his functions as Her Majesty's representative in the Cayman Islands.**

Location and hours	Matters handled
Governor's Office Suite 101, Government Administration Building, Grand Cayman KY1-9000 Cayman IslandsT: +1 345 244 2434 F: +1 345 945 4131 Information Manager: Tom Hines Opening Hours: Monday to Friday, 8.30-5	The Governor's Office hold classes of information corresponding with the Governor's constitutional responsibility and oversight of: - law & order, including the police. - good governance. - the civil service and the judiciary. - external affairs. The Governor provides strategic policy direction of these areas with most of the work being carried



	<p>out, and documentation originated, elsewhere within the Cayman Islands Government system, such as in the Portfolio of Internal &amp; External Affairs, the RCIPS or the Portfolio of the Civil Service. A proportion of the information held relates to the contractual or disciplinary situations surrounding individuals and cannot be released under FOI. Other classes of information relate to the work done liaising between the UK and the Cayman Islands where documents either originate within the UK Government (and are covered by the UK 's FOI legislation) or within the Cayman Islands Government.</p> <p>The Governor's Office also holds information relating to budget, the administration and management of Government House, and the functions that are hosted there by the Governor for the people of the Cayman Islands .</p>
--	---

#### **Boards and committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
None	-	

### **STRATEGIC MANAGEMENT**

The Governor's Office is administered by the Governor who is answerable to the Secretary of State for Foreign and Commonwealth Affairs in the United Kingdom.

Key strategic goals and objectives for the Governor's Office [as agreed by the Governor with the FCO] cover areas of security and defence, good governance, managing contingent liabilities and ensuring international obligations are met, all taking into account the needs and situation of the Cayman Islands.

#### **Governance**

Local laws and regulations that the Governor's Office adheres to include:

- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- Cayman Islands Constitution Order 2009
- Emergency Powers Law, (1997 Revision)
- Governor (Vesting of Lands) Law

- Consular Relations Law (1997 Revision)

\* Copies can be obtained upon request from the Information Manager.

\*\*We are also governed by many other laws and regulations imposed by the UK Government.

### **Corporate management**

The records that can be found in the Governor's Office include:

- Corporate plans
- Annual reports (FCO as a whole)
- Audit reports on overall operations or major projects
- Risk management assessments
- Business Continuity Plans – Plans for business continuity, hazard management and disaster recovery.
- Specific subject files: Criminal Justice, Hazard Management, Finance, Tourism, Environment, Community, Governance, Project work, Constitution and Specific Issues.

\* Copies can be obtained upon request from Information Manager

\*\* Please note that some of the files and records kept by the Governor's Office are the property of the government of the United Kingdom and are covered by UK FOI legislation.

## **FINANCE & ADMINISTRATION**

---

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- Finance and Accounting
- Annual Budget
- Financial statements; Half-yearly / quarterly reports
- Accounting procedures; Contracting procedures

\* Copies can be obtained upon request from Information Manager

\*\* Please note that some of the files and records kept by the Governor's Office are the property of the government of the United Kingdom and are covered by UK FOI legislation.

\*\*\*The FCO publishes a full set of annual accounts at [www.fco.gov.uk](http://www.fco.gov.uk)

### **Administration**

- Press releases
- Job vacancies; career opportunities
- Scholarship programmes
- Records management file plan or classification scheme
- Training
- Health & Safety
- Information Technology

- Human Resources

\* Copies can be obtained upon request from Information Manager

\*\* Please note that some of the files and records kept by the Governor's Office are the property of the government of the United Kingdom and are covered by UK FOI legislation.

## **POLICIES & PROCEDURES**

Further information on policies, procedures and other work undertaken by the Governor's Office can be found at [www.ukincayman.fco.gov.uk](http://www.ukincayman.fco.gov.uk)

## **DECISIONS & RECOMMENDATIONS**

- Minutes of meetings
- Evaluation procedures
- Assessment criteria

\*Copies can be obtained upon request from Information Manager

## **LISTS & REGISTERS**

- FOI Disclosure Log

\*Copies can be obtained upon request from Information Manager

## **OUR SERVICES**

A full list of services provided as well as further information on the role of the Governor and the Governor's Office can be found on our website at [www.ukincayman.fco.gov.uk](http://www.ukincayman.fco.gov.uk)

This includes:

- Project and programme work
- Honours
- Passport applications
- Visa applications
- Consular services (what we can and cannot do).
- Scholarship programme

## Office of the Auditor General

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice*

#### CONTENTS:

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the publication scheme

Every public authority covered by the Freedom of Information Law ("FOI Law") has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Office of the Auditor General ("the Audit Office" or "OAG") to making information available to the public as part of its normal business activities.

The Audit Office will:

- specify the information held by the Audit Office, which falls within the seven categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Audit Office will generally not publish:

- information in draft form;
- information that is not held by the Audit Office, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Audit Office's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on the Office of the Auditor General's website at [www.auditorgeneral.gov.ky](http://www.auditorgeneral.gov.ky) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility. If you are still having trouble locating information listed under our scheme, please contact Mr. Garnet Harrison, Deputy Auditor General & Information Manager at (345) 244-3213 or by email at [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky) or [foi.aud@gov.ky](mailto:foi.aud@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.aud@gov.ky](mailto:foi.aud@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone/Fax

Documents listed in the publication scheme can also be requested by telephone or fax. Please call the Information Manager at (345) 244-3213 to request information or fax (345) 945-7738.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Office of the Auditor General  
C/O Information Manager  
PO Box 2583  
Grand Cayman KY1-1103  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager at (345) 244-3213 or email [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky) or [foi.aud@gov.ky](mailto:foi.aud@gov.ky).

The Audit Office will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Audit Office is legally required to translate any information, it will do so.

Office hours are from 8:30 am – 5:00 pm, Monday - Friday. A board room is available for information to be inspected, when necessary.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Audit Office strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Audit Office will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Audit Office has received your payment.

#### **5. Requests for information outside the publication scheme**

---

Information held by the Audit Office that is not published under this scheme can be requested in writing, by email, or fax. Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

---

The Audit Office aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Mr. Garnet Harrison at (345) 244-3213 or email him at [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky) or [foi.aud@gov.ky](mailto:foi.aud@gov.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from the Audit Office website or upon request from the Information Manager.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Proactive Disclosures, Registers & Lists
- Our Services

---

### **Name of Public Authority**

Office of the Auditor General

### **Senior Management**

Alastair Swarbrick, MA (Hons), CPFA  
Auditor General

Phone Number: (345) 244-3201

Email: [alastair.swarbrick@oag.gov.ky](mailto:alastair.swarbrick@oag.gov.ky)

Garnet Harrison, CA

Deputy Auditor General & Information Manager

Phone Number: (345) 244-3213

Email: [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky)



Patrick Smith, CPA, CFE  
Audit Manager (Information Manager Designate)  
Phone Number: (345) 244-3204  
Email: [patrick.smith@oag.gov.ky](mailto:patrick.smith@oag.gov.ky)

Martin Ruben, CGA  
Audit Manager  
Phone Number: (345) 244-3206  
Email: [martin.ruben@oag.gov.ky](mailto:martin.ruben@oag.gov.ky)

### **Organisation and functions**

The Office of the Auditor General of the Cayman Islands audits the government's operations and provides Parliament with independent information, advice, and assurance regarding the government's stewardship of public funds.

We are in the business of legislative auditing. We conduct performance audits of Government Ministries, Portfolios, Statutory Authorities and Government Companies. These audits include annual financial statement and statement of outputs delivered. In addition we carry out special examinations (value-for-money audits) that look into:

1. the management of executive financial transactions;
2. the financial management of any ministry, portfolio, statutory authority or government company or the Office of the Complaints Commissioner; and
3. the economy, efficiency and effectiveness with which any ministry, portfolio, the Office of the Complaints Commissioner, statutory authority or government company has used its resources in discharging its functions;

We will also at the request of the Legislative Assembly or of one of its committees or subcommittees, provide advice and assistance to the Legislative Assembly.

In addition, if we are authorised in writing to do so by the Governor and it's in the public interest, conduct investigations into the financial management or affairs of persons, companies and other bodies.

The Auditor General of the Cayman Islands is an Officer of the Legislative Assembly who audits Government Ministries and Portfolios, most Statutory Authorities and Government Companies. The Auditor General reports publicly to the Legislative Assembly on matters that the Auditor General believes should be brought to its attention. The Auditor General's powers and responsibilities are set forth in legislation passed by Parliament.

### Contact Information:

Office of the Auditor General  
3<sup>rd</sup> Floor Anderson Square  
64 Shedden Road, George Town  
PO Box 2583  
Grand Cayman KY1-1103  
CAYMAN ISLANDS

Phone Number: (345) 244-3211  
Fax Number: (345) 945-7738  
Email Address: [auditorgeneral@oag.gov.ky](mailto:auditorgeneral@oag.gov.ky)  
Website Address: [www.auditorgeneral.gov.ky](http://www.auditorgeneral.gov.ky)

Location and hours	Matters handled
Office of the Auditor General 3 <sup>rd</sup> Floor Anderson Square 64 Shedden Road, George Town  Hours of Operation: 8:30 am – 5:00 pm	All activities listed above

### Boards and committees

No Boards or committees have been established under the Office of the Auditor General. However, the Auditor General reports to the Public Accounts Committee, which is a standing committee of the Legislative Assembly.

### Frequently asked questions

- Who audits the Auditor?  
Currently, PwC, Cayman audits the financial statements of the Audit Office. This audit is carried out on an annual basis under the requirements of the *Public Management and Finance Law (2010 Revision)* section 44. PwC audit opinion is included in the Annual Report of the Audit Office.
- How do I obtain an Auditor General's Report?  
Reports of the Auditor General can be obtained several different ways from the Audit Office:
  - website of the Auditor General at: [www.auditorgeneral.gov.ky](http://www.auditorgeneral.gov.ky)
  - Email request to: [auditorgeneral@oag.gov.ky](mailto:auditorgeneral@oag.gov.ky)
  - Post mail to:
Office of the Auditor General  
PO Box 2583  
Grand Cayman KY1-1103  
CAYMAN ISLANDS
- How do I make a complaint against a government entity/employee that is abusing/wasting government resources?

The OAG will consider concerns about government entities which we audit as part of our on-going risk based approach to the audit process. Provided the issues raised falls within our remit we will consider any correspondence regarding a government entity we audit. On the basis of initial consideration and/or investigation we will decide whether:

- the matter will be investigated further to form the basis of a report;
- it should be included in our normal audit activity;
- it should be referred to another body; or
- we will take no further action.

Complaints about a government entity can be raised with us through the following website link [Our Services](#), in writing (email or post), or in person at our offices. All complaints will be treated confidentially. It is our policy not to normally act on anonymous complaints. However we will consider them to identify whether they provide support or information relevant to other complaints or audit work we are undertaking. We will acknowledge all written complaints that we receive within 5 working days and provide a response within a further 20 working days.

Further information and guidance about how to complain to us about a government entity can be found in our policy document *Raising concerns about the organisations we audit*. A complaint can be made directly to the Auditor General. His contact information is:

Alastair Swarbrick, MA (Hons), CPFA  
Auditor General  
Phone Number: (345) 244-3201  
Email: [alastair.swarbrick@oag.gov.ky](mailto:alastair.swarbrick@oag.gov.ky)

4. Who is responsible for the preparation of financial statements for government and public sector entities?

Each individual ministry, portfolio, statutory authority and government company is responsible for the preparation of their financial statements. They are required to present to the OAG financial statements that present fairly the operations and activities of their entities for audit. It is not the responsibility of the OAG to prepare the financial statements of any government or public entity.

5. Under what legislation does the OAG carry out its work?

The work of the OAG is undertaken under the powers vested in the Auditor General under the Cayman Islands Constitution and the *Public Management and Finance Law*.

6. What is the role of the Auditor General and OAG?

The Auditor General is independent of the executive branch of government. Our role is to assist the Legislative Assembly to strengthen the efficiency, effectiveness, and accountability of government. This is achieved by providing independent information, advice and assurance on whether government's activities have been carried out and accounted for in accordance with the legislature's intention and with due regard to securing value for money and the avoidance of waste.

7. How is the independence of the Auditor General preserved?

The Auditor General is constitutionally independent of Government and this independence is further enshrined in the *Public Management and Finance Law*. In the exercise of his powers he cannot be subject to direction or control by any person. In the determination of the matters that will be subject to audit the Auditor General and OAG continue to exercise complete discretion, and carry out audit work that is risk based and in the public interest. The Auditor General and the OAG are physically separate from Government and exercise independence of mind in respect to their audit work. However, under the *Public Management and Finance Law* the OAG is technically an office of the Government, and this along with other legislative provisions compromise the financial and operational independence of the OAG, which are important conditions in ensuring the independence of a public audit office.

8. Is the OAG part of Government?

The Auditor General is constitutionally independent of Government and this independence is further enshrined in the *Public Management and Finance Law*. In the exercise of his powers he cannot be subject to direction or control by any person. However under the *Public Management and Finance Law* the OAG is technically an office of the Government, and this along with other legislative provisions compromise the financial and operational independence of the OAG.

**Employment Opportunities:**

The Office is looking for Caymanians who would like to join a dynamic organization committed to improving government operations in the Cayman Islands. Are you a Caymanian with a least two years post qualification experience? Would you like to join an organization that works within government to strengthen economy, efficiency, and accountability? If so, the Office of the Auditor General would like to speak to you. If you would like to talk about opportunities contact, [alastair.swarbrick@oag.gov.ky](mailto:alastair.swarbrick@oag.gov.ky) or telephone 244-3201.

For application forms and job descriptions please visit the government website: [www.gov.ky/recruitment](http://www.gov.ky/recruitment) or telephone 244-3213.

Please deliver application form and resume to:

Office of the Auditor General  
3<sup>rd</sup> Floor Anderson Square  
64 Shedden Road, George Town  
PO Box 2583  
Grand Cayman KY1-1103  
CAYMAN ISLANDS

Or fax to: 1-345-945-7738

Or email to: [auditorgeneral@oag.gov.ky](mailto:auditorgeneral@oag.gov.ky)

**STRATEGIC MANAGEMENT**

---

Our strategic plan has been prepared against this context and in line with our Strategic Ownership Goals as set out in our 2010/11 Budget Submission to the Legislative Assembly. The key strategic goals and objectives for the Audit Office are as follows:

- *To develop and strengthen the Audit Office's human resource capability in order to provide an effective and efficient audit service.*
- *To ensure that we meet the changing needs and expectations of our stakeholders by focusing our resources on matters offering the greatest potential to improve their performance and accountability.*
- *To continuously improve our own business management practices by identifying and giving priority to the most important risks.*
- *To enhance the independence of the Audit Office by assisting Government in developing a framework for the mandate and operations of Office of the Auditor General's Office via an Auditor General's Act.*

- *To enhance public accountability through the release of relevant and timely audit reports to all stakeholders.*
- *To meet the deadlines and commitments of the Public Management and Finance Law (2010 Revision) and the Public Service Management Law (2010 Revision) and the Personnel Regulations, 2006.*

Our strategic plan is based around achieving four over-arching strategic objectives:

- *Well managed public services*
- *Fostering good relationships*
- *Independence of the OAG*
- *Leading by example*

These objectives are inter-related, align with our strategic ownership goals and have been developed in consultation with key stakeholders.

## **Governance**

Under section 114 of the Cayman Islands Constitution Order 2009, the Office of the Auditor General is established as outlined below:

### **Auditor General**

**114.—**(1) There shall be an Auditor General whose office shall be a public office, and power to make appointments to the office of Auditor General, and to remove or exercise disciplinary control over any person holding or acting in that office, is vested in the Governor, acting in his or her discretion.

(2) The Auditor General may be removed from office only for inability to discharge the functions of his or her office (whether arising from infirmity of body or mind or any other cause) or for misbehaviour.

(3) The Auditor General shall have the power and responsibility to audit the public accounts of the Cayman Islands and the accounts and financial dealings of all authorities, offices and departments of Government and of all courts, and the power to undertake value for money investigations in respect of the activities of such authorities, offices and departments.

(4) The Auditor General, and any person authorised by him or her to act on his or her behalf, shall have access to all books, records, reports and other documents relating to the accounts referred to in subsection (3).

(5) The functions of the Auditor General and the accountability of that post and the Audit Office shall be further prescribed by law.

(6) In the exercise of his or her functions, the Auditor General (and any person acting on his or her behalf in the exercise of those functions) shall not be subject to the direction or control of any other person or authority, save that the Auditor General is answerable to the Public Accounts Committee of the Legislative Assembly and must attend upon the Committee at its request.

(7) The Auditor General shall submit reports on his or her activities to the Public Accounts Committee of the Legislative Assembly at least twice every year and as requested by the Committee.

In addition, under sections 58-60 of the *Public Management & Finance Law (2010 Revision)* the independence of the Auditor General is established and the powers and duties of the Auditor General as described below:

- |                                       |  |
|---------------------------------------|--|
| Independence of Auditor-General       | <p>58. (1) In the performance of his duties or exercise of his powers under this or any other law, the Auditor-General shall not be subject to the direction or control of any person.</p> <p>(2) The Auditor-General shall not be required to undertake any duty which is, in his opinion, incompatible with the duties imposed on him by this or any other law.</p> <p>(3) The Auditor-General shall not, whilst he holds that office, hold any other paid office or employment.</p> <p>(4) If the Auditor-General is removed from office under section 114 of the Constitution, a full statement of the circumstances shall be made at the first opportunity to the Legislative Assembly, and the Auditor-General shall have the right of reply which shall be exercised by way of written statement which shall be tabled in the Legislative Assembly by the Speaker.</p> <p>(5) The Governor shall specify in writing the amount of the annual salary of the Auditor-General, and the Auditor-General shall be entitled to the salary so specified.</p> |
| Appointment of acting Auditor-General | <p>59. If in the opinion of the Governor, the Auditor-General is unable to perform the duties of his office during any period for any reason, the Governor shall appoint another person to act as the Auditor-General during that period.</p>  |

### **Powers and Duties of Auditor-General**

- |                                      |   |
|--------------------------------------|---|
| Powers and duties of Auditor-General | <p>60. The Auditor-General shall-</p> <ul style="list-style-type: none"><li>(a) conduct audits of the annual financial statements in respect of-<ul style="list-style-type: none"><li>(i) the core government and the entire public sector referred to in section 29(2)(c); and</li><li>(ii) every ministry, portfolio, statutory authority and government company referred to in sections 44(2)(e) and 51(2)(d);</li></ul></li><li>(b) conduct audits of the summary referred to in section 29(2)(b), the schedule referred to in section 29(2)(d) and the statement referred to in section 44(2)(a);</li><li>(c) on his own initiative or at the request of the Legislative Assembly or of any of its committees or subcommittees, conduct investigations and value for money audits into-<ul style="list-style-type: none"><li>(i) the management of executive financial transactions;</li></ul></li></ul> |
|--------------------------------------|---|

- (ii) the financial management of any ministry, portfolio, statutory authority or government company or the Office of the Complaints Commissioner; and
- (iii) the economy, efficiency and effectiveness with which any ministry, portfolio, the Office of the Complaints Commissioner, statutory authority or government company has used its resources in discharging its functions and in its financial dealings;
- (d) at the request of the Legislative Assembly or of one of its committees or subcommittees, provide advice and assistance to the Legislative Assembly or to any of its committees or subcommittees; and
- (e) if he is authorised in writing to do so by the Governor in the public interest, conduct investigations into the financial management or affairs of persons, companies and bodies other than those referred to in paragraphs (a) to (d).

**Other significant Laws & Regulations that govern how the Audit Office operates are:**

- Finance Regulations (2010 Revision)
- Legislative Assembly Standing Orders Law (section 77)
- Public Service Management Law (2010 Revision)
- Personnel Regulations, 2006

**Records Management:**

- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- National Archive and Public Records Law
- Deputy Governor's Code of Practice on Record Management

**Corporate Management**

Annual Plan & Estimates (available on the Audit Office website)

Annual Budget Statements (available on the Audit Office website)

Annual Reports (available on the Audit Office website)

Hazard Management Plan 2011 (available on the Audit Office website)

**FINANCE & ADMINISTRATION**

---

In administering the Audit Office's internal functions and managing its resources efficiently and effectively this includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

**Financial management**

- Annual Budget Statement
- Annual Report
- Finance and Accounting Records\*
- Accounting procedures; Contracting procedures\*

- Consultancy Contracts\*
- International Public Sector Accounting Standards\*
- International Financial Reporting Standards\*

\*Copies/Inspection can be obtained upon request from Information Manager

## **Administration**

- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme \*
- Human Resource Policy & Procedures Manual
- Press releases

\*Copies/Inspection can be obtained upon request from Information Manager

## **POLICIES & PROCEDURES**

---

The current written protocols used by the authority for carrying out functions, activities and delivering services are as follow:

- **Proactive Disclosure Policy – July 2011** (available on the OAG website)
  - Introduction
  - What will OAG proactively disclose to support transparency?
  - How will the OAG proactively disclose Information?
  - What is not covered by this policy?
- **OAG Register of Interests Policy – May 2011** (available on the OAG website)
  - Purpose of the Register
  - Main characteristics of the Register
  - Do I need to register?
  - How to decide if an interest is relevant
  - Types of interest to be registered
  - Form of Registration
  - Inspection of the Register
  - Proactive Disclosure
  - Updating of Register entries
  - Declarations at meetings
  - Undeclared conflict of interest
  - Appendix 1 - Office of the Auditor General - Notice of Interests
- **OAG Quality Assurance Framework Policy – May 2011** (available on the OAG website)
  - Introduction
  - Overview of Quality Assurance in the OAG
  - Leadership Responsibilities for Quality
  - Ethical Requirements
  - Acceptance and Continuance of Client Relationships
  - Human Resources



- **OAG Quality Assurance Framework Policy – May 2011** (continued)
  - Engagement Performance
  - Monitoring
  - Documentation
  
- **Raising Concerns About the Organisations We Audit –May 2011** (available on the OAG website)
  - Introduction
  - How do I raise a concern about one of the organisations you audit?
  - Are there any particular matters which you will not look into?
  - If I write to you, will you tell the organisation that I have concerns about?
  - What will you do if you find that there's a problem at an organisation you audit?
  - What if I want to complain about the OAG itself?
  - How do I make a request under Freedom of Information?
  - OAG Contact Details
  - Other Useful Contact Details
  
- **OAG Learning and Development Policy - May 2011** (available on the OAG website)
  - Learning and Development Policy
    - Introduction
    - Policy
    - Individual Training and Development Plans
    - Induction of New, Transferred or Promoted Staff
    - Study Leave and Professional Training
    - Continuing Professional Development
  - Learning and Development Plan
    - Introduction
    - Key Areas
    - CPD
  
- **OAG Ethics and Independence Policy & Procedures - May 2011** (available on the OAG website)
  - What are ethics?
  - What is the relevance of ethics to me?
  - How should ethical principles be interpreted?
  - How do I record my compliance with ethical principles and demonstrate my independence?
  - What will happen with my Ethics and Independence Compliance form?
  - How do offers of Gifts and Hospitality impact on my independence or my ethics?
  - Appendix 1 - Ethics and Independence Compliance – Self Assessment
  - Appendix 2 - Hospitality or Gift Registration Form

- **OAG Complaints about the OAG Policy & Procedures – May 2011** (available on the OAG website)
  - Introduction
  - What do we mean by a complaint?
  - Types of complaint about OAG
  - How to complain about OAG
  - How we handle complaints
  - If you are not satisfied with our response
  - Contact details
  
- **OAG Code of Conduct – May 2011** (available on the OAG website)
  - Introduction
  - Ethical Principles
  - Specific Standards of Behaviour
  - Appendix 1 - The Public Servant's Code of Conduct
  - Appendix 2 - Seven Principles of Public Life
  
- **Hazard Management Plan 2011 – April 2011**(available on the OAG website)
  - BASIC PLAN
  - HAZARD SPECIFIC PLANS
    - Hurricane Planning
    - Earthquake Planning
    - Fire Planning
    - Security Threat Planning
  - SUMMARY
  - APPENDICES
    - Appendix A – Essential Personnel
    - Appendix B – Initial Assignments
    - Appendix C – Notification/Call-out Tree
  
- **OAG Human Resource Management Policies and Procedures Manual (Revised: October 2010).** Available on the OAG website.
  - Part A: Purpose and Responsibilities
    1. Introduction
    2. HR Roles and Responsibilities within the Audit Office
  
  - Part B: General HR Policies
    3. The Audit Office's HR Management Philosophy
    4. Terms and Conditions of Employment in the Audit Office
    5. Work Hours and Attendance
    6. Pay Periods and Method
    7. Audit Office Workplace Rules
    8. Performance Management in the Audit Office
    9. Training and Capability Development in the Audit Office
    10. Induction of Staff New to the Audit Office
    11. Access to Personnel Files
    12. Health and Safety in the Audit Office

13. Promotion of Values, Code of Conduct and Workplace Rules in the Audit Office
14. The Audit Office's Relationship with CICSA

#### Part C: Specific HR Procedures and Related Policies

##### *Appointment Processes*

15. Recruitment and Appointment of Staff to Positions within the Audit Office
16. Reappointment of Staff on Fixed-Term Employment Agreements
17. Reappointment of Staff Who Have Reached Retirement Age
18. Appointment of Staff to Acting or Interim Positions within the Audit Office

##### *Performance Management Processes*

19. Preparation of Annual Performance Agreements
20. Conduct of Interim (Half-Year) Performance Assessments
21. Conduct of Annual Performance Assessments
22. Assessment and Payment of Performance Related Pay

##### *Discipline and Termination Processes*

23. Determining Which Disciplinary, Dismissal or Other Termination Action to Initiate
24. Disciplining Staff for Minor Misconduct or Inadequate Performance
25. Dismissing Staff for Serious Misconduct or Significant Inadequate Performance
26. Dismissing Staff for Gross Misconduct Not Involving Criminal Activity
27. Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity within the Workplace
28. Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity Outside the Workplace
29. Retiring Staff Early on Medical Grounds
30. Retiring Staff to Improve the Organisation
31. Making Staff Redundant
32. Terminating Staff Who Lose their Qualification, License or Certification

##### *Capability Development Processes*

33. Staff Training & Development Procedures
34. Approval of Staff Training Involving Study Leave
35. Induction Training
36. Succession Planning

##### *Grievance and Appeals Processes*

37. Grievance Procedure
38. Appeals to the Auditor General

##### *Administrative HR Processes*

39. Personnel Records
40. Leave Management and Recording
41. Maintenance of Employee & Payroll Data in HR IRIS
42. Payroll Processes
43. Administration of Health Benefits/CINICO Health Insurance
44. Provision of Employee-Related Information
45. Management of Work Place Injuries

Annex: Office of the Auditor General Workplace Rules

## DECISIONS & RECOMMENDATIONS

---

- Senior Management Meeting Minutes\*
- Staff Meeting Minutes\*

\*Copies/Inspection can be obtained upon request from Information Manager

## PROACTIVE DISCLOSURES, REGISTERS & LISTS

---

- [Senior Management Remuneration 12 months to 30 June 2011](#)
- [Hospitality Provided 6 months to 30 June 2011](#)
- [Hospitality Received 6 months to 30 June 2011](#)
- [Senior Management Travel and Subsistence 12 months to 30 June 2011](#)
- [Training Costs Summary \(July 2006 - June 2011\)](#)
- [Professional Fees Summary \(July 2006 - June 2011\)](#)
- [Acting Allowance Summary \(July 2006 - June 2011\)](#)
- [Duty Allowance Summary \(July 2006 - June 2011\)](#)
  
- [Martin Ruben Register of Interests 2011 Update 1](#)
- [Alastair Swarbrick Register of Interests 2011](#)
- [Garnet Harrison Register of Interests 2011](#)
- [Martin Ruben Register of Interests 2011](#)
- [Patrick Smith Register of Interests 2011](#)
  
- Freedom of information disclosure log. Available on the Audit Office website.
- Fixed Asset Register\*: Categories – Computer Hardware, Office Equipment, Furniture & Fixtures, Leasehold Improvements.

\*Copies/Inspection can be obtained upon request from Information Manager

## OUR SERVICES

---

### General Nature of Activities

We provide independent audit services to the Legislative Assembly, comprising of information, advice and assurance on whether Government's activities have been carried out and accounted for in accordance with the Legislature's intention and with due regard to securing value-for-money and the avoidance of waste.

### Scope of Activities

Financial statement attests services:

- Entire Public Sector (EPS) consolidated financial statements
- The financial statements of Ministries, Portfolios, Statutory Authorities, Government companies and certain non-public funds.

Performance audits, public interest reports, and the production of Auditor General Reports to either the Legislative Assembly and/or to management into:

- Management of executive financial transactions
- Financial management of EPS or of any Ministry, Portfolio, Statutory Authority or Government Company
- Economy, efficiency, effectiveness in the way any Ministry, Portfolio, agency or Statutory Authority has used its resources in discharging its functions
- Management of information systems
- Accounting and other specialist technical advice to Chief Officers
- Matters of public interest suggested by the Governor, Legislative Assembly, Public Accounts Committee or Cabinet

Enhancement of public accountability through assistance and advice provided to the Public Accounts Committee on outstanding Auditor General Reports tabled:

Support Services to the National Hurricane Committee and Hazard Management through advice and assistance.

From these activities an Auditor General Report is generally produced and made a public document. The following list is the Auditor General Reports that have been produced in the past and are publicly available on the Audit Office's website, unless otherwise noted:

### Financial Audit and General Reports:

- *Financial and Performance Reporting – Progress Update as of 2 December 2011*
- *Financial and Performance Reporting – Progress Update as of 31 July 2011*
- *Financial & Performance Reporting: Update as at 31 March 2011*
- *General Report of the Auditor General on Financial and Performance Reporting (December 2010)*
- *Special Report of the Auditor General on the State of Financial Accountability Reporting (Update) (April 2010)*
- *Special Report of the Auditor General on the State of Financial Accountability Reporting (April 2008)*

**Financial Audit and General Reports (continued):**

- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 30 June 2004.*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for Six-Month Period Ended 31 December 2003*
- *Public Service Pension Fund Financial Statement For the Year Ended 31 December 2009 Report of the Auditor General*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 2002*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 2001*
- *The State of Public Finances Report of the Auditor General (September 2001) - on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 2000*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 1999*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 1998*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 1997*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the ended 31 December 1996*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 1995*

**Performance Audit and Special Reports:**

- *Management of Government Procurement – Case Studies (August 2011)*
- *Management of Government Procurement (5 July 2011)*
- *Special Report of the Auditor General on the Review of the Legal Aid Program (March 2010)*
- *Special Report of the Auditor General on Internal Audit's Report of the Fuel Card Usage and Management (March 2010)*
- *Special Report of the Auditor General on Loans and Expenditures of Funds at Boatswain's Beach (October 2009)*
- *Special Report of the Auditor General on the Review of Expenditures for Operations Tempura and Cealt (October 2009)*
- *Special Report of the Auditor General on the Review of Gasoline Charges Incurred by Pedro St. James and the Policies and Procedures in Place for the Period of July 2003 to April 2007 (January 2009)*
- *Special Report of the Auditor General on the Purchase of a Helicopter by the Royal Cayman Islands Police (October 2008)*
- *Special Report of the Auditor General on the Scrap Metal Tender and Contract with Matrix International Inc. (August 2008)*
- *Special Report of the Auditor General on the Review of the Debt Financing Arrangement's For Boatswain's Beach (June 2007)*

**Performance Audit and Special Reports (continued):**

- *Special Report of the Auditor General on the Cayman Islands Government's Property Insurance Settlement – Post Ivan (February 2007)*
- *Special Report of the Auditor General on the Royal Watler Cruise Terminal Capital Project (January 2006)*
- *National Housing and Community Development Trust Special Forensic Audit – Final Report (August 2005)*
- *National Housing and Community Development Trust Special Forensic Audit – Preliminary Report (June 2005)*
- *Special Report of the Auditor General on the Affordable Housing Initiative (August 2004 & subsequent event update January 2005).* The Report is not a public document at this time. The Report was submitted to the Legislative Clerk on 3<sup>rd</sup> March 2005 and is aimed at informing Legislators and the public of the numerous issues affecting the Affordable Housing Initiative. The Public Accounts Committee has yet to deal with this Report and table it in the Legislative Assembly for it to become a public document.
- *Report of the Auditor General on the Government Office Accommodation Project's Private Financing Initiative (PFI) – Report 1: Has the Ministry made the project objective's clear? (October 2003)*
- *Special Report of the Auditor General on Caribbean Utilities Company Ltd. (October 2003)*
- *Report of the Auditor General – Summer 2001 (various value-for-money audits)*

**Other Records in Support of the Audit Office Work:**

- Financial Statement Audit Files\*
- Output Audit Files\*
- Performance Audit Files\*
- Information Technology Audit Files\*
- Permanent Audit Files\*
- Correspondence Files\*
- Board Minute (Statutory Authorities & Government Companies) Files (copies of Board minutes only – records to be obtained directly from Statutory Authority or Government Company)
- General Files\*
- Office Administration Files\*

\*Copies/Inspection can be obtained upon request from Information Manager

All documents can be obtained by writing or calling our Information Manager or his Designate at the below addresses between the hours of 8:30am and 5:00 pm, Monday to Friday.

**Information Manager**

Garnet Harrison, CA  
Deputy Auditor General & Information Manager  
Phone Number: (345) 244-3213  
Fax Number: (345) 945-7738  
Email: [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky)  
FOI email: [foi.aud@gov.ky](mailto:foi.aud@gov.ky)  
Website: [www.auditorgeneral.gov.ky](http://www.auditorgeneral.gov.ky)  
Freedom of Information Website: [www.foi.gov.ky](http://www.foi.gov.ky)

**Designate:**

Patrick Smith, CPA  
Audit Manager (Information Manager Designate)  
Phone Number: (345) 244-3204  
Fax Number: (345) 945-7738  
Email: [patrick.smith@gov.ky](mailto:patrick.smith@gov.ky)  
FOI email: [foi.aud@gov.ky](mailto:foi.aud@gov.ky)  
Website: [www.auditorgeneral.gov.ky](http://www.auditorgeneral.gov.ky)  
Freedom of Information Website: [www.foi.gov.ky](http://www.foi.gov.ky)





## Office of the Complaints Commissioner

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Office of the Complaints Commissioner to making information available to the public as part of its normal business activities.

The Office of the Complaints Commissioner will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

---

The Office of the Complaints Commissioner will generally not publish:

- information in draft form;
- information that is not held by the Office of the Complaints Commissioner, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Office of the Complaints Commissioner's (or another organisation's) commercial interests, or endanger the protection of the environment.

Please note that under the Complaints Commissioner Law (2006 Revision) s.14(2), all investigations shall be conducted in private, and the procedure is determined by the Commissioner.

Section 16(1) of the Law notes that “[i]nformation obtained by the Commissioner or his officers in the course of or for the purposes of an investigation shall not be disclosed except (a) for the purposes of the investigation and of any report to be made on the investigation; (b) for the purposes of proceedings (or possible proceedings) for an offence of perjury connected with an investigation; or (c) for the purposes of any proceedings under section 15”. It may be helpful to also note that section 3(7) of The Freedom of Information Law, 2007 notes that “[n]othing in this Law shall be read as abrogating the provisions of any other Law that restricts access to records.”

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.occ.gov.ky](http://www.occ.gov.ky). If you are still having trouble locating information listed under our scheme, please contact the Office of the Complaints Commissioner on 345-943-2220.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [caymancomplaints@occ.gov.ky](mailto:caymancomplaints@occ.gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 345-943-2220 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

4<sup>th</sup> Floor Anderson Square  
Shedden Road  
P.O. Box 2252  
Grand Cayman- KY1-1107  
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the OCC's Information Manager at 345-943-2220.

The Office of the Complaints Commissioner will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Office of the Complaints Commissioner is legally required to translate any information, it will do so.

Any and all information listed on our website can be obtained by contacting the Information Manager by telephone on 345-943-2220 or by email at caymancomplaints@yahoo.com. The Office of the Complaints Commissioner would be pleased to provide you with copies of all documents in the format of your choice.

#### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Office of the Complaints Commissioner strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

There is no application fee for requesting documents from the Office of the Complaints Commissioner. Nor are there fees charged for coming to view documents at our premises. However a requestor may be required to pay copying or change of format fees. Details concerning costs are set out in the FOI (General) Regulations, Schedule 3, a copy of which is available on the FOI Website.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Office of the Complaints Commissioner has received your payment.

The most common fees are set out below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The Office of the Complaints Commissioner will pass on to the requester the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated.

## **5. Requests for information outside the Publication Scheme**

---

Information held by the Office of the Complaints Commissioner that is not published under this scheme can be requested in writing to our postal address or to our email address. Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

---

The Office of the Complaints Commissioner aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Office of the Complaints Commissioner at our postal address P.O. Box 2252, Grand Cayman KY1-1107, in person at 202 Piccadilly Centre, 28 Elgin Avenue, or by email at [caymancomplaints@yahoo.com](mailto:caymancomplaints@yahoo.com), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our website ([www.occ.gov.ky](http://www.occ.gov.ky)) under "Publications".

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

---

### **Name of public authority**

*Office of the Complaints Commissioner*

### **Reports to**

As stated in the Constitution, “In the exercise of his functions, the Complaints Commissioner shall not be subject to the direction or control of any other person or authority.”

### **Principle Officer**

Complaints Commissioner, Ms. Nicola Williams

### **Information Manager**

Mr. Sonji Myles of the Office of the Complaints Commissioner, P.O. Box 2252, Grand Cayman KY1-1107, 345-943-2220 [foi.occ@gov.ky](mailto:foi.occ@gov.ky). Ms. Julie Faulkner-Grant will act as proxy in Mr. Myles’ absence.

### **Organisation and functions**

*The aim of the Office of the Complaints Commissioner is to investigate in a fair and independent manner complaints against government to ascertain whether injustice has been caused by improper, unreasonable or inadequate government administrative conduct and to ascertain the inequitable or unreasonable nature or operation of any enactment or rule of law.*

Physical Address: 4th Floor, Anderson Square, Shedden Road  
Postal Address: P.O. Box 2252, Grand Cayman KY1-1107  
Telephone: 345-943-2220  
Fax: 345-943-2221  
Email: [caymancomplaints@occ.gov.ky](mailto:caymancomplaints@occ.gov.ky)

<b>Location and hours</b>	<b>Matters handled</b>
<i>The Office of the Complaints Commissioner is open to the public from 8:00 a.m. to 5:00 p.m. Monday through Friday or by appointment at 4th Floor, Anderson Square, Shedden Road, George Town Grand Cayman</i>	<i>The OCC has jurisdiction over any government Ministry, Company, Department, Portfolio, Statutory Board or Authority. The Complaints Commissioner does not take a side in the dispute but provides an evaluation of the circumstances involved. The Office can assist in resolving the dispute, recommend improvements in procedures and rules and highlight what is already good in government service.</i>

### **Boards and committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<i>There are no Boards or committees associated with the Office of the Complaints Commissioner</i>		

### **Frequently asked questions**

Listed below are some of the frequently asked questions about the Office of the Complaints Commissioner. A more detailed list is available at on our website [www.occ.gov.ky](http://www.occ.gov.ky) under “FAQs”.

- **What authority does the Complaints Commissioner's Office (OCC) have to deal with complaints?**  
The OCC was established pursuant to the Complaints Commissioner Law, 2003 with the power and authority to investigate in a fair and independent manner written complaints to ascertain whether injustice has been caused by improper, unreasonable or inadequate government administrative conduct. That Law was later revised by the Complaints Commissioner's Law, 2006 Revision. The Role of the Complaints Commissioner is also enshrined in the Cayman Islands 2009 Constitution.
- **Can the OCC investigate authorities such as the Water Authority, Civil Aviation, Port Authority or, Cayman Airways?**  
Yes, the OCC has jurisdiction over any government ministry, company, department, portfolio, statutory board or authority.
- **Where do I go to complain?**  
Residents can come to the Complaints Commissioner's office to register their complaint or they can make arrangements to have someone from the office meet with them.
- **How long does it take to solve a complaint?**  
Depending on the nature of the complaint the OCC strives to reach a conclusion within a three-week period. Due to the complexity of some cases the period can be extended by many weeks.
- **Are complainant's details made public?**  
Investigations are conducted in private. Confidentiality is maintained in the course of the OCC investigation. The Government department involved will know the name of the complainant, as they will need to produce the relevant files and answer questions.
- **What is done with anonymous complaints?**  
The OCC does not act on anonymous complaints. However these complaints are read to determine if a pattern of misconduct can be found. If so, an own motion investigation can be commenced.
- **What is an Own Motion Investigation?**  
An Own Motion Investigation or "OMI" is a self-initiated investigation where there are reasons of special importance which makes an investigation by the Commissioner desirable in the public's interest. Usually this is where there is belief and or evidence of systemic maladministration within a particular public authority.
- **Is the Complaints Commissioner's Office part of the Cayman Islands Government?**  
The OCC is funded by the Legislative Assembly but does not answer to the governing party or any minister. It has been established in such a way as to protect the independence of this office.

## **STRATEGIC MANAGEMENT**

---

*The Office of the Complaints Commissioner has no strategic management documents.*

## **Governance**

- Complaints Commissioner Law (2006 Revision)
- Public Service Management Law
- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)

## **Corporate management**

- Policy and Procedures Manual
- Hazard Management Plan
- Organisational Chart
- Annual reports
- Records management file plan and disposal plan (once approved by CINA)
- FOI disclosure log

## **FINANCE & ADMINISTRATION**

---

*Administering our internal functions and managing our resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies. The following documents are available on our website:*

- Press articles
- Job vacancies; career opportunities
- Quarterly newsletter
- Internal Complaints Process
- Annual budget statement
- Fixed Asset register

## **INVESTIGATIVE**

*Investigating as the result of a signed complaint form from the public or through an own motion investigation, potential maladministration by government entities and monitoring any recommendations made to those entities. Complaints Commissioner's Own motion reports,*



*special reports and extraordinary reports, summaries and statistics on our investigations are all available in our Annual Reports, all available on our website [www.occ.gov.ky](http://www.occ.gov.ky).*

### ***Own Motion Reports***

- OM Report Number 15 – Penny Pinching Pensions
- OM Report Number 14 – Legislation and the Individual's Right to Privacy
- OM Report Number 13 – Appropriate Disposal of Electronic Data Storage Containers
- OM Report Number 12 – Public Service Pension Board
- OM Report Number 11 – Do Government Entities hear their customers
- OM Report Number 10 – Sunrise Adult Training Centre
- OM Report Number 9 – Cayman Turtle Farm and Waste Discharge into the Marine Environment
- OM Report Number 8 – Allegations against Cayman Airways in the wake of Hurricane Dean
- OM Report Number 7 – Historic Public Service Pension Entitlement Concerns
- OM Report Number 6 – Discipline for Inmates in Her Majesty's Prisons
- OM Report Number 5 – Safety of Small Commercial Vessels
- OM Report Number 4 – Inmates HM Prisons - Privileges
- OM Report Number 3 – Immigration English Test
- OM Report Number 2 - GIS
- OM Report Number 1 – Department of Vehicle Licensing

### ***Special Reports***

- Special Report – Written Complaints number C0708-11041
- Special Report – Written Complaints number C0708-10917
- Special Report – Written Complaints number C0708-10859
- The Existence of Internal Complaints Processes in Government Entities in 2008
- Extraordinary Report – Liquor Licensing Board – Written complaint number 60
- Special Report – 10344 – Immigration Department and Refused Entry
- Special Report – Existence of Internal Complaints Processes in Government Entities in 2007
- Special Report – Existence of Internal Complaints Processes in Government Entities in 2006
- Special Report – Immigration Computer Alert System
- Special Report – Immigration Customer service

## **POLICIES & PROCEDURES**

---

*See administrative documents listed above.*

## **DECISIONS & RECOMMENDATIONS**

*The Office of the Complaints Commissioner has no decision or recommendations documents.*

## **LISTS & REGISTERS**

---

Register of Interest

## **OUR SERVICES**

---

*The aim of the Office of the Complaints Commissioner is to investigate in a fair and independent manner complaints against government to ascertain whether injustice has been caused by improper, unreasonable or inadequate government administrative conduct and to ascertain the inequitable or unreasonable nature or operation of any enactment or rule of law.*

*If you wish to lodge a complaint, a complaint form is available on our website or can be obtained by contacting us on 943-2220.*

Complaint Form

*All documents used by this office have been listed under either the administrative or investigative categories above.*



## Information Commissioner's Office

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing  
Updated and published on 3 January 2012*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

---

Every public authority has a legal duty to maintain a publication scheme under the Freedom of Information Law.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Information Commissioner's Office (ICO) to making information available to the public as part of its normal business activities.

The ICO will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

The Information Commissioner's Office will generally not publish:

- information in draft form, where a final document is available;
- information that is not held by the Information Commissioner's Office, or which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.
- operational information relating to appeals filed with the ICO will not be published. For cases that are mediated, when practicable, we will publish a short summary of the facts on our website in the **Document Library** under 'Mediation Summaries'. In relation to formal Hearings, the Information Commissioner's decision will be published and available to the public, both on our website as well as in hardcopy from our offices.
- records relating to an ongoing investigation being conducted by the ICO. Instead where appropriate, a copy of the final report will be published on the website as well as available in hard copy.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Information Commissioner's Office (or another organizations), commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### 3. Methods of access

---

Information available under our publication scheme will usually be accessible through the methods described below.

The Information Commissioner's Office will endeavor to publish all information listed in this publication scheme on our website. Alternatively, any records listed will also be available in hardcopy from our offices. If a specific document is not available in either of these formats it will have a notation beside it that informs you of its status. In rare circumstances, published information may only be available for viewing in-person. Records that fall under this category will be specifically identified.

Please note that there may be a reproduction charge for physical copies of records. See *Sections 4: Fees and charges* below for further details.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can search our website for the information you seek at **www.INFOCOMM.ky**. If you are still having trouble locating information listed under our scheme, please contact the Information Commissioner's Office at (345) 747-5402 or email us at [info@infocomm.ky](mailto:info@infocomm.ky)

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at **foi.ico@gov.ky** to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call **(345) 747-5402** to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Information Commissioner's Office  
Attn: Information Manager  
P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number

so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact (345) 747-5402 or email us at [info@infocomm.ky](mailto:info@infocomm.ky)

The Information Commissioner's Office will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Information Commissioner's Office is legally required to translate any information, it will do so.

## **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Information Commissioner's Office strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on a computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The Information Commissioner's Office will pass on to the requester the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Information Commissioner's Office has received your payment.

A full list of possible fees is outlined in the *Freedom of Information (General) Regulations 2008*. A copy of this document is available on our website under the **Laws and Regulations** section.

## 5. Requests for information outside the publication scheme

---

Information held by the Information Commissioner's Office that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Further information on making an FOI Request can be found on our website in the **FOI** section.

## 6. Complaints

---

The Information Commissioner's Office aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, or if you have made an FOI request and are unsatisfied with any aspect of the response and/or service provided, please contact the Deputy Information Commissioner at 747-5402. We will try to resolve your complaint as quickly as possible.

Further information about our Customer Service Policy and general complaints procedures can also be obtained from our website in the Contact Us section; under Customer Service Policy.

You have legal rights to access information under this scheme, and a right to complain directly to the Information Commissioner if you are dissatisfied with our response. (Please note that as the ICO oversees the appeals filed under the FOI Law, the Deputy Information Commissioner will deal directly with any Internal Review issues for the ICO. He can be contacted by phone at (345) 747-5402 or by email at [info@infocomm.ky](mailto:info@infocomm.ky). Also, in the first instance all appeals are vetted through an ICO Analyst who can help guide you through the process.)

### Information Commissioner's Office

**Physical Address:** 2<sup>nd</sup> Floor, Office Suite 205,  
Elizabethan Square, Building C  
George Town, Grand Cayman

**Mailing Address:** PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

**Telephone:** (345) 747-5402

**Email:** [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of Information

---

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

---



**Information Commissioner - Mrs. Jennifer Dilbert**

**Deputy Information Commissioner - Mr. Jan Liebaers**

**Operations Administrator / Registrar of Hearings – Post Vacant**

**Office Manager / Information Manager – Ms. Christina Smith**

**Appeals & Compliance Analyst – Post Vacant**

---

The Information Commissioner's Office is an independent entity responsible for hearing appeals and monitoring compliance in accordance with the FOI Law. Individuals denied access or who believe their request was mishandled may appeal the matter to the Information Commissioner, who has the authority to review the matter, make all findings of fact and law, and issue a binding decision. The Information Commissioner is also responsible for promoting general awareness of the FOI Law, the public's rights and the obligations of government under the Law.

The Information Commissioner may:

- (a) Hear, investigate and rule on appeals filed under the Freedom of Information Law
- (b) Monitor and report on the compliance by public authorities with their obligations under the Law
- (c) Make recommendations for reform both of a general nature and directed at specific public authorities
- (d) Refer to the appropriate authorities cases where it appears that a criminal offence has been committed
- (e) Publicise the requirements of the Law and the right of individuals under it.

---

**Information Manager:** Ms. Christina Smith

**IM (Designate):** TBA

**Physical Address:** Elizabethan Square  
2nd Floor, Building C, Office Suite 205  
George Town  
Grand Cayman, Cayman Islands



**Mailing Address:** P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

**Telephone:** (345) 747-5402

**Fax:** (345) 949-2026

**Email:** info@infocomm.ky  
foi.ico@gov.ky

**Website:** www.INFOCOMM.ky

**Hours:** Monday to Friday, 9:30am - 4:00pm

### **Boards and committees**

The Information Commissioner's Office does not oversee any boards at this time.

### **Frequently asked questions (FAQ's)**

Who can request information?  
What qualifies as a request for information under the Freedom of Information Law?  
What information can I ask for?  
Can I request records anonymously?  
Do I have to tell the government why I want the information?  
How quickly will I get a response to a request I make?  
How much does it cost to make an FOI Request?  
How much does it cost to make an FOI Request?  
What if I don't like the response I get from the Public Authority?  
How do I file an Appeal with the Information Commissioner's Office?  
How do I file an Appeal with the Information Commissioner's Office?  
Do I need a lawyer to file an Appeal with the ICO?  
How long does it take to get a decision after a formal Hearing before the Commissioner?  
What is mediation?

---

**Q: Who can request information?**

Anyone can request information regardless of nationality, physical location or age.

**Q: What qualifies as a request for information under the Freedom of Information Law?**

In order for a request for records to qualify as a request under the FOI Law it must meet two criteria:

1. You must make your request in writing, which includes email.

2. The request must contain enough information to enable the public authority to identify the records.

More information on how to make a request can be found under the **FOI** section of our website. Here you can also download a copy of our FOI Request form however it is not mandatory that you use the form.

**Q: What information can I ask for?**

You may request any records that the government holds however in some cases the government may be able to legitimately withhold some records from you according to certain limited exemptions under the FOI Law. For example they could withhold records if the release of the records could reasonably be expected to affect the conduct of an investigation or if it would be likely to endanger the physical or mental health of an individual.

**Q: Can I request records anonymously?**

Yes. You do not have to supply your real name, and can ask that a copy of the records be sent to an email address. Of course if you are asking for your own personal information you would not be able to be anonymous because in most cases only you would have rightful access to that information.

More information on how to make a request can be found under the **FOI** section of our website. Here you can also download a copy of our **FOI Request Form** however it is not mandatory that you use the form.

**Q: Do I have to tell the government why I want the information?**

No, you do not have to tell the government why you want the information but in some cases a little background information may assist the public authority in identifying the records you request.

**Q: How quickly will I get a response to a request I make?**

Public Authorities must reply to an FOI request within 30 calendar days however in some cases this time may be extended by another 30 calendar days.

**Q: How much does it cost to make an FOI Request?**

It costs nothing to make an FOI request however a public authority may charge a fee for copying and shipping the records. If you do not have the means to pay for the records you may request that the public authority waive the fees.

Please note that some public authorities collect fees for documents and records they routinely provide the public. Making an FOI request to those authorities will not enable you to obtain copies of records at a discounted rate as their prescribed fees will prevail.

For more information on the types of fees that can be applied, please refer to the Freedom of Information (General) Regulations which are available on our website under the **Laws and Regulations** section.

**Q: What if I don't like the response I get from the Public Authority?**

Do not be put off if the Public Authority refuses to give you all or part of the records you are seeking to obtain. You may even be told that the Authority is not obliged under the FOI Law to provide you with the records you are seeking access to. If for **ANY** reason you remain dissatisfied with the response (or lack of response) by the Public Authority to your request, you should inform the Information Commissioner's Office.

In some cases we may refer your request back to the public authority and ask that they conduct an Internal Review. In other cases your appeal will be dealt with directly by the ICO. If at any time you are unsure about the next steps you need to take, contact us and we can point you in the right direction.

If your complaint related more to how you have been treated generally, then you should make a complaint under the public authority's internal complaints, or customer service, procedure. The public authority should be able to provide you with a complaints form for this purpose, together with details of their internal complaints procedure.

The ICO Customer Service Policy is available on our website under the **Contact Us** section. Alternatively, paper copies of both the policy and complaints form can be obtained from our offices.

**Q: How do I file an Appeal with the Information Commissioner's Office?**

To file an appeal with this office you must contact us in writing (this includes email). Send us a letter outlining the nature of your appeal and be sure to include a copy of your initial request and copy of any responses from the public authority (including any Internal Review responses if applicable). You will receive a confirmation letter from us upon receipt of your appeal.

**Q: Do I need a lawyer to file an Appeal with the ICO?**

No - while it is entirely up to you if you wish to use legal representation it is not a requirement under FOI Law. It is the responsibility of the Public Authority to defend its use of exemptions under the Law and/or demonstrate that it complied with all its obligations under the Law. Normally, applicants are required only to provide a written submission to the Commissioner for the purposes of any subsequent formal Hearing, but this is simply a statement outlining your position on the case and need not be in legal terms or jargon. At no time are you obligated to disclose the reasons for your request, although you may choose to do so. Should you choose to retain a lawyer, then you will be liable for your legal costs.

**Q: How long does it take to get a decision after a formal Hearing before the Commissioner?**

There are internal policies as well as statutory obligations that help guide the timelines of an Appeal that goes to formal Hearing. It is the policy of the ICO to attempt to mediate (see below) all appeals filed with this office in the first instance. Whilst the mediation process is not time defined, since each case needs to be considered according to its own merits, ICO staff will always try to resolve the matter as quickly as possible. Should the mediation fail, the Applicant may then request a formal Hearing before the Commissioner. Once the dates for the Hearing are agreed by both parties, approximately 25 days are allocated for the submissions and

exchanges of submissions. Once this is complete, the Registrar of Hearing will close the Hearing and the issue will go to the Commissioner for a decision. The Commissioner has 30 calendar days to provide a decision, however this time may be extended a further 30 days if required.

**Q: What is mediation?**

Mediation is a method by which an impartial third party (the ICO) attempts to achieve an amicable settlement of a dispute between two parties. The style of mediation or resolution adopted involves ICO staff having confidential, or “without prejudice”, discussions with both the Applicant and the Public Authority in order to ascertain if there is a way to reach an agreed solution to the case. This informal process keeps costs and time spent to a minimum in most instances and has already proved highly effective in avoiding unnecessary referral of cases to formal Hearing. Either party may at any time during the mediation process opt to proceed to a formal Hearing.

## **STRATEGIC MANAGEMENT**

---

*Administering the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.*

### **Governance**

*High-level documents that inform and direct the functions and activities of the authority.*

- Freedom of Information Law (2007)
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- The Freedom of Information Law, 2007 (Commencement) Order (2008)
- Public Service Management Law (2007)
- Public Service Personnel (Regulations) (2006)
- Public Management and Finance Law (2005)
- Financial Regulations (2008 Revision)
- Public Service Pensions Law (2004)
- Public Service Pensions Regulations (2004 Revision)
- Public Holidays Law (2007 Revision)
- National Archives and Public Records Law (2007)
- National Archives and Public Records (Regulations) 2007
- Health Insurance Law (2005 Revision)

### **Corporate management**

*High-level documents that plan and evaluate the work of the authority.*

#### **Reports – Operational**

- Operational Plan & 1<sup>st</sup> Quarter Report: January 4<sup>th</sup> – March 31<sup>st</sup>, 2009
- Operational Plan & 2<sup>nd</sup> Quarter Report: April 1<sup>st</sup> – June 30<sup>th</sup>, 2009
- Operational Plan & 3<sup>rd</sup> Quarter Report: July 1<sup>st</sup> – September 30<sup>th</sup>, 2009

- Operational Plan & 4<sup>th</sup> Quarter Report: October 1<sup>st</sup> – December 31<sup>st</sup>, 2009
- Operational Plan & 1<sup>st</sup> Quarter Report: January 1<sup>st</sup> – March 31<sup>st</sup>, 2010
- Operational Plan & 2<sup>nd</sup> Quarter Report April 1<sup>st</sup> – June 30<sup>th</sup>, 2010
- 2010 / 2011 Operational Plan & 1<sup>st</sup> Quarter Report: July 1<sup>st</sup> – September 30<sup>th</sup>
- 2010 / 2011 Operational Plan & 2<sup>nd</sup> Quarter Report: October 1<sup>st</sup> – December 31<sup>st</sup>
- 2010 / 2011 Operational Plan & 3<sup>rd</sup> Quarter Report: January 1<sup>st</sup> – March 31<sup>st</sup>
- 2010 / 2011 4<sup>th</sup> Quarter Report: April 1<sup>st</sup> – June 30<sup>th</sup>
- 2011 / 2012 1<sup>st</sup> Quarter Report: July 1<sup>st</sup> – September 30<sup>th</sup>

#### **Reports – Annual & Half Year**

- Cayman Islands Government Annual Report (*A link to this report is available on our website*)
- Information Commissioner's 2009 Annual Report
- Information Commissioner's 2010 Half Year Report: January – June, 2010

#### **Reports – Compliance**

- 2009 ICO 1<sup>st</sup> Quarter Compliance Report
- 2009 ICO 2<sup>nd</sup> Quarter Compliance Report
- 2009 ICO 3<sup>rd</sup> Quarter Compliance Report
- 2009 ICO 4<sup>th</sup> Quarter Compliance Report
- 2009 Annual Compliance Report
- 2010 ICO 1<sup>st</sup> Quarter Compliance Report
- 2010 ICO 2<sup>nd</sup> Quarter Compliance Report
- 2010 ICO 3<sup>rd</sup> Quarter Compliance Report
- 2010 ICO 4<sup>th</sup> Quarter Compliance Report
- 2010 Annual Compliance Report

#### **Reports – Right to Know Week**

- 2009 Right to Know Week Project Summary
- 2010 Right to Know Week Project Summary
- 2011 Right to Know Week Project Summary

#### **Reports – Publicity Tracking**

- Public Relations Tracking 2009 – 2010
- Public Relations Tracking 2011

#### **Recommendations**

- ICO Law Review Recommendations 2010 (*presented to Committee of the House in September 2010 – will not be publically available until Law Review of the Legislature is completed and the report has been tabled*)

#### **Plans**

- ICO Hurricane Preparedness Plan (*updated annually*)
- 2009 Hazard Management Plan for Records
- Montpellier Fire Evacuation Plan

---

## **FINANCE & ADMINISTRATION**

*Administering the authority's internal functions and managing its resources efficiently and effectively. Includes records pertaining to the management of monetary resources, material*

*resources, human resources, information resources, and relationships with clients, the public and other government agencies.*

### **Financial management**

*Documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.*

- Invoices
- Vendor Files
- Petty Cash Reports
- Credit Card Statements
- Financial Ledgers
- Financial Reports *(These are generated by computer based on the parameters given)*
- ICO Budget *(A link to our part of the overall government budget is available on our website)*
- ICO 2010-2011 Audited Financial Statements *(presented to the Members of the Legislative Assembly in December 2011 – will not be publically available until tabled in the House.)*

### **Administration**

*Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.*

- Press Releases
- Employment Opportunities *(these are listed on our website and advertised locally when applicable)*
- ICO Organizational Chart
- ICO Salary Scale
- ICO Team Meeting Minutes
- ICO File Plan *(Not currently published in its entirety)*
- Brac House Lease
- Montpellier Lease *(This document is not held by the ICO)*
- Office Plant Plan & Watering Schedule
- Job Descriptions
- Biographies

## **POLICIES & PROCEDURES**

*Current written protocols used by the authority for carrying out functions, activities and delivering services.*

### **Policies**

- Customer Service Policy
- Policies & Procedures: Appeals
- Policies & Procedures: Mediation
- ICO Media Protocol
- Disabled Access to Building Policy

### **Manuals**

- ICO Induction Manual

- ICO Internal Training Manual
- Hearing Guidance Manual
- ICO Intake Manual

### **Guidance Notes**

- The Different Roles and Duties of the Freedom of Information Unit and the Information Commissioner's Office
- Public Authorities Tips for a Reasonable Search
- Instructions for a Written Hearing
- Why Mediate?
- Mediation Tips for the Public

### **Presentations & Seminars**

- ICO Information Pack 2009
- PowerPoint Presentation - Data Protection
- IM Network Meeting 2009
- IM Network Meeting 2010
- ICO General Information PowerPoint Presentations (*altered for each audience – full list available upon request*)
- Judicial Review Seminar 2010
- ICO IM Seminar Series 2010
- ICO IM Seminar Series 2011

### **Mediation Summaries**

- Mediation Summaries: January – June 2009
- Mediation Summaries: July – September 2009
- Mediation Summaries: September – December 2009
- Mediation Summaries: January – June 2010
- Mediation Summaries: July – December 2010
- Mediation Summaries: January – March 2011
- Mediation Summaries: April – June 2011

### **Forms & Booklets**

*(The documents listed below are available online as well as in hardcopy at many public authorities as well as the ICO)*

- ICO Appeal Form
- FOI Request Form
- List of Public Authorities & FOI Contact Details
- Customer Service Form
- Employment Application Form
- ICO Brochure – Your Guide to Freedom of Information

### **Newsletters**

- ICON – 1<sup>st</sup> Edition, September 2009
- ICON – 2<sup>nd</sup> Edition, December 2009
- ICON – 3<sup>rd</sup> Edition, March 2010
- ICON – 4<sup>th</sup> Edition, June 2010
- ICON – 5<sup>th</sup> Edition, September 2010
- ICON – 6<sup>th</sup> Edition, December 2010

- ICON – 7<sup>th</sup> Edition, March 2011
- ICON – 8<sup>th</sup> Edition, June 2011
- ICON – 9<sup>th</sup> Edition, September 2011
- ICON – 10<sup>th</sup> Edition, December 2011

## **DECISIONS & RECOMMENDATIONS**

---

*Information about proposals, resolutions, assessments and results, including decision-making processes.*

### **Hearings**

- ICO Decision – 1-01009 (Government Information Services)
- ICO Decision – 2-01109 (Royal Cayman Islands Police Service)
- ICO Decision – 3-02209 (Department of Agriculture)
- ICO Decision – 4-02109 (Cabinet Office)
- ICO Decision – 5-00310 (Cayman Islands National Insurance Company)
- ICO Decision – 6-01810 No Decision appeal abandoned
- ICO Decision – 7-01010 (Public Service Pensions Board)
- ICO Decision – 8-01610 (Health Regulatory Services Department)
- ICO Decision – 9-02210 (Cayman Islands National Insurance Company)
- ICO Decision – 10-02310 (Portfolio of Legal Affairs)
- ICO Decision – 11-02410 (Ministry of Tourism, Finance and Development)
- ICO Decision – 12-01011 & 01211 (Portfolio of Legal Affairs)
- ICO Decision – 13-00511 (Ministry of Tourism, Finance and Development)
- ICO Decision – 14-00711 (Royal Cayman Islands Police Service)
- ICO Decision – 15-00611 (Ministry of Tourism, Finance and Development)
- ICO Decision – 16-00811 (National Pensions Office)
- ICO Decision – 17-01711 (Royal Cayman Islands Police Service)
- ICO Decision – 18-01311 (Judicial Administration)

### **Investigations**

#### **Section 44. Compliance Investigations**

- ICO Investigation 1 (Governor's Office)
- ICO Investigation 2 (Ministry of Community Affairs, Gender and Housing)
- ICO Investigation 3 (Ministry of Finance, Tourism and Development)
- ICO Investigation 4 (Ministry of Finance, Tourism and Development)
- ICO Investigation 5 (Immigration Department)
- ICO Investigation 6 (Ministry of Finance, Tourism & Development)
- ICO Investigation 7 (Royal Cayman Islands Police Service)
- ICO Investigation 8 (Prison Service)

#### **Own Initiative Investigations**

- Own-Initiative 1 – Public Authority Records Management, section 54 Compliance
- Own-Initiative 2 – Anonymous requestor (“Operation Fred”) 27 Sept 2010
- Own-Initiative 3 - Anonymous requestor (“Operation Freddy”) 4 February 2011
- Own-Initiative 4 – (Website Survey) 15 July 2011

#### **Good Practice Assessments**

- Good Practice Assessment – 0111 Health Services Authority



## **LISTS & REGISTERS**

---

Information held in registers required by law and other lists or registers relating to the functions of the authority.

- ICO FOI Disclosure Log *(Available on our website. Electronic or hard copies may be requested)*
- 2010 FOI Publication Scheme List *(Master list published on our website and updated each year)*
- 2011 FOI Publication Scheme List *(Master list published on our website and updated each year)*
- 2012 FOI Publication Scheme List *(Master list published on our website and updated each year)*

## **OUR SERVICES**

---

The Information Commissioner may:

- (f) Hear, investigate and rule on appeals filed under the Freedom of Information Law
- (g) Monitor and report on the compliance by public authorities with their obligations under the Law
- (h) Make recommendations for reform both of a general nature and directed at specific public authorities
- (i) Refer to the appropriate authorities cases where it appears that a criminal offence has been committed
- (j) Publicise the requirements of the Law and the right of individuals under it.

## **OPERATIONAL FUNCTIONS**

You will find listed below the higher level headings from our operational file plan. They are broken down broadly into functions and beneath those functions you will find the activities and record series that relate to each function. All the ICO's operational records fit into the categories listed below:

### **Appeals Management**

*The Information Commissioner's Office hears and rules on appeals filed under the FOI Law.*

#### **Mediating**

Appeal Case Files

#### **Hearing**

Decisions  
Registrar's Case Files  
Commissioner's Hearing Binders  
Judicial Review Case Files

**Advising**

Applicants  
3rd Party Information

**Policy**

Intake Policies  
Mediation Policies  
Hearing Policies

**Compliance Management**

*The Information Commissioner's Office is tasked with monitoring and reporting on the compliance of public authorities with the FOI Law. It is also empowered to conduct investigations.*

**Reporting**

Annual Reports  
Quarterly Reports  
Publicity Tracking Reports  
Publication Schemes

**Investigating**

Own Initiative Case Files  
Own Initiative Reports  
S. 44 Case Files  
S. 44 Reports  
Good Practice Assessment Case Files  
Good Practice Assessment Reports

**Advising**

Public Authorities

**Training**

Public Authority Network Meetings  
ICO Training Courses  
Guidance Notes

**Promotional Management**

*The Information Commissioner's Office is required to publicise the requirements of the FOI Law and the rights of individuals under it.*

**Promoting**

Right to Know Week Planning  
Right to Know Week Project Summaries  
Other Promotional Activities  
Sister Islands ICO

**Educating**

Presentations  
Articles  
Public Education

### **Publishing**

ICON Newsletter  
Rack Cards  
Booklets & Forms

### **Regulatory Reform Management**

*The Information Commissioner's Office holds records related to its involvement in groups and committees that review and advise on various Laws.*

### **Advising & Reviewing**

Data Protection Working Group  
Oversight Committee  
Law Reform Committee  
PSML & PFML  
Law Reform Recommendations

### **Research & Development**

Research of International Laws  
International Correspondence  
FOI Seminars

## **ADMINISTRATIVE FUNCTIONS**

You will find listed below the higher level headings from our administrative file plan. They are broken down broadly into functions and beneath those functions you will find the activities and record series that relate to each function. All the ICO's administrative records fit into the categories listed below:

### **Buildings, Equipment & Vehicles**

*Administering the agency's material resources; managing agency buildings, equipment and vehicles to facilitate normal business operations; acquiring and maintaining premises that are built, purchased or leased by the public sector agencies; acquiring and maintaining equipment and stores-major and minor; acquiring and maintaining most types of vehicles operated by the public sector agencies.*

*Includes capital project management, motor vehicle accident reporting, hiring, leasing and security activities.*

### **Capital Projects**

Renovations  
Installations

**Leasing**

Premises

**Maintenance**

Building Maintenance  
Janitorial Services

**Security**

Security Systems

**Policy**

Building, Equipment & Vehicle Policies

**Planning**

Hazard Management  
Building, Equipment & Vehicle Plans

**Communications**

*Administering the agency's relationships with its clients, Government and the public; maintaining customer relations and handling complaints; managing government relations with the Governor, Ministers and Members of the Legislative Assembly; contributing to formal inquiries or investigations, developing public relations through community events, media campaigns and official functions; designing and producing publications in any format (e.g. paper, online, multi media).*

*Includes customer service, marketing and promotional activities. (Please Note: records related to our operational function of promoting FOI and the ICO will be located in Promotional Management)*

**Advising**

Cabinet Office  
FOI Unit  
Legislative Assembly

**Advertising**

Newspaper Advertising  
Radio Advertising  
Television Advertising  
Online Advertising  
Magazine Advertising  
Telephone Directory

**Contributions**

Articles  
Press Releases

**Complaints**

Customer Service Policy & Procedures  
Internal Complaints Log

**Media**

Media Protocols

## Media Correspondence

### Financial Management

*Administering the agency's monetary resources; managing funds allocated through Cabinet-purchased outputs and other revenue, such as grants, interagency charging, trading or investments; establishing internal controls and procedures for financial management; operating accounting systems; financial planning and budget management.*

*Include; procurement, audit, asset management and financial reporting activities.*

#### Accounting

Accounts Payable  
Banking  
Ledgers & Journals

#### Acquisition

Asset Management  
Asset Register  
Contracts

#### Auditing

Monitoring

#### Budgeting

Budget Preparation  
Budget Implementation

#### Planning

Agency Wide Plans  
Meetings

#### Policy

Administrative Circulars

#### Remuneration

Payroll  
Health Insurance  
Pension contributions  
Acting Allowance

#### Reporting

Monthly Reports  
Half Yearly Reports  
Annual Reports

### Human Resources Management

*Administering the agency's human resources; establishing new positions; recruiting and transferring personnel; managing salaried, waged and volunteer staff, employed under the Public Service Management Law 2005 or General Orders, and the Public Service Pensions*

*Law; developing staff skills through training and other programmes; reviewing remuneration and employment conditions; ensuring the health and safety of staff and visitors to the agency's premises.*

*Includes; arrangement for staff travel, performance management and workplace relations activities.*

## **Recruitment**

- Job Descriptions
- Recruitment Exercises
- Unsuccessful Applicants
- Advertisements

## **Staff Administration**

- Appointments
- Official Travel
- Moratorium Exemptions
- Leave
- Staff Time Keeping Records

## **Development & Training**

- Internal Training
- Short Courses
- Implementation Planning

## **Performance Management**

- Agreements & Assessments

## **Planning**

- HR Plans
- Succession Planning

## **Policy**

- Administrative Circulars
- HR Manual

## **Workplace Relations**

- Staff Events
- Staff Retreats

## **Reporting**

- TRS Monthly Reports
- TRS Annual Reports

## **Information & Technology Management**

*Administering the agency's information resources and systems; designing, procuring and implementing systems for managing and communicating business information; maintaining and disposing of software or hardware; creating or acquiring, storing and disposing of information resources; providing reference services and handling Freedom of Information requests; developing policies, tools and procedures for managing technology and information.*

*Includes: records management, and technical intranet or website maintenance activities as well as telecommunications providers correspondence.*

#### **Freedom of Information**

Publication Schemes  
FOI Case Files  
Implementation of FOI  
Training  
Laws & Regulations

#### **Maintenance**

IT Maintenance

#### **Policy**

Administrative Circulars  
Records Management Policies  
Information Management Policy

#### **Planning**

Hazard Management Plan for Records

#### **Records Management**

CI National Archives  
File Management  
Security & Tracking

#### **Telecommunications**

Telephone system  
Web Hosting

### **Strategic Management**

*Administering the agency's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the agency's functions and responsibilities; obtaining legal advice from external sources.*

*Includes; executive support, internal policy development, corporate planning and annual reporting activities.*

#### **Advising**

Legal Advice  
Cabinet Office  
Legislative Assembly

Ministry of Finance, Tourism & Development

**Contributions**

Throne Speeches  
Government Reports  
Parliamentary Questions

**Policies**

Internal Policies  
National Policies  
Administrative Circulars  
Postal Services Circulars

**Planning**

Operational Plans

**Proceedings**

ICO Team Minutes  
Ministry Meetings  
Legislative Assembly Meetings  
Complaints Commissioner Meetings  
Auditor General Meetings

**Reporting**

Quarterly Reports  
Annual Reports



**The Commissions Secretariat Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

**1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Commissions Secretariat to making information available to the public as part of its normal business activities.

The Commissions Secretariat will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

**2. Information that may be withheld**

The Commissions Secretariat will generally not publish:

- information in draft form;
- information that is not held by the Commissions Secretariat, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records

containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Commissions Secretariat's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

Please note that this is the publication scheme of the Commissions Secretariat and the Anti-Corruption Commissions. **None of the other Commissions** (the Constitutional Commission, the Human Rights Commission, the Commission for Standards in Public Life, and the Judicial and Legal Services Commission) to which the Secretariat provides analytical and administrative research are considered public authorities and are **therefore not subject to FOI Law, 2007**. Nevertheless each is committed to openness, transparency and serving public interest and so will act in accordance with the spirit of FOI. The Commissions will make every effort to publish documents but reserve the right to withhold any information.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### 3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.cos@gov.ky](mailto:foi.cos@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 1-345-244-3685 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Deborah Bodden  
Manager, Commissions Secretariat  
P.O. Box 391  
Grand Cayman KY1-1106

---

<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Deborah Bodden.

The Commissions Secretariat will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Commissions Secretariat is legally required to translate any information, it will do so.

### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Commissions Secretariat strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

#### Postage costs

The Commissions Secretariat will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Commissions Secretariat has received your payment.

### **5. Requests for information outside the publication scheme**

Information held by the Commissions Secretariat that is not published under this scheme can be requested in writing by e-mailing [foi.cos@gov.ky](mailto:foi.cos@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

The Commissions Secretariat aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact

Deborah Bodden

Manager, Commissions Secretariat

P.O. Box 391

Grand Cayman KY1-1106

1-345-244-3685

and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727

Grand Cayman KY1-1007

CAYMAN ISLANDS

Telephone: +1 345 747 5402

email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

### ABOUT US

#### **Commissions Secretariat**

#### **Ministry**

Portfolio of Internal and External Affairs

#### **Principle Officer**

Deborah Bodden

Manager, Commissions Secretariat

P.O. Box 391

Grand Cayman KY1-1106

1-345-244-3685

#### **Information Manager**

Deborah Bodden (Information Manager)

P.O. Box 391

Grand Cayman KY1-1106

1-345-244-3685

[www.foi.gov.ky](http://www.foi.gov.ky)

## Organisation and functions

Location and hours	Matters handled
<p>The Commissions Secretariat is located on the 4<sup>th</sup> Floor of the Government Administration Building and is open from 8:30am-5:00pm Monday through Friday. Phone: 244-3685; Fax: 945-8649; E-mail: <a href="mailto:foi.cos@gov.ky">foi.cos@gov.ky</a>.</p>	<p>The purpose of the Commissions Secretariat is to provide analytical and administrative support to four commissions created under the 2009 Constitution. These are the Constitutional Commission, the Human Rights Commission, the Commission for Standards in Public Life, and the Judicial and Legal Services Commission; as well as to the legally created Anti-Corruption Commission.</p>

## Boards and committees

The Commissions Secretariat does not oversee any Boards or Committees which are constituted as part of the public authority. The Commissions Secretariat does provide analytical and administrative research to the Anti-Corruption Commission as well as the Constitutional Commission, the Human Rights Commission, the Commission for Standards in Public Life, and the Judicial and Legal Services Commission. **With the exception of the Anti-Corruption Commission, none of the above Commissions are considered public authorities and are therefore not subject to FOI Law (2007).** Nevertheless each is committed to openness, transparency and serving public interest and so will act in accordance with the spirit of FOI. The Commissions will make every effort to publish documents but reserve the right to withhold any information.

Name	Meetings	Minutes
<p><b>The Constitutional Commission</b></p> <p>Pastor Al Ebanks (Chair) Mrs. Julene Banks Mr. Wil Pineau</p>	<p>Closed meetings are held every other week or on as needed basis.</p>	<p><a href="http://www.knowyourconstitution.ky">www.knowyourconstitution.ky</a></p>
<p><b>The Human Rights Commission</b></p> <p>Mr. Richard Coles (Chair) Miss Sara Collins Mrs. Cathy Frazier Reverend Nicholas Sykes Mr. Alistair Walters</p>	<p>Closed meetings are held once per month or on as needed basis.</p>	<p><a href="http://www.humanrightscommission.ky">www.humanrightscommission.ky</a></p>
<p><b>The Commission for Standards in Public Life</b></p> <p>Mrs. Karin Thompson (Chair) Mr. Roy McTaggart Pastor Winston Rose Mrs. Nyda-Mae Flatley Mr. Hedley Robinson</p>	<p>Closed meetings are held once per month or on as needed basis.</p>	<p><a href="http://www.standardsinpubliclifecommission.ky">www.standardsinpubliclifecommission.ky</a></p>

<b>The Judicial and Legal Services Commission</b> Mr. Dan Scott (Chairman) Mrs. Dara Flowers-Burke Sir John Chadwick Sir David Simmons Justice Edward Zacca, JA, OJ Chief Justice Richard Ground, OBE Mr. Richard Coles Mr. Charles Jennings	Closed meetings are held once per quarter or on as needed basis.	Unavailable for publication/distribution.
<b>The Anti-Corruption Commission</b> Commissioner of Police (Ex-Officio) Auditor General (Ex-Officio) Complaints Commissioner (Ex-Officio) Sir Peter Allen Mr. Leonard Ebanks	Closed meetings are held once per quarter or on as needed basis.	<a href="http://www.anticorruptioncommission.ky">www.anticorruptioncommission.ky</a>

### Frequently asked questions

**Q:** What is the Commissions Secretariat responsible for?

**A:** The purpose of the Commissions Secretariat is to provide analytical and administrative support to four commissions created under the 2009 Constitution. These are the Constitutional Commission, the Human Rights Commission, the Commission for Standards in Public Life, and the Judicial and Legal Services Commission; as well as the legally created Anti-Corruption Commission.

**Q:** Where can I find out more information about the Constitution?

**A:** Visit [www.knowyourconstitution.ky](http://www.knowyourconstitution.ky).

**Q:** Where can I find more information on the other Commissions?

**A:** Visit their respective websites as indicated above.

### FINANCE & ADMINISTRATION

#### Financial management



Annual budget

[http://www.gov.ky/portal/page?\\_pageid=1142,1593653&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1593653&_dad=portal&_schema=PORTAL)