

## CAYMAN ISLANDS



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### **THE 2015 FOI PUBLICATION SCHEMES**



## Cabinet Office

### Publication Schemes

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

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#### 1. About the Publication Scheme

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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**

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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, National Security Council 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 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**

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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) 244-2209.

#### Email

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<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. 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

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-2209 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, GT  
4<sup>th</sup> Floor 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 chose 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) 244-2209 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) 244-2209.

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**

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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**

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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**

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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  
3rd Floor Anderson Square Building  
64 Shedden Road, George Town  
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**

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

## **ABOUT US**

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### **Name of Public Authority**

Cabinet Office, Box 105  
133 Elgin Avenue, George Town  
2nd Floor, Government Administration Building  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Tel: (345) 244-2208  
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### **Key Staff**

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

Robert Lewis  
Director, Policy Coordination Unit  
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### **FOI Management Staff**

Kim Bullings  
Information Manager  
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Information Manager Designate  
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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 and to Cabinet meetings and projects; the Policy Coordination Unit; the Public Affairs Unit, which closed in June 2011; the Immigration Appeals Tribunal; the Protocol Office; Freedom of Information Unit; 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;
  - Advise Government entities on policy development and implementation best practice.
- Administrative and secretarial support for the processing of—
  - Appeals under the Immigration Law (2013 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
  - Appeals under the Education Law
  - 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 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   |
|--|---|
| <p><b><u>Cabinet Secretariat</u></b><br/> Box 105, 133 Elgin Avenue, George Town<br/> 4<sup>th</sup> Floor Government Administration Bldg<br/> Grand Cayman KY1-9000<br/> Tel: (345) 244-2208<br/> Fax: (345) 946-1652<br/> Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a><br/> Hours: Monday – Friday, 8:30am – 5:00pm</p>   | <ul style="list-style-type: none"> <li>- Arranging and providing secretarial support to National Security Council, 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> <li>- Trade and Business Licensing appeals</li> <li>- Firearms appeals</li> <li>- Marine Conservation Board Appeal</li> <li>- Education Council Appeal</li> <br/> <li>- Administration and Human Resources</li> </ul> |
| <p><b><u>Policy Coordination Unit</u></b><br/> Box 105, 133 Elgin Avenue, George Town<br/> 4<sup>th</sup> Floor Government Administration Bldg<br/> Grand Cayman KY1-9000<br/> Tel: (345) 244-3602<br/> Fax: (345) 946-1652<br/> Email: <a href="mailto:Robert.Lewis@gov.ky">Robert.Lewis@gov.ky</a><br/> Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a><br/> Hours: Monday – Friday, 8:30am – 5:00pm</p> | <ul style="list-style-type: none"> <li>- Monitoring and reporting on international policy</li> <li>- Provision of policy advice to Cabinet</li> <li>- Policy development, coordination and implementation across Government Ministries and Portfolios.</li> <li>- Advise Government entities on policy development and implementation best practice.</li> </ul>   |
| <p><b><u>Public Affairs Unit</u></b><br/> Closed office in June 2011<br/> Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a></p>  | <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>   |
| <p><b><u>Appeals Secretariat</u></b><br/> Box 105, 133 Elgin Avenue, George Town<br/> 4<sup>th</sup> Floor Government Administration Bldg<br/> Grand Cayman KY1-9000<br/> Tel: (345) 244-3609<br/> Email: <a href="mailto:Jonina.whittaker-swanson@gov.ky">Jonina.whittaker-swanson@gov.ky</a><br/> Hours: Monday – Friday, 8:30am – 5:00pm</p>  | <ul style="list-style-type: none"> <li>- 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> </li> </ul>  |
| <p><b><u>Constitutional Review Secretariat</u></b><br/> Closed office in November 2009<br/> Website: <a href="http://www.constitution.gov.ky">www.constitution.gov.ky</a><br/> Email: <a href="mailto:foi.cab@gov.ky">foi.cab@gov.ky</a></p>   | <ul style="list-style-type: none"> <li>- Oversight of the 2007 constitutional reform initiative, which culminated with the passage of the Cayman Islands Constitution Order 2009</li> </ul>   |

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|--|--|
| <p><b>Protocol Office</b><br/> Box 105, 133 Elgin Avenue, George Town<br/> 4<sup>th</sup> Floor Government Administration Bldg<br/> Grand Cayman KY1-9000<br/> Tel: (345) 244-3612<br/> Fax: (345) 943-2668<br/> Email: <a href="mailto:protocol@gov.ky">protocol@gov.ky</a><br/> Website: <a href="http://www.protocoloffice.gov.ky">www.protocoloffice.gov.ky</a><br/> 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> |
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## 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, Protocol Office, Freedom of Information 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 and Business; Firearms and Marine Conservation) |
|   | Confirming   |
|   | Registering  |
| Committee Support   | Proceedings of the Immigration Appeals Tribunal                |
|   | Advising   |
|   | Establishment  |
| Departmental Management   | Communications   |
|   | Advising   |
|   | Policy   |
|   | Recovery Operations  |
|   | Budget Coordination  |
| Information & Technology Management                             | Recording  |
|   | Reviewing  |
|   | Establishing   |
| Ministerial Servicing for the Premier                           | Policies and Procedures  |
|   | Communications   |
|   | Registering  |
|   | Advising   |
|   | Development and Training                                       |
| Human Resources Management                                      | Reviewing  |
|   | Recruitment  |
|   | Staff Administration   |
|   | Departmental Staff Matters                                     |
|   | Human Resources Procedures                                     |
|   | Annual Budget and Estimates                                    |
| Financial Management  | Financial Accounting Records                                   |
| Strategic Management  | Policy   |
|   | Research and Development                                       |
|   | Reviewing  |
| Public Relations Advice and Services                            | Drafting   |



|           |
|-----------|
| Advising  |
| 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               |
|                                       | 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                 |

**Policy Coordination Unit**

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

## Boards and Committees

| Name  | Meetings  | Minutes  |
|---|---|--|
| <b>Immigration Appeals Tribunal</b><br>Morris Garcia (Deputy Chair)<br>Buck Grizzel (Deputy Chair)<br>Shaun McCann (Deputy Chair)<br>Kendra Foster (Deputy Chair)<br>Grace Donalds, JP<br>Josephine Habib<br>Susan Arch-Parsons<br>Paula Jackson<br>Evanell Hunter<br>Nanalie Cover<br>Riselda Ebanks<br>Sacha Tibbetts<br>Kesrene Estrella<br>Colford Scott<br>Courtney Myles<br>Jermaine Sharpe<br>Patricia Miller<br>Carol Smith<br>Jonina Whittaker-Swanson (Coordinator and Secretary, non-voting)<br>Sheneen Powell (Secretary, non-voting)<br>Trisha Cuffy (Secretary, non-voting) | The Tribunal meets at least once per week. While it is not open to the general public, appellants may apply to present their cases in person. | 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.                                 |
| <b>Cayman Islands Disability Policy Inter-Ministerial Task Force</b><br>Robert Lewis (Chair)<br>Shari Smith<br>K. Parker Tibbetts Jr.<br>Sophy Broad<br>Carol Bennett<br>Janett Flynn<br><br>Tonica Williams<br>Debbie-Webb Sibblies (Co-opted)<br>Jamaal Anderson (Co-opted)   | Temporary task force finalising implementation planning for the Cayman Islands Disability Policy 2014-2033                                    | 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> . Each request will be decided on a case-by-case basis, but it is likely that some material will be exempt under section 20 (1) (b) of the FOI Law, as it would inhibit the free and frank exchange of views for the purposes of deliberation. |
| <b>FOISC Training and Records Management Sub-Committee</b>  | See “FOISC Meetings”  | See “FOISC Meetings”   |
| <b>FOISC Implementation Planning Sub-Committee</b>  | See “FOISC Meetings”  | See “FOISC Meetings”   |

|   |   |   |
|---|---|---|
|   |   |   |
| <b>FOISC Legal Sub-Committee</b>  | See “FOISC Meetings”  | See “FOISC Meetings”  |
| <b>FOISC Communication, Public Participation and Public Relations Sub-Committee</b>   | See “FOISC Meetings”  | See “FOISC Meetings”  |
| <b>FOISC Information Technology Sub-Committee</b>   | See “FOISC Meetings”  | See “FOISC Meetings”  |
| <b><u>Data Protection Working Group (DPWG)</u></b><br>Olivaire Watler<br>Simon Palmer<br>Jennifer Dilbert<br>Gail Johnson Goring<br>Bob Thompson, Jr.<br>Peter Broadhurst<br>Bilika Simamba<br>Robin Jarvis | The DPWG initially met weekly from 14 September 2009 through 7 December 2009.<br><br>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 seven 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 seven Ministers are voted into office by the 18 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 2010/11 SPS and the 2010/11 SPS).

### **Q. Where can a Government entity obtain advice on policy development and implementation good practice?**

A. The Policy Coordination Unit of the Cabinet Office – contact Robert Lewis at extension 244-3602.

**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 work permit 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. 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 ‘ *“The set of rules prescribing good manners in official life and in ceremonies involving governments and nations and their representatives. It is the recognised system of international courtesy”*. *Protocol: The Complete Handbook of Diplomatic, Official and Social Usage* by Pauline Innis, Mary Jane McCaffree & Richard M. Sand, Esquire.

**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.

[http://www.gov.ky/portal/page?\\_pageid=1142,2680233&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,2680233&_dad=portal&_schema=PORTAL)

**Q. What is the proper way to display the Cayman Islands 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 alphabetically to the left of the Cayman flag. The exception is 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 Islands flag?**

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

**Q. Do I need permission to use the Cayman Islands Flag or Coat of Arms?**

A. Yes. Under our current legislation, permission must be granted by the Governor-in-Cabinet. Unauthorised use is an offence and liable to a fine of up to \$5000.

**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. Example: Honourable John A. Doe, MBE, JP.

**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 was the European Grant administered?**

A. The Manager of the Temporary Housing Initiative (Office closed on 30<sup>th</sup> June 2013 and responsibility transferred to the Ministry of Housing) headed 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, 2006
-  Personnel (Amendment) Regulations, 2009
-  Public Management and Finance Law (2013 Revision)
-  Public Management and Finance (Amendment) Law, 2012
-  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, 2014

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



Trusts Law (2011 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)
- ❖ National Conservation Law



Immigration Law (2013 Revision)

- ❖ Immigration (Amendment) (Immigration Appeals Tribunal) Law, 2002
- ❖ Education Law (2010 Revision), Section 34 (2)

In accordance with the above legislation, Trade and Business Appeals are \$100; Immigration Appeals are \$1,000; Firearms Appeals are \$10 (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








### General Nature of Activities

Providing support for The Premier and the Cabinet; providing for a well-informed populace through the communication of information relating to the activities of Government agencies and the maintaining of Freedom of Information legislation; providing advice and support to Government agencies with responsibility for protocol services; providing educational, cultural, entertainment and religious programming for the public of the Cayman Islands.

### Scope of Activities

- Support for the Cabinet in coordinating the collection and dissemination of information regarding the decisions of the Cabinet.
- Developing, coordinating and monitoring the policy initiatives of the Government and providing secretarial, administrative and policy support for The Premier.
- Providing for the support of Government agencies in communicating proactively and responsively with the public, utilising the mass media as primary partners.
- Providing advice, training and coordination of services through the management of formal and informal Government ceremonial, protocol and diplomatic events and activities.
- Facilitating the further administration of freedom of information and data protection coordination.
- Providing on air broadcasting of government bulletins, commercials, news, public affairs programmes, entertainment and public service announcements as well as educational, cultural and religious programmes.
- Facilitating policy training for senior and mid-management civil servants, Statutory Authorities and Government Companies.
- Development of an E-Government strategy that focuses on customer service and improving the ease and speed by which government can interact with customers and the public generally.

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

## **POLICIES & PROCEDURES \***




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*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
  - ❖ Cayman Islands Disability Policy 2014-2015
  - ❖ 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**

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*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
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## OUR SERVICES

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*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, meeting of the National Security Council or to coordinate the response of public authorities to these decisions. National Security Council and 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\*
- ❖ National Security Council Agendas and Minutes
- ❖ 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\*
- ❖ National Security Council 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 Tuesday prior to the following Tuesday Cabinet meeting. Limited partnerships and trusts take about two weeks to fully process, companies take about three weeks. Additional information is available from 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**

- ❖ Application Form for a Firearms Appeal
- ❖ Trade and Business Licensing Appeal
- ❖ Marine Conservation Board Appeal
- ❖ Education Council Appeal

## **E-Government**

Responsibility for the subject of e-Government has been transferred to the Cabinet Office. A very experienced Director of e- Government has recently been employed and reports directly to the Cabinet Secretary. This important Government initiative is all about making it quicker and easier for residents, visitors and businesses to interact with Government.

## **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

## 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. **The FOI Unit is temporarily closed until further notice.**




### 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).

**3rd Floor, Anderson Square Building  
64 Shedden Road, George Town  
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 and steering the project to develop legislation which will protect privacy and personal data.

## **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



**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 345.743.8228 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 345.743.82 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 345.743.8228 or e-mail her at [pamelawatler@caymanairways.net](mailto:pamelawatler@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 345.743.8228 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 345.743.8228 or 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 District Administration, Tourism and Transport

### **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. Stran Bodden, Ministry of District Administration, Tourism and Transport  
4<sup>th</sup> Floor, Government Administration Building,  
Grand Cayman KY1-9000  
CAYMAN ISLANDS.





**Name and Title of Head:**

M.r 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**

TBD  
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.  
Reception: (345)949.8200  
[www.caymanairways.com](http://www.caymanairways.com)

**BOARD OF DIRECTORS**

Mr. Phillip Rankin, Chairman

Mr. Norman Bodden, Deputy Chairman

Financial Secretary or His Nominee, Director  
Ex-officio (Non-voting)

Mr. Stran Bodden, Director  
Ex-officio (Non-voting)  
CO with responsibility for CAL

Ms. Rosa McLean, Director (DOT)

Mr. Fabian Whorms, Secretary  
President and Chief Executive Officer (CAL)

Captain Wilbur M. Thompson (Bing), Director

Mr. James Tibbetts, Director

Mr. Christopher Kirkconnell, Director

Mr. Andre Ebanks, Director

Ms. Lucille Seymour, Director

Ms. Danielle Lookloy, Director

Mr. Jeffrey Dacosta, Director



## **ADMINISTRATIVE OFFICERS:**

Mr. Fabian Whorms, President and Chief Executive Officer  
Direct: 345.743.8301  
E-mail: [fabianwhorms@caymanairways.net](mailto:fabianwhorms@caymanairways.net)

Mr. Paul Tibbetts, Senior Vice President  
Finance & Commercial Affairs  
Direct: 345.743.8223  
E-mail: [paultibbetts@caymanairways.net](mailto:paultibbetts@caymanairways.net)

Ms. 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. Wendy Evans-Williams  
Director  
E-mail: [wendyevanswilliams@caymanairways.net](mailto:wendyevanswilliams@caymanairways.net)  
Telephone: 345.743.8287

Miss Kimberly Arch  
Human Resources Officer  
E-mail: [kimberlyarch@caymanairways.net](mailto:kimberlyarch@caymanairways.net)  
Telephone: 345.743.8277

Mrs. Sarah Keyrouz  
Human Resources Officer  
E-mail: [sarahkeyrouz@caymanairways.net](mailto:sarahkeyrouz@caymanairways.net)  
Telephone: 345.743.8336

### FINANCE

Mr. 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  
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: [gcmbaggage@caymanairways.net](mailto:gcmbaggage@caymanairways.net)

## CLAIMS

Mrs. 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)

Miss 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  
E-mail: [waynemiller@caymanairways.net](mailto:waynemiller@caymanairways.net)  
Telephone: 345.743.8307

## AIRPORT

Mr. Ivan Forbes  
Vice President Airport Operations  
E-mail: [ivanforbes@caymanairways.net](mailto:ivanforbes@caymanairways.net)  
Telephone: 345.743.8365

## CARGO

Mr. Tyrone Welds  
Manager  
E-mail: [tyronewelds@caymanairways.net](mailto:tyronewelds@caymanairways.net)  
Telephone: 345.743.8340

## FLIGHT OPERATIONS

Captain Dave Scott

Vice President

E-mail: [davescott@caymanairways.net](mailto:davescott@caymanairways.net)

Telephone: 345.743.8250

## SAFETY AND SECURITY

TBD

Director

E-mail:

Telephone: 345.743.

## **DESTINATIONS/GATEWAYS**

As of January 2009, Cayman Airways operates scheduled flights to and from the following destinations:

### Cayman Islands:

Grand Cayman (Owen Roberts International Airport)

Cayman Brac (Charles Kirkconnell 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 – 5:00PM

**PUBLIC HOLIDAYS**

9:00AM – 5:00PM  
(Subject to change)



**CITY TICKET OFFICES:**

MONDAY – FRIDAY

8:30AM – 5:00PM

SATURDAY –

9:00AM – 4:00PM

**SUNDAY: CLOSED**

**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**

**EXPRESS**

MONDAY – FRIDAY:

8:30AM - 5:00PM

**SATURDAY: CLOSED**

**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: Non U.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 - Little Cayman</b>  | -  | \$30.00                 | .31 per lb              | .27 per lb          | .25 per lb           |
| 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</b>  | -  | \$70.00                 | .75 per lb              | .70 per lb          | .65 per lb           |

**Brac -  
Tampa**

## **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 |

| <b>Quantity:</b>                                  | <b>Fees:</b>   |
|---|----------------|
| 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 Islands Development Bank**

## **Publication Scheme 2015**

**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**

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- 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.

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*.

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<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 documents are published electronically on the CIDB Website ([www.cidb.ky](http://www.cidb.ky)) and can be downloaded in PDF/Word 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 [foi@cidb.ky](mailto:foi@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 Financial Services, Commerce and Environment (FSC & E) 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 FSC & E 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 FSC & E 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 Financial Services, Commerce & Environment 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 Financial Services, Commerce & Environment 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 Financial Services, Commerce & Environment**

##### **Minister for Financial Services, Commerce & Environment**

Hon. Wayne Panton

##### **Chief Officer**

Dr. Dax Basdeo

##### **Address**

5th Floor, Government Administration Building,  
George Town, Grand Cayman

**Mailing Address**

5th 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: [cidb.manager@cidb.ky](mailto:cidb.manager@cidb.ky)  
Website Address: [www.cidb.ky](http://www.cidb.ky)

**Principle Officers [or Key staff]**

|                        |   |
|------------------------|---|
| <i>Tracy Ebanks</i>    | <i>GM/CEO</i>   |
| <i>Paula Smith</i>     | <i>Financial Controller</i>                             |
| <i>Andrew Thomas</i>   | <i>Senior Manager/Credit &amp; Portfolio Management</i> |
| <i>Eustace Jeffers</i> | <i>Senior Manager – Risk Management</i>                 |
| <i>Susan Watler</i>    | <i>Manager/Operations</i>                               |

**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)

| <b>Location and hours</b>  | <b>Matters handled</b>                 |
|--|--|
| <i>Cayman Islands Development Bank<br/> 36B Dr. Roy's Drive, George Town<br/> Office Hours: 8:30 am – 5:00 pm<br/> Public Hours: 9:00 am – 4:00 pm</i> | <i>Loans Processing &amp; Payments</i> |

### **Boards**

| <b>Name</b>                      | <b>Meetings</b>   | <b>Minutes</b>         |
|----------------------------------|---|------------------------|
| <i>New Board to Be Appointed</i> | <i>Monthly Closed Meetings<br/> (Only Quarterly Meetings<br/> 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 Fire Service

### Publication Scheme 2015

*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

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#### 1. About the Publication Scheme

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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 Fire Service to making information available to the public as part of its normal business activities.

The Cayman Islands Fire 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 Cayman Islands Fire Service will generally not publish:

- information in draft form;
- information that is not held by the Cayman Islands Fire 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 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 Fire Service (CIFS) (or another organization's) commercial interests, or endanger the protection of the Service.

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 CIFS website at [www.cifs.gov.ky](http://www.cifs.gov.ky) and can be downloaded in PDF format.

If you are still having trouble locating information listed using the CIFS website, please contact the FOI Information Manager Rosworth McLaughlin at 949-2276 or direct line at 244-3916 or email at [rosworth.mclaughlin@gov.ky](mailto:rosworth.mclaughlin@gov.ky) or [foi.fre@gov.ky](mailto:foi.fre@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.fre@gov.ky](mailto:foi.fre@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 Rosworth McLaughlin at 949-2276 or direct line at 244-3916 or email at [rosworth.mclaughlin@gov.ky](mailto:rosworth.mclaughlin@gov.ky) or [foi.fre@gov.ky](mailto:foi.fre@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: Rosworth McLaughlin at Cayman Islands Fire Service, 148 Owen Roberts Drive, P.O. Box 1804, Grand Cayman KY1-1109, 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 Rosworth McLaughlin at 949-2276 or direct line at 244-3916 or email at [rosworth.mclaughlin@gov.ky](mailto:rosworth.mclaughlin@gov.ky) or [foi.fre@gov.ky](mailto:foi.fre@gov.ky)

The Cayman Islands Fire 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 Cayman Islands Fire 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 Cayman Islands Fire 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 Cayman Islands Fire 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 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 Cayman Islands Fire Service has received your payment.

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

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Information held by the Cayman Islands Fire Service 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 Rosworth McLaughlin at 949-2276 or direct line at 244-3916 or email at [rosworth.mclaughlin@gov.ky](mailto:rosworth.mclaughlin@gov.ky) or [foi.fre@gov.ky](mailto:foi.fre@gov.ky)

### **6. Complaints**

---

The Cayman Islands Fire 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 Rosworth McLaughlin at 949-2276 or direct line at 244-3916 or email at [rosworth.mclaughlin@gov.ky](mailto:rosworth.mclaughlin@gov.ky) or [foi.fre@gov.ky](mailto:foi.fre@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Rosworth McLaughlin at 949-2276 or direct line at 244-3916 or email at [rosworth.mclaughlin@gov.ky](mailto:rosworth.mclaughlin@gov.ky) or [foi.fre@gov.ky](mailto:foi.fre@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, Office 205,

George Town,  
PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS,  
Telephone: (345) 747 5402  
Email: *appeals@ico.gov.ky*

## **7. Categories of information**

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- About Us
- Ministry
  - Strategic Management
  - Finance & Administration
  - Laws & Regulations
- Organization and Function
- CIFS Laws & Regulations
- CIFS Guidelines
- Board and Committees
- CIFS Policies & Procedures
- Permits Granted
- Inspections & Recommendations
- List of Information Held

## **ABOUT US**

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The Fire Department is a hierarchal organization which was established in 1956 as an Airport Fire Service with an Airport Fire Officer in command.

In 1980 the role of Chief Fire Officer was established because of the Domestic Service which was formed in 1979 and joined with Aerodrome Service.

The Fire Department is primarily a fire fighting and rescue service. There are currently 3 stations in Grand Cayman, located in West Bay, George Town, and Frank Sound. There is 1 in Cayman Brac and 1 in Little Cayman.

There are 128 personnel employed by the Fire Service. It is the only such service within the Cayman Islands and is called on to deal with a variety of incidents such as aircraft accidents, fires, building collapses, road accidents, situations requiring rescue techniques, and fire prevention. The Department plays a role in Hurricane preparedness and actually carries out rescue operations while the storm is in progress, at considerable risk to life and limb.

### **Ministry**

Cayman Islands Fire Service operates under the Ministry of Home Affairs (Min of HA).

## **STRATEGIC MANAGEMENT**

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Administering the Departments operations at the organisational level; developing strategic plans; setting short, medium and long-term goals and objectives; evaluating the agency's overall

performance and progress towards established targets; managing programs to improve service processes while ensuring consistent service delivery.

## **FINANCE & ADMINISTRATION**

Administering the Departments 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
- Sources of revenue; Investments; Capital programme
- Accounting procedures; Contracting procedures
- Allowances and expenses
- 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 (2013 Revision)
- September 2012 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.
- 2014 Pay Schedule Monthly and weekly pay dates for 2014
- 2012 Pay Scales Annual Salary Scale for Salaried Staff – September 2012

### **Administration & Human Resource Management**

- Public Service Management Law (2013 Revision) and Personnel Regulations (2013 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants 2013
- Labour Law (2011 Revision)

## **Records Management**

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

## **Minister**

The Premier & Minister for Home Affairs,  
Hon. Alden McNee McLaughlin Jr., MBE, JP

## **Chief Officer**

Mr. Eric L. Bush, JP

### **Physical Address:**

4th Floor, Government Administration Building,  
George Town, Grand Cayman

### **Mailing Address:**

5<sup>th</sup> Floor, Government Administration Building,  
P.O. Box 111, Grand Cayman KY1-9000, CAYMAN ISLANDS

Telephone: (345) 244-3179

Fax: (345) 946-5453

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

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

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

## **Cayman Islands Fire Service Principle Officers**

Chief Fire Officer (Acting)

Senior Divisional Officer Domestic

Senior Divisional Officer CYB & LCM

Human Resource Manager

Finance Manager

Mr. Rosworth McLaughlin, JP

Mr. Ronnie Dixon

Mr. Kennedy Douglas

Miss. Ellakay Watler

Ms. Jenny Powery

## **CIFS Contact Details**

### **Grand Cayman Office Address:**

#### **Physical address:**

#148 Owen Roberts Drive

#### **Mailing Address:**

P.O. Box 1804  
#148 Owen Roberts Drive  
George Town, Grand Cayman KY1-1109

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

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

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

### **Location of Sub Stations:**

West Bay - Telephone: 949-1188

#2204 West Bay Road

Frank Sound - Telephone: 949-3248 or 949-3249  
#403 Frank Sound Road

**Cayman Brac and Little Cayman Office Address:**

Cayman Brac - #57 Gerrard Drive  
Telephone: 948-1245 or 9481293 Fax: 948-1292

Little Cayman - Telephone: 948-0011

**Mailing Address:**

P.O Box 107, Cayman Brac KY2-2207  
Tel: 345-948-1245 Fax: 345-948-1292  
Email: [foi.fre@gov.ky](mailto:foi.fre@gov.ky) Website: [www.cifs.gov.ky](http://www.cifs.gov.ky)  
Hours of Work: 8.30am-5pm, Monday-Friday

**CIFS Information Manager**

Rosworth McLaughlin

**Physical address:**

#148 Owen Roberts Drive, George Town  
Grand Cayman

**Mailing Address:**

P.O. Box 1804  
#148 Owen Roberts Drive  
George Town, Grand Cayman KY1-1109  
Telephone: (345)949-2276 or direct line at (345)244-3916  
Fax: (345)949-0268  
Email: [rosworth.mclaughlin@gov.ky](mailto:rosworth.mclaughlin@gov.ky) or [foi.fre@gov.ky](mailto:foi.fre@gov.ky)  
Website: [www.cifs.gov.ky](http://www.cifs.gov.ky)

**ORGANISATION AND FUNCTIONS**

**RESPONSIBILITIES & FUNCTIONS OF CIFS**

**1. FIRE PREVENTION**

Enforcement of Cayman Islands fire prevention code and fire prevention section of the fire brigade law for all commercial development; inspection of liquor licensing premises; tourist accommodations premises in compliance with laws/codes. Fire investigation for vehicles and buildings that are involved in a fire and public safety education; elimination and reduction of fire hazards; standards of access to an egress from building. Issue permits for commercial fire works.

**2. AERODROME**

The aim of the Aerodrome section is to save lives in the event of an aircraft accident or incident. This contingency must assume the possibility of, and the need to, extinguish a fire. The most



important factors bearing on an effective rescue in a survivable aircraft accident or incident are the training received, the effectiveness of the equipment and the speed with which personnel and equipment can be brought to bear.

### **3. DOMESTIC**

The aim of the Domestic section is to deal with all other fire situations, to save lives in the event of an accident or incident, building collapses, road accidents, situations requiring rescue techniques and tools such as Jaws of Life.

This contingency must assume the possibility of, and the need to, extinguish a fire. The most important factors bearing on an effective rescue in a survivable accident or incident are the training received, the effectiveness of the equipment and the speed with which personnel and equipment can be brought to bear.

### **4. THE CONTROL ROOM**

Handles all emergency communications and is connected directly to Air Traffic Control, 911, RCIPS, CUC, the Cayman Brac and Little Cayman Stations in efforts to avert any calamity.

They have connections with other departments, companies, and people of interest, such as the petrol companies, Hazard Management Office, and the water companies.

They dispatch fire personnel and appliances to scenes based on the call or radio communication requesting assistance. They filter incoming calls to the main line and pass non emergency or administrative calls to the administrative section.

## **CIFS LAWS & REGULATIONS**

### **LAWS & REGULATIONS**

- Fire Brigade Law 21 of 2006 Revision
- Public Service Management Law 2011 and Regulations 2012
- Public Management and Finance Law 2013 Revision
- The Freedom of Information Law 2007

### **CIFS GUIDELINES**

- Complaints/Requests Procedure Guidelines

### **BOARDS AND COMMITTEES**

Currently, (Nov 2013) there are no functioning committees within the Cayman Islands Fire Service. CIFS officers are asked to produce incident reports/fire reports. Officers also make recommendations to other government entities and the public sector as required.

### **CIFS POLICIES & PROCEDURES**

In addition to the laws and regulations listed above the following policies and procedures are used by CIFS.

- Complaints-handling procedure

- Human Resource policies & procedures
- Hurricane Preparedness manual
- Hazardous Materials policy and procedures
- Operational Orders

#### LIST OF FORMS USED (External & Internal)

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- Application Form – Fire work permit
- Building inspection

#### **List of Brochures at CIFS**

- CAREERS in the Cayman Islands Fire Service

#### **PERMITS GRANTED**

The only permits that CIFS grant are:-

- Fire work permits
- Building inspection

Request for information concerning permits not issued by CIFS will have to be directed to the public authority that has responsibilities for issuing a particular permit.

#### **INSPECTIONS & RECOMMENDATIONS**

Inspections by CIFS Officers are documented through reports, certificates of pass 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 CIFS**

- Fire Safety inspections
  - Bars
  - Restaurants that have liquor license
- Tourist Accommodation inspections
  - Hotels
  - Condo
  - Guest houses
- Government Buildings inspections
  - Schools – primary, secondary, tertiary
  - Daycares
- Building Inspection
  - Residential – apartments
  - Commercial
  - Industrial
  - Government buildings
  - Fire alarm testing

## **CLASSES OF INFORMATION HELD**

Classes of information held is a method used for collection of similar types. The Cayman Islands Fire Services information has been categorized in various broad groups of responsibilities for easy reference and retrieval. If you intend to make a request, the following classes of information will aid you in determining the specific types and location of records being requested. The following classes are

| <b>Classes of Information</b>               | <b>Restrictions &amp; Accessibility to information</b>   |
|---|--|
| Emergency Response                          | 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.   |
| 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.   |
| Fire Prevention                             | 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 MOT.   |
| Fire Equipment Management                   | 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.   |
| Strategic Management                        | 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 Government Office in the United Kingdom

### 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

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#### 1. About the Publication Scheme

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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

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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** (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

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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 [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:

Information Manager  
Ministry of Home Affairs  
5th Floor,  
Gov't Admin Bldg  
PO Box 111  
KY1-9000

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 fees. (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.mha.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 Deputy Information Manager at [foi.mha@gov.ky](mailto:foi.mha@gov.ky) or (345) 244-3179.

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.

The **Cayman Islands Government Office in the United Kingdom** 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 or the Deputy Information Manager at [foi.mha@gov.ky](mailto:foi.mha@gov.ky) or at (345) 244-3179.

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

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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 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 **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**

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Information held by the **Cayman Islands Government Office in the United Kingdom** that is not published under this scheme can be requested by:

1. Writing to the Information Manager, Ministry of Home Affairs, 5<sup>th</sup> Floor, Government Administration Building, P.O. Box 111, Grand Cayman KY1-9000, CAYMAN ISLANDS;
2. Sending an e-mail to the Information Manager or the Deputy Information Manager, Ministry of Home Affairs at [foi.mha@gov.ky](mailto:foi.mha@gov.ky);
3. Dropping into our offices on the 5<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS, or
4. You can also refer online to: <http://www.mha.gov.ky> "Making a Request."

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

## **6. Complaints**

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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 the Information Manager, Ms. Kathryn Dinspel-Powell or the Deputy Information Manager Ms Allyson Minus-Phillips at [foi.mha@gov.ky](mailto:foi.mha@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.mha.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,  
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**

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

## **ABOUT US**

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### **Name of public authority**

Cayman Islands Government Office in the United Kingdom

### **Address**

The Cayman Islands Government Office in the United Kingdom  
6 Arlington Street, London, United Kingdom, SW1A 1RE



**Ministry**

Ministry of Home Affairs  
5<sup>th</sup> Floor, GAB  
Grand Cayman, Cayman Islands

**Chief Officer**

Eric Bush  
Eric.Bush@gov.ky; +1 345 244 2469

**Principal Officer**

**Charles Parchment**

**Director and UK Representative (Acting)**

The Cayman Islands Government Office in the United Kingdom

E Mail: [cparchment@cigo.co.uk](mailto:cparchment@cigo.co.uk)

Tel: + 44 207 491 7772

**Key staff**

**Denison Miller**

Cayman Islands Government Deputy Representative in the United Kingdom (Acting)

Phone: + 44 207 491 7772

Fax: +44 207 491 7944

Email: [dmiller@cigo.co.uk](mailto:dmiller@cigo.co.uk)

**ORGANIZATION 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 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 shares with the C. I. Department of Tourism, the Maritime Authority of the Cayman Islands and Cayman Islands Civil Aviation Authority.

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.

### **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.

The requirements are outlined in the Immigration Law (2011) Revision, The Immigration (Amendment) (No. 2) Law, 2013 and The Immigration (Amendment) Regulations, 2013 and can be found online at the Immigration Department’s website 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 Work Permit Board at the Immigration Department, 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. Details can be found on the Department’s website at [www.immigration.gov.ky](http://www.immigration.gov.ky)

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). Details of the requirements can be found on the Department's website at [www.immigration.gov.ky](http://www.immigration.gov.ky)

8. My partner has been offered a job – we are not married, may I come to Cayman 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 financially 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. If you visit the Government website [www.gov.ky](http://www.gov.ky) 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. Can your office provide copies of the annual New Resident magazine and/or Caymanian Compass?

Yes, we can provide copies of both of these 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.newresident.ky](http://www.newresident.ky) pages 74 -95 (where you will find real estate agents listed). You can also get some idea of rental and other costs by visiting [www.ecaytrade.com](http://www.ecaytrade.com)

## **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 Home Affairs and are referenced in the ministry's publication scheme.

### **Corporate Management\***

- Quarterly reports
- Plans for hazard management and disaster recovery

\*Copies can be obtained upon request from the Information Officer.

## **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.

### **Financial Management\***

- Annual budget
- Monthly accounts

\*Copies can be obtained upon request from the Information Officer.

### **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 from the Information Officer.

## **POLICIES & PROCEDURES\***

- Health and Safety Policy
- Fire Risk Assessment Procedure

\*Copies can be obtained upon request from the Information Officer.

## **DECISIONS & RECOMMENDATIONS\***

- Minutes of meetings

\*Copies can be obtained upon request from the Information Officer.

## **LISTS & REGISTERS\***

- FOI disclosure log

\*Copies can be obtained upon request from the Information Officer.

## **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 including: 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.

To 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.



## Cayman Islands Health Services Authority

### Publication Scheme 2015

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

#### CONTENTS:

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#### 1. About the Publication Scheme

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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**

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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 organisations) 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**

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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.

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<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.

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>Address (Location):</b>  | George Town Hospital<br>#95 Hospital Road<br>Corner Smith & Hospital Road<br>George Town<br>Grand Cayman |
| <b>Mailing Address:</b>     | P.O. Box 915<br>Grand Cayman KY1-1103<br>Cayman Islands  |
| <b>Telephone:</b>           | (345) 244 2857   |
| <b>Fax:</b>                 | (345) 244 2646   |
| <b>Email:</b>               | foi@hsa.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@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 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>Address (Location):</b>  | George Town Hospital<br>#95 Hospital Road<br>Corner Smith & Hospital Road<br>George Town<br>Grand Cayman |
| <b>Mailing Address:</b>     | P.O. Box 915<br>Grand Cayman KY1-1103<br>Cayman Islands  |
| <b>Telephone:</b>           | (345) 244 2857   |
| <b>Fax:</b>                 | (345) 244 2646   |
| <b>Email:</b>               | foi@hsa.ky   |

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**

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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 - \$102.00

Miscellaneous Reports - \$27.50

Police Certificate Report - \$22.00

Copies of Records (Administration Fee) - \$5.50

Copies per page (medical records) - \$ .55

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**

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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**

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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:

**Information Manager:** Mrs. Sharaine Chin

**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

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

## **7. Categories of information**

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

### **ABOUT US**

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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, Sports, Youth 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**

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

**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
- Procurement
- & Purchasing
- Pharmacy
- Ophthalmology Services
- Faith Hospital, Cayman Brac
- Housekeeping
- General Practice
- Little Cayman Clinic
- Cancer Registry
- Public Relations



| Location and hours  | Matters handled   |
|---|---|
| <p><b>George Town</b><br/> Administration: 9:00 a.m. – 5:00 p.m. weekdays<br/> 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)<br/> General Practice: 8:00 a.m. – 8:00 p.m. weekdays and 8:30 a.m. – 4:00 p.m. on Saturdays<br/> Accident &amp; Emergency: 24 hours</p> <p>Visiting Hours: 11:00 a.m. – 8:00 p.m., with the exception of Paediatrics - 8:00 a.m. – 8:00 p.m.</p> | <p>Administration includes Human Resources, Finance, CEO's office, Public Relations, Senior Managers offices, FOI Office, Medical Records, Nursing School, Nursing Administration, IT.</p> <p>Specialist Clinics provides outpatient care with Specialist physicians.</p> <p>General Practice provides outpatient care with General Practitioners.</p> <p>Accident &amp; Emergency provides all emergency patient care.</p> |
| <p><b>Faith Hospital</b><br/> Stake Bay, Cayman Brac<br/> Open 24 hours</p>   | <p>Administration, General Practice, Accident &amp; Emergency and Pharmacy Services</p>   |
| <p><b>District Clinics</b><br/> <b>West Bay:</b><br/> M,T, Th, F –9:00 am–4:00 pm<br/> Wed. 9:00 am-8:00 pm<br/> <b>Bodden Town:</b><br/> M, Th–5:00 pm–8:00 pm<br/> Wed, Fri, 9:00 a.m. – 1:00 p.m.<br/> <b>East End:</b><br/> Mon – 2:00-4:00 p.m.,<br/> Thurs 9:00 a.m. – 1:00 p.m.<br/> <b>North Side:</b><br/> Tues. 9:00 a.m. – 1:00 p.m.,<br/> Fri 2:00 – 4:00 p.m.<br/> <b>Prison:</b> M,T, Thu 2:00 – 4:00 p.m.</p>  | <p>General Practice and outpatient services</p>   |
| <p><b>Dental</b><br/> <u>Hours:</u><br/> 8:00 a.m. to 4:30 p.m. Monday – Friday<br/> 8:00 a.m. to 11:00 a.m. Saturdays<br/> Public Holidays (closed)</p>  | <p>Routine Dental and emergency dental care provided.</p>   |
| <p><b>Pharmacy</b></p>  | <p>Fills prescriptions written by HSA physicians.</p>   |

|  |  |
|--|--|
| <u>Hours:</u><br>Weekdays: 8:00 a.m. – 9:30 p.m.<br>Saturdays/Sundays: 8:00 a.m. – 7:30 p.m. |  |
|--|--|

## Frequently asked questions

- **What medical facilities are available on the islands?**

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.

- **Will the Health Services accept overseas Health Insurance coverage?**

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.

- **Will Health Care institutions assist patients needing to obtain care off the islands?**

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.

- **Are there facilities in the hospital where family members may stay with their relatives if they so desire?**

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.

- **How do I make an appointment to see a Doctor at the hospital?**

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.

- **Is there a procedure for handling complaints within the service?**

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**

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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

Disaster Preparedness:

- HSA Disaster Preparedness Plan

- HSA Hurricane Plan 2009

## FINANCE & ADMINISTRATION

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### Financial management

- 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 Manual 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.

- Human Resources Management Policies and Procedures Manual
- HSA Current Pay Scale & Position Bands
- HSA Draft File Plan

## POLICIES & PROCEDURES

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- All HSA Policies and Procedures – (covering all departments within the organisation) – List attached at **APPENDIX**

### Lists

- FOI disclosure log – available at [www.hsa.ky](http://www.hsa.ky)

## OUR SERVICES

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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.

### **Health Services Authority APPENDIX**

|                |  |   |
|----------------|--|---|
| Administration | Administration                                     | <a href="#"><u>Policy Review Subcommittee Terms of Reference</u></a>                                |
| Administration | Disaster Plans                                     | <a href="#"><u>Employee Responsibility in Disaster Events</u></a>                                   |
| Administration | Disaster Plans                                     | <a href="#"><u>Fire Plan 2009</u></a>   |
| Administration | Disaster Plans                                     | <a href="#"><u>Hurricane Plan 2009</u></a>  |
| Administration | Disaster Plans                                     | <a href="#"><u>Personal Travel Time Before and After a Hurricane</u></a>                            |
| Administration | FOI  | <a href="#"><u>Internal Procedures - All Staff</u></a>  |
| Administration | General  | <a href="#"><u>Documents and Control Systems for Policies and Procedures</u></a>                    |
| Administration | General  | <a href="#"><u>Key Control Policy and Procedure</u></a>   |
| Administration | General  | <a href="#"><u>Patient Rights and Responsibilities</u></a>  |
| Administration | General  | <a href="#"><u>Standards for Policy and Procedure Manuals</u></a>                                   |
| Administration | Health and Safety                                  | <a href="#"><u>Health and Safety Training Policy</u></a>  |
| Administration | Health and Safety                                  | <a href="#"><u>Mandatory Health and Safety Training</u></a>   |
| Administration | Human Resources                                    | <a href="#"><u>HR Policies and Procedures Manual</u></a>  |
| Administration | Human Resources                                    | <a href="#"><u>Salary Advances</u></a>  |
| Administration | Human Resources - General HR Policies              | <a href="#"><u>Whistlesblowing</u></a>  |
| Administration | Human Resources - Labour Relations/Staff Relations | <a href="#"><u>Employment Rules, Disciplinary, and Grievance Procedures</u></a>                     |
| Administration | Infection Control                                  | <a href="#"><u>Prevention and Control of Methicillin-Resistant Staphylococcus aureus (MRSA)</u></a> |
| Administration | Public Relations                                   | <a href="#"><u>Conference and Special Event Planning</u></a>  |
| Administration | Public Relations                                   | <a href="#"><u>Employee Farewell</u></a>  |
| Administration | Public Relations                                   | <a href="#"><u>Fund Raising / Donations</u></a>   |
| Administration | Public Relations                                   | <a href="#"><u>Guest Relations</u></a>  |
| Administration | Public Relations                                   | <a href="#"><u>Information Boards - Posting Instructions</u></a>                                    |
| Administration | Public Relations                                   | <a href="#"><u>Media Information Policy</u></a>   |

|                           |                               |   |
|---------------------------|-------------------------------|---|
| Administration            | Public Relations              | <a href="#">Press Release Policy</a>  |
| Administration            | Public Relations              | <a href="#">Public Relations</a>  |
| Administration            | Risk Management               | <a href="#">Employee Accident</a>   |
| Administration            | Risk Management               | <a href="#">Employee Accident</a>   |
| Administration            | Risk Management               | <a href="#">Incident Reporting</a>  |
| Administration            | Risk Management               | <a href="#">Medication Error Reporting</a>  |
| Administration            | Risk Management               | <a href="#">Patient/Visitor Complaints</a>  |
| Administration            | Risk Management               | <a href="#">Personal Phone Calls/Cell Phone Usage at Work</a>                           |
| Administration            |                               | <a href="#">Visiting Policy</a>   |
| Board of H.S.A.           |                               | <a href="#">Board Orientation Policies</a>  |
| Clinical Support Services | Forensics                     | <a href="#">Forensics Standard Operating Procedure Table of Contents</a>                |
| Clinical Support Services | Health Information Management | <a href="#">Change of Name</a>  |
| Clinical Support Services | Health Information Management | <a href="#">Clinical Information Access Policy</a>                                      |
| Clinical Support Services | Health Information Management | <a href="#">Court Summonses</a>   |
| Clinical Support Services | Health Information Management | <a href="#">Docket Cover Allowable Information</a>                                      |
| Clinical Support Services | Health Information Management | <a href="#">HIM / Coding Down Time Process</a>  |
| Clinical Support Services | Health Information Management | <a href="#">HIM Dress Code</a>  |
| Clinical Support Services | Health Information Management | <a href="#">HIM Orientation</a>   |
| Clinical Support Services | Health Information Management | <a href="#">HIM Patient &amp; Physician Deficiency Analysis (Quantitative Analysis)</a> |
| Clinical Support Services | Health Information Management | <a href="#">HIM Tracking</a>  |
| Clinical Support Services | Health Information Management | <a href="#">NOK / Emergency Contact Policy</a>  |

|                           |  |  |
|---------------------------|--|--|
| Clinical Support Services | Health Information Management          | <a href="#"><u>NOS- Medical Records Not on Shelf</u></a>   |
| Clinical Support Services | Health Information Management          | <a href="#"><u>Patient Financial Services - Administrative Internal Request for Clinical Information</u></a> |
| Clinical Support Services | Health Information Management          | <a href="#"><u>Private Physicians Access to HIM Department</u></a>   |
| Clinical Support Services | Laboratory Services                    | <a href="#"><u>Laboratory Protocol for Influenze Specimen Management</u></a>                                 |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Purchasing of Food</u></a>  |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Receiving of Food</u></a>   |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Safe Food Handling – Employee Eating &amp; Drinking in Workplace</u></a>                      |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Safe Food Handling – Employee Health &amp; Personal Hygiene</u></a>                           |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Safe Food Handling – Facility and Equipment</u></a>   |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Safe Food Handling – Food Distribution</u></a>  |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Safe Food Handling – Food Preparation</u></a>   |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Safe Food Handling – General</u></a>  |
| Clinical Support Services | Patient Dietary Services and Nutrition | <a href="#"><u>Storage of Food</u></a>   |
| Clinical Support Services | Pharmacy                               | <a href="#"><u>Fridge Alarm for Pharmacy Stores</u></a>  |
| Clinical Support Services | Pharmacy                               | <a href="#"><u>General Rules for Dispensing</u></a>  |
| Clinical Support Services | Pharmacy                               | <a href="#"><u>Outpatient Dispensing</u></a>   |
| Clinical Support Services | Pharmacy                               | <a href="#"><u>Patients' Own Medication for Inpatient Use and Pharmacist Verification</u></a>                |
| Clinical Support          | Pharmacy                               | <a href="#"><u>Policy for Transferred Prescriptions</u></a>  |

|                           |               |   |
|---------------------------|---------------|---|
| Services                  |               |   |
| Clinical Support Services | Pharmacy      | <a href="#">Standard Protocol for Refilling Prescriptions</a>                                       |
| Clinical Support Services | Pharmacy      | <a href="#">Tranferring Refills from District Clinics to Hospital Pharmacy</a>                      |
| Clinical Support Services | Pharmacy      | <a href="#">Verbal Prescription Orders</a>  |
| Clinical Support Services | Pharmacy      | <a href="#">Ward Return, Credits, Recycling, and Expired Drugs</a>                                  |
| Clinical Support Services | Physiotherapy | <a href="#">Appointments</a>  |
| Clinical Support Services | Physiotherapy | <a href="#">General Departmental</a>  |
| Clinical Support Services | Physiotherapy | <a href="#">Infection Control</a>   |
| Clinical Support Services | Physiotherapy | <a href="#">On-Call Services</a>  |
| Clinical Support Services | Physiotherapy | <a href="#">Quality Control</a>   |
| Clinical Support Services | Physiotherapy | <a href="#">Record Keeping</a>  |
| Clinical Support Services | Physiotherapy | <a href="#">Safety</a>  |
| Clinical Support Services | Physiotherapy | <a href="#">Treatment of In-Patients</a>  |
| Clinical Support Services | Physiotherapy | <a href="#">Treatment of Out-Patients</a>   |
| Clinical Support Services | Physiotherapy | <a href="#">Treatment of Patients by Other Health Professionals</a>                                 |
| Clinical Support Services | Physiotherapy | <a href="#">Treatment of Prison Inmates</a>   |
| Clinical Support Services | Physiotherapy | <a href="#">Uniform</a>   |
| Clinical Support Services | Physiotherapy | <a href="#">Use of Gymnasium</a>  |
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| Clinical Support Services | Radiology     | <a href="#">C-Arm Fluoroscopy - Boost Control</a>   |
| Clinical Support Services | Radiology     | <a href="#">Consent for Diagnostic Examination which Require the Injection of a Contrast Medium</a> |
| Clinical Support Services | Radiology     | <a href="#">CT-Scan Request On-Call Policy</a>  |
| Clinical Support Services | Radiology     | <a href="#">Film Disposal Policy</a>  |
| Clinical Support Services | Radiology     | <a href="#">Maximum Permissible Dose</a>  |



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| Clinical Support Services | Radiology                | <a href="#">Nursing and Neonatal Intensive Care</a>             |
| Clinical Support Services | Radiology                | <a href="#">Operation of Radiology Equipment</a>                |
| Clinical Support Services | Radiology                | <a href="#">Personal Dosimeter Badges Policy</a>                |
| Clinical Support Services | Radiology                | <a href="#">Portable X-Rays</a>                                 |
| Clinical Support Services | Radiology                | <a href="#">Pregnant or Potentially Pregnant Patient</a>        |
| Clinical Support Services | Radiology                | <a href="#">Protection of Nurses and Therapists</a>             |
| Clinical Support Services | Radiology                | <a href="#">Radiation Communications Policy</a>                 |
| Clinical Support Services | Radiology                | <a href="#">Radiation Safety for Pregnant Employee</a>          |
| Clinical Support Services | Radiology                | <a href="#">Radiation Safety General</a>                        |
| Clinical Support Services | Radiology                | <a href="#">Radiation Safety of Operating Room</a>              |
| Clinical Support Services | Radiology                | <a href="#">Radiology Coverage and Level of Safety Policy</a>   |
| Clinical Support Services | Radiology                | <a href="#">Radiology Down Time Procedures</a>                  |
| Clinical Support Services | Radiology                | <a href="#">Radiology Patient Safety Policy</a>                 |
| Clinical Support Services | Radiology                | <a href="#">Radiology Security Policies</a>                     |
| Clinical Support Services | Radiology                | <a href="#">Request for Change of Shift/Duty</a>                |
| Clinical Support Services | Radiology                | <a href="#">Staff and Patient Protection</a>                    |
| Clinical Support Services | Radiology                | <a href="#">Work Life</a>                                       |
| Eye Clinic                |                          | <a href="#">Appointment Scheduling</a>                          |
| Eye Clinic                |                          | <a href="#">Coordination of Ophthalmology Surgical Bookings</a> |
| Eye Clinic                |                          | <a href="#">Eye Clinic Down Time Procedures</a>                 |
| Eye Clinic                |                          | <a href="#">Monthly Statistics</a>                              |
| Eye Clinic                |                          | <a href="#">Patient Records</a>                                 |
| Eye Clinic                |                          | <a href="#">Protocols - Patient Conditions</a>                  |
| Eye Clinic                |                          | <a href="#">Protocols - Patient Instructions</a>                |
| Eye Clinic                |                          | <a href="#">Protocols - Triage</a>                              |
| Eye Clinic                |                          | <a href="#">Telephone Policy</a>                                |
| Facilities Management     | Alarms                   | <a href="#">Freezer Temperature Control Alarm</a>               |
| Facilities Management     | Laundry and Housekeeping | <a href="#">Blood / Body Fluid Clean-Up</a>                     |

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| Facilities Management | Laundry and Housekeeping | <a href="#">Cleaning Procedure for Nursing Stations</a> |
| Facilities Management | Laundry and Housekeeping | <a href="#">Commode Cleaning</a>                        |
| Facilities Management | Laundry and Housekeeping | <a href="#">Damp Mopping</a>                            |
| Facilities Management | Laundry and Housekeeping | <a href="#">Defrosting Refridgerators</a>               |
| Facilities Management | Laundry and Housekeeping | <a href="#">Discharge / Transfer Cleaning</a>           |
| Facilities Management | Laundry and Housekeeping | <a href="#">Disinfecting Refridgerators / Freezers</a>  |
| Facilities Management | Laundry and Housekeeping | <a href="#">Dry (Dust) Mopping</a>                      |
| Facilities Management | Laundry and Housekeeping | <a href="#">Fire Extinguishers</a>                      |
| Facilities Management | Laundry and Housekeeping | <a href="#">General Safety</a>                          |
| Facilities Management | Laundry and Housekeeping | <a href="#">Housekeeper of the Year</a>                 |
| Facilities Management | Laundry and Housekeeping | <a href="#">Housekeeping Closets</a>                    |
| Facilities Management | Laundry and Housekeeping | <a href="#">Linen Distribution</a>                      |
| Facilities Management | Laundry and Housekeeping | <a href="#">Office Cleaning</a>                         |
| Facilities Management | Laundry and Housekeeping | <a href="#">Pediculosis and Scabies</a>                 |
| Facilities Management | Laundry and Housekeeping | <a href="#">Personal Protective Equipement</a>          |
| Facilities Management | Laundry and Housekeeping | <a href="#">Pest Control</a>                            |
| Facilities Management | Laundry and Housekeeping | <a href="#">Product Studies and Usage</a>               |
| Facilities Management | Laundry and Housekeeping | <a href="#">Purpose of the Department</a>               |
| Facilities Management | Laundry and Housekeeping | <a href="#">Reject Linen</a>                            |
| Facilities Management | Laundry and Housekeeping | <a href="#">Scrubs</a>                                  |
| Facilities Management | Laundry and Housekeeping | <a href="#">Smoking Policy</a>                          |
| Facilities Management | Laundry and Housekeeping | <a href="#">Soiled Linen Pick-up</a>                    |

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| Facilities Management | Laundry and Housekeeping | <a href="#">Telephone Cleaning</a>                                    |
| Facilities Management | Laundry and Housekeeping | <a href="#">Trash Collection</a>                                      |
| Facilities Management | Laundry and Housekeeping | <a href="#">Urinal Cleaning</a>                                       |
| Facilities Management | Laundry and Housekeeping | <a href="#">Water Fountain Cleaning</a>                               |
| Facilities Management | Laundry and Housekeeping | <a href="#">Window Blind Cleaning</a>                                 |
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| Facilities Management | Security                 | <a href="#">Security Duties</a>                                       |
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| Finance               | Accounts Section         | <a href="#">Authorization for Payment Processing and Disbursement</a> |
| Finance               | Accounts Section         | <a href="#">Cash Count</a>  |
| Finance               | Accounts Section         | <a href="#">Check Signatures and Check Printing Supplies</a>          |
| Finance               | Accounts Section         | <a href="#">Expense Report</a>  |
| Finance               | Accounts Section         | <a href="#">Issuing Patient Refunds and Clearing Credit Balances</a>  |
| Finance               | Accounts Section         | <a href="#">Judgemental Estimates</a>                                 |
| Finance               | Accounts Section         | <a href="#">Non-Payment Accounts Receivable</a>                       |
| Finance               | Accounts Section         | <a href="#">Recurring Check Request</a>                               |
| Finance               | Accounts Section         | <a href="#">Returned Merchandise</a>                                  |
| Finance               | Accounts Section         | <a href="#">Unposted Cash and Clearing Accounts</a>                   |
| Finance               | Materials Management     | <a href="#">Deletions from Inventory and Item Master File</a>         |
| Finance               | Materials Management     | <a href="#">External Mail Distribution</a>                            |
| Finance               | Materials Management     | <a href="#">Internal Mail Distribution</a>                            |
| Finance               | Materials Management     | <a href="#">Inventory Counts</a>                                      |
| Finance               | Materials Management     | <a href="#">Inventory Issuing</a>                                     |
| Finance               | Materials Management     | <a href="#">Inventory Overview</a>                                    |
| Finance               | Materials Management     | <a href="#">Inventory Receiving</a>                                   |
| Finance               | Materials Management     | <a href="#">Inventory Storage</a>                                     |

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| Finance | Materials Management       | <a href="#">Mail Distribution - Courier Mail/Packages</a>                          |
| Finance | Materials Management       | <a href="#">Mail Distribution - Mailman Duties</a>                                 |
| Finance | Materials Management       | <a href="#">Mail Distribution - Urgent Mail</a>                                    |
| Finance | Materials Management       | <a href="#">New Product Authorization</a>  |
| Finance | Patient Financial Services | <a href="#">Administrative Adjustment Policy</a>                                   |
| Finance | Patient Financial Services | <a href="#">Administrative Adjustment Procedure</a>                                |
| Finance | Patient Financial Services | <a href="#">Bad Debt Payment</a>   |
| Finance | Patient Financial Services | <a href="#">Bad Debts Placement/Write-Off and Reserve Policy</a>                   |
| Finance | Patient Financial Services | <a href="#">Billings</a>   |
| Finance | Patient Financial Services | <a href="#">Cashier Receipts - Clinics</a>   |
| Finance | Patient Financial Services | <a href="#">Cashier Receipts - Faith Hospital</a>                                  |
| Finance | Patient Financial Services | <a href="#">Charge Capture</a>   |
| Finance | Patient Financial Services | <a href="#">CINICO Private Room Policy</a>   |
| Finance | Patient Financial Services | <a href="#">CINICO Private Room Procedure</a>                                      |
| Finance | Patient Financial Services | <a href="#">Claim Resubmission Procedure</a>                                       |
| Finance | Patient Financial Services | <a href="#">Collections</a>  |
| Finance | Patient Financial Services | <a href="#">Credit Balance and Refund Policy</a>                                   |
| Finance | Patient Financial Services | <a href="#">Daily Work Quality</a>   |
| Finance | Patient Financial Services | <a href="#">Denial Procedure</a>   |
| Finance | Patient Financial Services | <a href="#">Financial Assistance - Guidelines for Financial Counselors</a>         |
| Finance | Patient Financial Services | <a href="#">Goal Setting</a>   |
| Finance | Patient Financial Services | <a href="#">In Patient Pre-Registration, Pre-Authorization (Pre-Certification)</a> |

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| Finance | Patient Financial Services | <a href="#">Insurance Collection Follow-Up</a>   |
| Finance | Patient Financial Services | <a href="#">Insurance Verification</a>   |
| Finance | Patient Financial Services | <a href="#">Interdepartmental Communication</a>  |
| Finance | Patient Financial Services | <a href="#">Mail Receipts</a>  |
| Finance | Patient Financial Services | <a href="#">Maternity Delivery Policy</a>  |
| Finance | Patient Financial Services | <a href="#">Medical Deficiency Write-Off Procedure</a>                                       |
| Finance | Patient Financial Services | <a href="#">New Services</a>   |
| Finance | Patient Financial Services | <a href="#">Notification of Private Physician Elective Procedures to Registration</a>        |
| Finance | Patient Financial Services | <a href="#">Operating Theatre Scheduling Policy</a>  |
| Finance | Patient Financial Services | <a href="#">Overseas Visitors Payment</a>  |
| Finance | Patient Financial Services | <a href="#">Overseas Visitors Payment Policy</a>   |
| Finance | Patient Financial Services | <a href="#">Overseas Medical</a>   |
| Finance | Patient Financial Services | <a href="#">Patient Classification after Insurance Payment</a>                               |
| Finance | Patient Financial Services | <a href="#">Patient Identification Procedure</a>   |
| Finance | Patient Financial Services | <a href="#">Patient Registration Policy</a>  |
| Finance | Patient Financial Services | <a href="#">Patient Registration Procedure</a>   |
| Finance | Patient Financial Services | <a href="#">Payment Collection</a>   |
| Finance | Patient Financial Services | <a href="#">Payment Collection Procedure</a>   |
| Finance | Patient Financial Services | <a href="#">Pre-Registration and Registration: Quality Indicators and Audit Tools</a>        |
| Finance | Patient Financial Services | <a href="#">Pre-Registration, Pre-Authorization, Pre-Certification and Patients Policy</a>   |
| Finance | Patient Financial Services | <a href="#">Pre-Registration, Pre-Authorization, Pre-Certification, In-Patient Procedure</a> |
| Finance | Patient Financial Services | <a href="#">Registration Policy</a>  |

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| Finance             | Patient Financial Services                  | <a href="#">Self Pay Collections Policy</a>   |
| Finance             | Patient Financial Services                  | <a href="#">Self Pay Credit Policy</a>  |
| Finance             | Patient Financial Services                  | <a href="#">Special Program</a>   |
| Finance             | Patient Financial Services                  | <a href="#">Telephone Etiquette</a>   |
| Finance             | Payroll                                     | <a href="#">Creation/Deletion of Employee Payroll Records and Salary/Wage Adjustments</a> |
| Finance             | Payroll                                     | <a href="#">Processing of Payroll</a>   |
| Finance             | Procurement                                 | <a href="#">Capital Equipment</a>   |
| Finance             | Procurement                                 | <a href="#">Minor Equipment</a>   |
| Finance             | Procurement                                 | <a href="#">Pharmacy and Dietary Purchases</a>  |
| Finance             | Procurement                                 | <a href="#">Purchasing Overview</a>   |
| Finance             | Procurement                                 | <a href="#">Purchasing Procedures Overview to Staff</a>                                   |
| Finance             | Procurement                                 | <a href="#">Routine and Non-Routine Supplies and Supply Agreements</a>                    |
| Finance             |   | <a href="#">Time and Attendance</a>   |
| Finance             |   | <a href="#">Use of HSA Colonoscopy Equipment by Private Physician</a>                     |
| Finance             |   | <a href="#">Use of HSA Laser Equipment by Private Physicians</a>                          |
| Information Systems | User Policies                               | <a href="#">Company Access to Computer Information and Hardware</a>                       |
| Information Systems | User Policies                               | <a href="#">Electronic Mail - Restrictive</a>   |
| Information Systems | User Policies                               | <a href="#">Information Security</a>  |
| Information Systems | User Policies                               | <a href="#">Installation and Use of Software</a>  |
| Information Systems | User Policies                               | <a href="#">Internet Usage</a>  |
| Information Systems | User Policies                               | <a href="#">Physical Security of Computer Assets</a>                                      |
| Information Systems | User Policies                               | <a href="#">Voicemail</a>   |
| Information Systems | User Policies / Windows Server Applications | <a href="#">Email Policies</a>  |
| Information Systems |   | <a href="#">Change Management Policy</a>  |
| Information Systems |   | <a href="#">IT Triage and Prioritization</a>  |
| Nursing             | Accident & Emergency                        | <a href="#">Admission of Patient from ER to Hospital</a>                                  |
| Nursing             | Accident & Emergency                        | <a href="#">Care of Multiple Trauma</a>   |
| Nursing             | Accident & Emergency                        | <a href="#">Emergency Department Policies and Procedures</a>                              |
| Nursing             | Accident & Emergency                        | <a href="#">Emergency Protocol</a>  |

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| Nursing | Accident & Emergency | <a href="#">Emergency Situation in Absence of Physician</a>                   |
| Nursing | Accident & Emergency | <a href="#">Employee Accident</a>   |
| Nursing | Accident & Emergency | <a href="#">Guidelines for Triage Nursing</a>                                 |
| Nursing | Accident & Emergency | <a href="#">Infectious Disease Policy</a>                                     |
| Nursing | Accident & Emergency | <a href="#">Injections</a>  |
| Nursing | Accident & Emergency | <a href="#">Operations</a>  |
| Nursing | Accident & Emergency | <a href="#">Overdose (Intentional) and/or Accident</a>                        |
| Nursing | Accident & Emergency | <a href="#">Overseas Referrals</a>  |
| Nursing | Accident & Emergency | <a href="#">Patient Classification</a>  |
| Nursing | Accident & Emergency | <a href="#">Patient with Pesticide Poisoning</a>                              |
| Nursing | Accident & Emergency | <a href="#">Prevention of Absorption - Acute Poisoning</a>                    |
| Nursing | Accident & Emergency | <a href="#">Recording of Temperature, Pulse, and Respiration</a>              |
| Nursing | Accident & Emergency | <a href="#">Referrals to Medical Social Services</a>                          |
| Nursing | Accident & Emergency | <a href="#">Releasing Information to the Police</a>                           |
| Nursing | Accident & Emergency | <a href="#">Room Sanitizing, Transport, Transfer and Discharge of Patient</a> |
| Nursing | Accident & Emergency | <a href="#">Standard of Care for the Emergency Room</a>                       |
| Nursing | Accident & Emergency |   |
| Nursing | Critical Care Unit   | <a href="#">Changing PCA Syringe</a>  |
| Nursing | Critical Care Unit   | <a href="#">Critical Care Guidelines for Admission</a>                        |
| Nursing | Critical Care Unit   | <a href="#">Discharge / Transfer Criteria - Critical Care</a>                 |
| Nursing | Critical Care Unit   | <a href="#">IV Site Management</a>  |
| Nursing | Dialysis             | <a href="#">Administration of Intravenous Gentamicin with Haemodialysis</a>   |
| Nursing | Dialysis             | <a href="#">Administration of IV Mannitol 25% during Haemodialysis</a>        |
| Nursing | Dialysis             | <a href="#">Administration of Protamine Sulfate</a>                           |
| Nursing | Dialysis             | <a href="#">Air Embolism during Dialysis</a>                                  |

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| Nursing | Dialysis                 | <a href="#"><u>Clamp and Cut or Clamp and Cap Procedures Dialysis</u></a> |
| Nursing | Dialysis                 | <a href="#"><u>Guideline for Vancomycin Resistant Enterococcus</u></a>    |
| Nursing | Dialysis                 | <a href="#"><u>Infection Control Precautions - Hepatitis B</u></a>        |
| Nursing | General Nursing Policies | <a href="#"><u>Discharge Planning</u></a>                                 |
| Nursing | General Nursing Policies | <a href="#"><u>Fall Risk Assessment and Prevention Policy</u></a>         |
| Nursing | General Nursing Policies | <a href="#"><u>General Ward Nursing Policy Manual</u></a>                 |
| Nursing | General Nursing Policies | <a href="#"><u>Medication Administration</u></a>                          |
| Nursing | Maternity                | <a href="#"><u>Labour Ward Protocol</u></a>                               |
| Nursing | Mental Health            | <a href="#"><u>Admission Policy for Mental Health Unit</u></a>            |
| Nursing | Mental Health            | <a href="#"><u>Mental Health DRAFT Nursing Documentation Policy</u></a>   |
| Nursing | Mental Health            | <a href="#"><u>Seclusion Policy</u></a>                                   |
| Nursing | Nursing Administration   | <a href="#"><u>Last Offices</u></a>                                       |
| Nursing | Nursing Administration   | <a href="#"><u>Nursing Documentation</u></a>                              |
| Nursing | Nursing Administration   | <a href="#"><u>Patient Absconding</u></a>                                 |
| Nursing | Nursing Administration   | <a href="#"><u>Patient Admission</u></a>                                  |
| Nursing | Nursing Administration   | <a href="#"><u>Self Discharge / Against Medical Advice (AMA)</u></a>      |
| Nursing | Operating Theatre        | <a href="#"><u>Access to the Operating Room for Critical Patients</u></a> |
| Nursing | Operating Theatre        | <a href="#"><u>Assignment of Operating Room Personnel</u></a>             |
| Nursing | Operating Theatre        | <a href="#"><u>Competencies of Operating Room Personnel</u></a>           |
| Nursing | Operating Theatre        | <a href="#"><u>Consent for Surgery (Informed)</u></a>                     |
| Nursing | Operating Theatre        | <a href="#"><u>Controlled Drug Distribution and Administration</u></a>    |
| Nursing | Operating Theatre        | <a href="#"><u>Counting of Sponges, Instruments and Needles</u></a>       |
| Nursing | Operating Theatre        | <a href="#"><u>Delivery of Care Methodology</u></a>                       |
| Nursing | Operating Theatre        | <a href="#"><u>Dress Code for the Operating Room</u></a>                  |
| Nursing | Operating Theatre        | <a href="#"><u>Electrosurgical Equipment use and Operation</u></a>        |



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| Nursing | Operating Theatre | <a href="#"><u>Environmental Controls (Air Quality and Ventilation)</u></a>                                  |
| Nursing | Operating Theatre | <a href="#"><u>Family Viewing of Expired Patient</u></a>   |
| Nursing | Operating Theatre | <a href="#"><u>Foreign Body Removal</u></a>  |
| Nursing | Operating Theatre | <a href="#"><u>Handling and Storage of Blood and Blood Components</u></a>                                    |
| Nursing | Operating Theatre | <a href="#"><u>Hazardous Waste Disposal</u></a>  |
| Nursing | Operating Theatre | <a href="#"><u>Infection Control Services</u></a>  |
| Nursing | Paediatrics       | <a href="#"><u>Accessing and Deaccessing an Implanted Port Policy</u></a>                                    |
| Nursing | Paediatrics       | <a href="#"><u>Accessing and Deaccessing an Implanted Port Procedure</u></a>                                 |
| Nursing | Paediatrics       | <a href="#"><u>Admission to the Paediatric Unit</u></a>  |
| Nursing | Paediatrics       | <a href="#"><u>Discharge Policy</u></a>  |
| Nursing | Paediatrics       | <a href="#"><u>Discharge Procedure</u></a>   |
| Nursing | Paediatrics       | <a href="#"><u>Gastrostomy Tube, Neonatal, and Paediatric Policy</u></a>                                     |
| Nursing | Paediatrics       | <a href="#"><u>Gastrostomy Tube, Neonatal, and Paediatric Procedure</u></a>                                  |
| Nursing | Paediatrics       | <a href="#"><u>Infant Formula Preparation</u></a>  |
| Nursing | Paediatrics       | <a href="#"><u>Nursing Documentation Paediatrics</u></a>   |
| Nursing | Paediatrics       | <a href="#"><u>Paediatric Nurses/Nursing Assistants Uniform Policy</u></a>                                   |
| Nursing | Paediatrics       | <a href="#"><u>Phototherapy Policy</u></a>   |
| Nursing | Paediatrics       | <a href="#"><u>Phototherapy Procedure</u></a>  |
| Nursing | Surgical Unit     | <a href="#"><u>Administration of an Intermittent Intraspinal Top-up</u></a>                                  |
| Nursing | Surgical Unit     | <a href="#"><u>Administration of IV Mannitol</u></a>   |
| Nursing | Surgical Unit     | <a href="#"><u>Administration of IV Phenytoin</u></a>  |
| Nursing | Surgical Unit     | <a href="#"><u>Assisting with Insertion of an Intraspinal Catheter</u></a>                                   |
| Nursing | Surgical Unit     | <a href="#"><u>Assisting with Insertion of Central Line</u></a>  |
| Nursing | Surgical Unit     | <a href="#"><u>Assisting with Lumbar Puncture</u></a>  |
| Nursing | Surgical Unit     | <a href="#"><u>Care of Patient with a Tracheostomy</u></a>   |
| Nursing | Surgical Unit     | <a href="#"><u>Central Line Removal</u></a>  |
| Nursing | Surgical Unit     | <a href="#"><u>Chest Tube - Insertion of Chest Tube and Maintenance of Underwater Seal Drainage Unit</u></a> |
| Nursing | Surgical Unit     | <a href="#"><u>Initiation of a Continuous Intraspinal Infusion / Epidural Catheter</u></a>                   |
| Nursing | Surgical Unit     | <a href="#"><u>Insertion of Fine Bore Feeding Tubes</u></a>  |

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| Nursing    | Surgical Unit            | <a href="#">Nursing Documentation Surgical</a>  |
| Nursing    | Surgical Unit            | <a href="#">PCA Procedures</a>  |
| Nursing    | Surgical Unit            | <a href="#">Peripheral Intravenous Line</a>   |
| Nursing    | Surgical Unit            | <a href="#">Suctioning</a>  |
| Nursing    |                          | <a href="#">Medication Administration</a>   |
| Nursing    | General Nursing Policies | <a href="#">Nursing Dress Code</a>  |
| Physicians | Accident & Emergency     | <a href="#">Arsenic Poisoning Management</a>  |
| Physicians | Accident & Emergency     | <a href="#">Arsenic Poisoning Literature</a>  |
| Physicians | Accident & Emergency     | <a href="#">Criteria for the Determination of Brain Death in Adults</a>                         |
| Physicians | Accident & Emergency     | <a href="#">Do Not Resuscitate</a>  |
| Physicians | Accident & Emergency     | <a href="#">Emergency Management of Croup</a>   |
| Physicians | Accident & Emergency     | <a href="#">Emergency Treatment of Poisoning</a>  |
| Physicians | Accident & Emergency     | <a href="#">Guidelines for Investigation and Management of Angina and Myocardial Infraction</a> |
| Physicians | Accident & Emergency     | <a href="#">HIV Post Exposure Assessment &amp; Prophylaxis (PEP) Guidelines</a>                 |
| Physicians | Accident & Emergency     | <a href="#">Management of Diabetic Ketoacidosis</a>   |
| Physicians | Accident & Emergency     | <a href="#">Mass Casualty</a>   |
| Physicians | Accident & Emergency     | <a href="#">Medications for Sedation and Pain Control in Children</a>                           |
| Physicians | Accident & Emergency     | <a href="#">Obstetric Ambulance Call Protocol 2006</a>  |
| Physicians | Accident & Emergency     | <a href="#">Overdose (Poisoning), Intentional and or Accidental</a>                             |
| Physicians | Accident & Emergency     | <a href="#">Patient Management of Acute Myocardial Infraction with Tenecteplase</a>             |
| Physicians | Accident & Emergency     | <a href="#">Patient with Pesticide Poisoning</a>  |
| Physicians | Accident & Emergency     | <a href="#">Physician Orders</a>  |
| Physicians | Accident & Emergency     | <a href="#">Protocol for Use of Phenylephrine for Priapism</a>                                  |
| Physicians | Accident & Emergency     | <a href="#">Radiographic Assessment in Major Trauma</a>   |

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| Physicians    | Accident & Emergency           | <a href="#">Sexual Assault Policy</a>  |
| Physicians    | Accident & Emergency           | <a href="#">Sexual Assault Protocol 2006</a>   |
| Physicians    | Accident & Emergency           | <a href="#">Supportive Treatment of Acetaminophen Overdoses</a>  |
| Physicians    | Paediatrics                    | <a href="#">Admitting Policy to N.I.C.U.</a>   |
| Physicians    | Physician Administration       | <a href="#">Management of Head Injury</a>  |
| Physicians    | Physician Administration       | <a href="#">Patient Related Policy</a>   |
| Physicians    | Physician Administration       | <a href="#">Policy for Transfer of Patients between the Cayman Islands or Faith Hospitals and the Chrissee Memorial Hospital</a> |
| Physicians    | Physician Administration       | <a href="#">Pre-Registration, Pre-Authorization</a>  |
| Physicians    | Physician Services - EMS       | <a href="#">EMS Policy and Procedure Manual 1</a>  |
| Physicians    | Physician Services - EMS       | <a href="#">EMS Policy and Procedure Manual 2</a>  |
| Physicians    | Physicians Administration      | <a href="#">Cayman Islands Governement Policy on AIDS</a>  |
| Physicians    | Surgery                        | <a href="#">Surgical Pre-operative Requirements</a>  |
| Public Health | Community Health Service       | <a href="#">Home Visit Policy</a>  |
| Public Health | Diseases / Anthrax             | <a href="#">Handling Of Suspected Anthrax &amp; Other Biological Agent Threats</a>   |
| Public Health | General Public Health Policies | <a href="#">Guidelines for the Care of Patients on Parenteral Nutrition</a>  |
| Public Health | General Public Health Policies | <a href="#">Programme Document for Child Health</a>  |
| Public Health | Genetics Program               | <a href="#">Genetics Program Purpose</a>   |
| Public Health | Immunization                   | <a href="#">Expanded Program on Immunization</a>   |
| Public Health | Immunization                   | <a href="#">Immunization Defaulters Policy</a>   |
| Public Health | Immunization                   | <a href="#">National Immunization Registry DRAFT</a>   |
| Public Health | School Health                  | <a href="#">Drug Testing Policy</a>  |
| Public Health | School Health                  | <a href="#">Medication in the School Health Service</a>  |
| Public Health | School Health                  | <a href="#">Policy &amp; procedure for Conducting School Entry Screening</a>   |
| Public Health | School Health                  | <a href="#">School Health Policies &amp; Procedures update</a>   |
| Public Health | STD HIV AIDS                   | <a href="#">HIV AIDS Program Precaution and Control</a>  |
| Public Health | STD HIV AIDS                   | <a href="#">HIV AIDS Programme Policy Draft</a>  |
| Public Health | STD HIV AIDS                   | <a href="#">Protocol for Handling Report of HIV Positive Result</a>  |

Public Health  
Specialist Clinics  
Women's Health

Traveler's Clinic

[Travel Clinic](#)  
[Scheduling Policy](#)

[Antenatal Care - Policy and Procedure Manual](#)



## **Cayman Islands Monetary Authority**

### **Publication Scheme**

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

#### **CONTENTS:**

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#### **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

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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 (2013 Revision) and relating to director, officers and shareholders of a company under Part VII or VIII of the Companies Law (2013 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

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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 Ms. Angelina Partridge 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:

Ms. Angelina Partridge, 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: Ms. Angelina Partridge, Information Manager at 345-949-7089 or via email at [foi@cimoney.com.ky](mailto:foi@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**

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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

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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

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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 Ms. Angelina Partridge at 345-949-7089 or [foi@cimoney.com.ky](mailto:foi@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: 345 747 5402  
Fax: 345 949 2026  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)



## 7. Categories of information

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

### ABOUT US

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**Name of public authority:**

CAYMAN ISLANDS MONETARY AUTHORITY

**Location and Hours:**

80 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. Dax Basdeo, Ministry of Finance  
133 Elgin Ave., 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:**

Mrs. Angelina Partridge – Information Manager  
P.O. Box 10052 Grand Cayman KY1-1001  
CAYMAN ISLANDS  
Tel.: 345-949-7089  
Fax: 345-949-1464  
Email: foi@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.

### **Board and Committees** (as of this date, when the publication was submitted):

| <b>Name</b>   | <b>Meetings</b>               | <b>Minutes</b>                                 |
|---|-------------------------------|--|
| <b>Board of Directors:</b><br>Mr. George McCarthy , OBE – Chairman<br>Mr Linburgh Martin – Deputy Chairman<br>Prof. William Gilmore – Director<br>Mr. Harry Chisholm, MBE – Director<br>Ms. Judith Watler – Director<br>Mr. Raul Nicholson-Coe - Director<br>Ms. Cindy Scotland – Managing Director (“MD”)  | Quarterly<br>or as<br>needed. | See section 3 regarding<br>“Methods of Access” |
| <b>Executive Committee:</b><br>Mr. George McCarthy, OBE - Chairman<br>Ms. Anna McLean - Deputy MD (Supervision)<br>Mr. Patrick Bodden - Deputy MD (Operations)<br>Mr. Harry Chisholm, MBE – Director<br>Ms. Judith Watler - Director<br>Mr. Linburgh Martin – Director<br>Mr. Raul Nicholson-Coe - Director<br>Ms. Cindy Scotland – MD<br>Mr. Langston Sibblies, QC - General Counsel-<br>Deputy MD | Quarterly<br>or as<br>needed. | See section 3 regarding<br>“Methods of Access” |
| <b>Management Committee:</b><br>Ms. Cindy Scotland - MD<br>Mr. Patrick Bodden - Deputy MD-Operations<br>Ms. Anna McLean – Deputy MD-Supervision<br>Mr. Langston Sibblies, QC - General Counsel-<br>Deputy MD<br>Mr. RJ Berry<br>Mr. Rohan Bromfield   | Weekly                        | See section 3 regarding<br>“Methods of Access” |

|   |                               |  |
|---|-------------------------------|--|
| Ms. Josephine Habib<br>Ms. Heather Smith<br>Ms. Gilda Moxam- Murray<br>Ms. Deborah Musson<br>Mr. Morag Nicol<br>Mr. Mitchell Scott<br>Mr. Charles Thompson  |                               |  |
| <b>Audit and Finance sub-committee:</b><br>Mr. Linburgh Martin – Chairman<br>Mr. Patrick Bodden – Deputy MD-Operations<br>Mr. George McCarthy, OBE – Chairman of the Board<br>Ms. Gilda Moxam- Murray – CFO<br>Mr. Raul Nicholson-Coe - Director<br>Ms. Cindy Scotland – Managing Director  | Quarterly<br>or as<br>needed. | See section 3 regarding<br>“Methods of Access” |
| <b>Policy, Strategy and Legislative sub-committee:</b><br>Mr. George McCarthy, OBE – Chairman<br>Mr. Patrick Bodden – Deputy MD-Operations<br>Mr. Harry Chisholm - Director<br>Ms. Judith Watler - Director<br>Prof. William Gilmore - Director<br>Ms. Cindy Scotland – MD<br>Mr. Langston Sibblies, QC - General Counsel-<br>Deputy MD | Quarterly<br>or as<br>needed. | See section 3 regarding<br>“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 (2013 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 (2013 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 (2013 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 ratio?**  
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 (2012 Revision) defines "securities".

- **What are the regulated activities?**

Schedule 2 of the Securities Investment Business Law (2012 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 (2012 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 (2012 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 (2012 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 (2012 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 (2012 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 (2012 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 \$5,000. 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 (2012 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**

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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 (2013 Revision)
- Banks and Trust Companies (Licence Applications and Fees) Regulations (2013 Revision)
- Building Societies Law (2014 Revision)
- Companies Law (2013 Revision)
- Companies (Translation Certificate) Regulations, 2011
- Companies Management Law (2003 Revision)

- Companies Management Regulations (2003 Revision)
- Companies Management (Amendment) Regulations, 2012
- Cooperative Societies Law (2001 Revision)
- Cooperative Societies Regulations (1997 Revision)
- Development Bank Law (2004 Revision)
- Directors Registration and Licensing Law, 2014
- Directors Registration and Licensing (Registration and Licensing) Regulations, 2014
- Freedom of Information Law (2007 Revision)
- Insurance Law, 2010
- Insurance (Amendment) Law, 2012
- Insurance (Amendment) Law, 2013
- Insurance (Application and Fees) Regulations, 2012
- Insurance (Applications and Fees) (Amendment) Regulations, 2013
- Insurance (Capital and Solvency) (Class A Insurers) Regulations, 2012
- Insurance (Capital and Solvency) (Class B, C and D Insurers) Regulations, 2012
- Insurance (Forms) Regulations (2003 Revision)
- Insurance (Reporting) Regulations, 2013
- Insurance (Variation of Fees) Regulations, 2009
- Retail Mutual Funds (Japan) Regulations (2007 Revision)
- Retail Mutual Funds (Japan) (Amendment) Regulations, 2012
- Securities Investment Business Law (2011 Revision)
- 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 2012” 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 (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)
  - ✓ New Captive Insurance Licences Issued During Calendar Year (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
  - ✓ Investments Statistical Digest 2010
  - ✓ 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 Q3 – 2013Q1

- 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**

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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 2012" 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**

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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 (2013 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, 2010
- 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

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- 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

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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 (2013 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 (2013 Revision) (Form MF1)
  - ✓ Application for a mutual fund under Section 4(1)(b) of the Mutual Funds Law (2013 Revision) (Form MF2/MF2A)
  - ✓ Application for a mutual fund under Section 4(1)(a) of the Mutual Funds Law (2013 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

## 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

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#### 1. About the Publication Scheme

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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

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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

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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**

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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**

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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**

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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**

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

## **ABOUT US**

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### **Public authority**

Cayman Islands National Archive (CINA)

### **Portfolio**

Portfolio of the Civil Service  
Gloria McField-Nixon, Chief Officer  
133 Elgin Avenue  
Government Administration Building  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

Tel: +1-345-244-2344  
Fax: +1-345-949-0650  
Email: [foi.pcs@gov.ky](mailto:foi.pcs@gov.ky)  
Website: [www.pocs.gov.ky](http://www.pocs.gov.ky)

### **Principal Officer**

J. Kimlon Lawrence, Director

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)

### **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  
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.

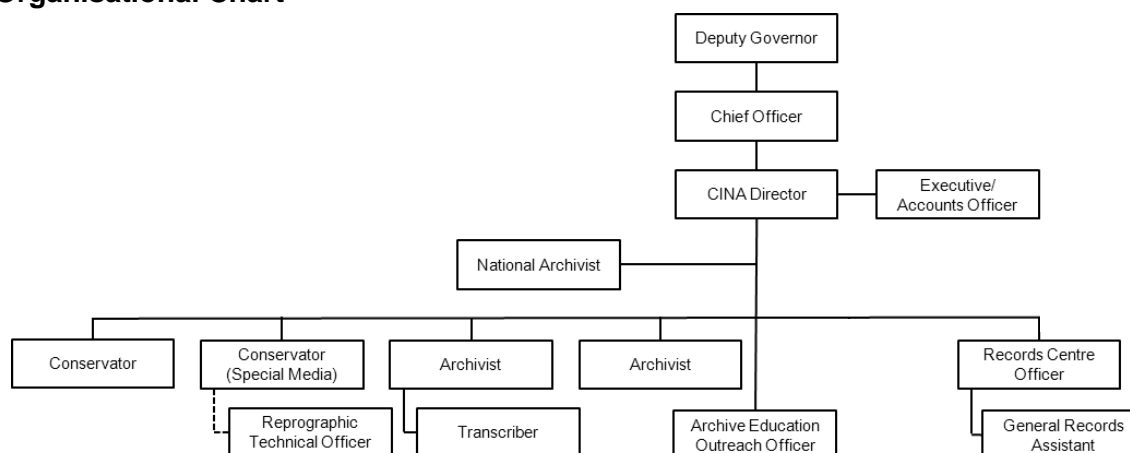


CINA comprises the following sections:

- 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, Archive Education Outreach Officer
- Charisse Morrison, Archivist
- Charlena Nunez Garro, Records Centre Officer
- Dennis Denton, Conservator (Special Media)
- Elizabeth Scholefield, Transcriber, Oral History
- Hamid Charles, Reprographic Technical Officer (Micrographics)
- Maylen Eden, Conservator
- 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. | The viewing of information listed in this publication scheme or records requested via FOI Requests to CINA, takes place in the Reading Room. |

|  |  |
|--|--|
| Appointments are recommended to ensure that time and space in the Reading Room is available. | 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> <li>• Chief Officer, Judicial Administration*</li> <li>• Clerk of Legislative Assembly*</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> |

\* 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**

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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 (2011 Revision)\*
- 3) Public Service Management Law - Personnel Regulations (2011 Revision)\*
- 4) Public Management and Finance Law (2010 Revision)\*
- 5) The Public Management and Finance Law - Financial Regulations (2010 Revision)\*
- 6) The Freedom of Information Law (2007)\*
- 7) Evidence Law (2010 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**

2014-2015 CINA Work Plan

## **Annual Reports**

As CINA does not have its own published individual annual report, information is included under the Portfolio of the Civil Service's annual reports.

## **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 2014
- 3) Guidelines to the Hazard Management Plan for Records\*
- 4) Hazard Management Plan for Records template\*
- 5) 2013 Disaster Preparedness bulletin\*
- 6) 2013 Hazard Management Plan for Records Form \*

\* Accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)

## **FINANCE & ADMINISTRATION**

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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 2014/15 Draft 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

### **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, 2010-11 – online at [www.pocs.gov.ky](http://www.pocs.gov.ky)

## **POLICIES & PROCEDURES**

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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
    - Buildings, Equipment and Vehicles Management
    - Communications Management
    - Information and Technology Management
    - Strategic Management
  - Fact Sheets
  - Legal Admissibility
  - CINA Record Keeping Responsibilities
  - 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
  - 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)

## **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

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### 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.<br><br>2) The total number of paid consultants on contract with CINA. | Granted in Full |

### Registers

Fixed Asset Register 2014/15 – accessible at Reception Desk.

## OUR SERVICES

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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
- CINA Transfer Form – for transferring Government records to CINA Historical Collections

### **Databases – For Public Use**

- Class Description Database – links to Guide to Records Copied from The National Archives (England & Wales)
- 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

- 2014-2015 Archival Acquisitions - statistical log of materials acquired into the Historical Collection of the Cayman Islands
- Central Registry – n 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 Publications Listing - a catalogue listing published and non-published material from public authorities
- 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
- 2013-2014 Potential Acquisitions Log (D) – a descriptive and statistical log of potential materials that may be acquired into the Historical Collections
- 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
- 2014-2015 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)
- Cayman Brac Cemeteries Index
- 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
- Grand Cayman Cemeteries Index
- Nor'wester - searchable electronic copies of Nor'wester magazine
- Summary of Public Recorder's Records 1778-1953

**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
- Oral History Narrators listing

### **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<sup>1</sup> 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

### **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

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<sup>1</sup> Renamed Oral History Programme

## **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 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
- 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
- 2014-2015 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**

#### **Approved Administrative Disposal Schedules**

- Buildings, Equipment and Vehicles Administrative Schedule and explanatory guidance
- Human Resource Management Administrative Schedule and explanatory guidance
- Financial Management Administrative Schedule and explanatory guidance

#### **RM Tools for Disposal of Records**

- Mapping Tool Template
- CINA Destruction Guidelines

#### **RM Guidance**

- Creation, Maintenance and Disposal Standard
- Records Management Policy
- Chief Secretary's Code of Practice on Records Management (per s.52 of the FOI Law)
- Chief Secretary's Code of Practice on Publishing (per s.51 of the FOI Law)
- Conducting a records survey
- Information Management Policy Template
- RM Glossary
- Managing E-Copies of Paper Records Fact Sheet
- Legal Admissibility Fact Sheet
- Records Management System (RMS) User Manual

- Records Management Handbook (pending)
- Online RM tutorials for CSC (pending)

## **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
- 2014-2015 Micrographics Stats spreadsheet – records the production of microfiche
- 2014-2015 Preservation Photographic Stats – records the production of photographic orders and scanning projects



# **Cayman Islands National Insurance Company (CINICO)**

## **Publication Scheme 2015**

**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*.

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<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, Laverne Jackson at 949-8101 or direct line 815-7304, or email at [ljackson@cinico.ky](mailto:ljackson@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 Laverne Jackson at 815-7304 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: Laverne Jackson, Information Manager, CINICO, P.O. Box 10112, Grand Cayman KY1-1001, Cayman Islands, or email at [ljackson@cinico.ky](mailto:ljackson@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 Laverne Jackson at 949-8101 or direct line 815-7304, or email at [ljackson@cinico.ky](mailto:ljackson@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 Laverne Jackson at 949-8101 or direct line 815-7304, or email at [ljackson@cinico.ky](mailto:ljackson@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 Laverne Jackson at 949-8101 or direct line 815-7304, or email at [ljackson@cinico.ky](mailto:ljackson@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**

### **Name of Organization**

*Cayman Islands National Insurance Company (CINICO)*

### ***Mission Statement***

*..is to manage our stakeholder's welfare by providing cost-effective solutions and sustainable coverage. We will do so through friendly, compassionate and competent service that emphasizes a member's satisfaction, peace of mind and provides a feeling of security. Through our strategic partnership with government we will continue to broaden the scope of our offerings by providing innovative products and services geared towards adding value and protecting against financial risk.*

### **Chief Executive Officer**

*Lonny Tibbetts, CEO*

### **Chief Financial Officer**

*Frank Gallippi, CFO*

### **Information Manager**

*Laverne Jackson  
Information Officer  
Unit #3 Cayman Centre,  
Airport Road, P.O. Box 10112  
Grand Cayman, KY1-1001  
Cayman Islands*

## Purpose and Functions of the Organisation

*The Cayman Islands National Insurance Company ("CINICO") was first established in 2004 under the leadership of the then Minister of Health, the Hon. Gilbert McLean. The purpose of forming this national insurance company was to facilitate the provision of insurance coverage for all civil servants, pensioners, seafarers, veterans and their dependents. CINICO also provides health insurance coverage for selected Statutory Authorities and Government Companies.*

*The formation of a national insurance company came on the heels of the Mercer Review which was commissioned by the Cayman Islands Government (CIG) of the day to perform an in-depth study after the collapse of Caribbean Home Programme which insured all of the civil service at the time. The CIG then created the Health Insurance and Health Fees Advisory Committee, who were tasked with seeking alternative options of providing health care access to civil servants.*

*In addition, CINICO was established to also administer the health benefits for those residents deemed as indigent by the Department of Children and Family Services (DCFS), as well as provide insurance coverage for residents who found it difficult to obtain coverage through the private insurers.*

*Since its inception, CINICO fell under the responsibility of the Ministry of Health (MOH). However, beginning July 2013, CINICO has been placed under the Ministry of Finance (MOF), with the Hon. Marco Archer as the Minister responsible for CINICO and Mr. Jennison Nunez as the Chairman of the Board.*

## General Information

| Name, Address & Operating Hours  | Services Provided  |
|--|--|
| <b>CINICO</b><br>Unit #3 Cayman Centre,<br>Airport Road, P.O. Box 10112<br>Grand Cayman, KY1-1001<br>Cayman Islands<br>(345) 949-8101, (345) 949-8226 (fax)<br><a href="http://www.cinico.ky">www.cinico.ky</a><br><br>Monday-Friday: 9AM - 4:00PM | <i>The administrative &amp; operational functions are performed at the office location. Including member eligibility, benefit administration &amp; verification, member claims management, premium collections, and marketing &amp; public relations activities</i><br><i>The CINICO Medical Case Management Unit (MCMU) will soon be providing case management for all CINICO members seeking medical services locally, ensuring that members receive appropriate and timely care.</i><br><i>MMSI, the CINICO Overseas Care Coordinators, provide case management for all members referred to the United States for care. MMSI are also the member point of contact for any comments or questions relating to US-based referral coordination.</i> |

## Governance

*Health Insurance Law (2013 Revision) and Regulations (2013 Revision)*  
*Public Management and Finance Law (2011 Revision) and (Regulations 2011 Revision)*

*\*Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)*  
*National Pensions Law (2012 Revision) and Regulations*  
*Labour Law (2011 Revision) and Regulations*  
*Freedom of Information Law 2007*  
*The Companies Law 2013 Revision*  
*Immigration Law (2014 revision) and Regulations*

*\*Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision) is the catalyst of the Civil Servant Health Insurance Plan. This Law does not directly apply to CINICO or its Operations.*

## **STRATEGIC MANAGEMENT**

*The Board of Directors are appointed by The Honourable Minister for the Ministry of Finance & Economic Development.*

*The Board of Directors set the strategic directions for CINICO; including the hiring of the Management; establishing and implementing a strategic plan; approving lines of business; developing and maintaining the corporate policy; the overall governance of management and the entity. No greater than a third of the Board members can be renewable in any 12 month period.*

### **Boards and Committees**

| <b>Name</b>   | <b>Meetings</b>  | <b>Minutes</b>  |
|---|--|---|
| <b><u>CINICO Board of Directors</u></b><br><br><i>Mr. Jennison Nunez – Chairman</i><br><i>Mr. Armando Ebanks – Deputy Chairman</i><br><i>Ms. Anne Owens – member</i><br><i>Dr. George Meggs – member</i><br><i>Mrs. Dana Brandon – member</i><br><i>Mrs. Darlee Ebanks – member</i><br><i>Mrs. Janet Sarsingh – member</i><br><i>Mrs. Sheena Sigsworth - member</i> | <i>Meetings are scheduled monthly, and they are not open to the public.</i>  | 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:ljackson@cinico.ky">ljackson@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a> |
| <b><u>Executive Committee</u></b><br><br><i>Jennison Nunez – Chairman</i><br><i>Lonny Tibbetts – Chairperson</i><br><i>Anne Owens –Senior Assistant Financial Secretary, Ministry of Finance &amp; Economic Development</i>   | <i>Most meetings are scheduled on an ad-hoc basis and are primarily hosted on the basis of an urgent need. They are not open to the public. All Executive Committee decisions require Board Approval &amp; Ratification.</i> | 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:ljackson@cinico.ky">ljackson@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a> |
| <b><u>Risk &amp; Appeals Committee</u></b><br><br><i>Lonny Tibbetts – Chairperson</i><br><i>Dr. Elizabeth McLaughlin – member</i>   | <i>Most meetings are scheduled monthly, and</i>  | Minutes are only available in hard copy and can be obtained by making an FOI request to   |

|   |  |   |
|---|--|---|
| <i>Dr. John Vlitos – member<br/>Dr. Kalia Bodden - member<br/>CICSA – Executive Committee<br/>Representative (Non-Voting).</i>  | <i>they are not open to the public.</i>  | the FOI Manager by fax 345-949-822 or <a href="mailto:ljackson@cinico.ky">ljackson@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a>   |
| <b><u>Finance Committee</u></b><br><br><i>Armando Ebanks - Chairperson<br/>Lonny Tibbetts – CEO CINICO<br/>Frank Gallippi – CFO CINICO<br/>Ministry of Finance Representative</i> | <i>Most meetings are scheduled quarterly, and they are not open to the public.</i> | 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:ljackson@cinico.ky">ljackson@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a> |

## 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.

### 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.

**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.

**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.

**Is there a SHIC Open Enrolment Window?**

No, a person can enroll into the CINICO SHIC Health Insurance Plan any month of the year.

**What SHIC benefits will I receive?**

Benefits are defined under the Health Insurance Law 2013 Revision (Amendment & Regulations 2013). You need to review the First Schedule Prescribed Health Care Benefits Part 1 pages for the SHIC Benefit Fee Schedule.

**Will I be subject to pre-existing condition limitations?**

No, a pre-existing condition is risk rated as part of the application process in the determination of the monthly premium.

**When is my SHIC premium due?**

Premiums are due on the first day of that month's coverage.

**What happens if I don't pay my premium on time?**

Failure to pay premiums on a timely basis will result in termination of the policy. The person can reapply for the SHIC Health Insurance Plan, but only as a new applicant in which they will be risk rated again for their monthly premium and charged a reactivation fee.

**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 Salaries*

*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 \***



*CINICO Members*

*Asset*


\* Copies can be obtained upon request from Information Manager

## **LIST of Forms Used (external)**

|  |   |
|--|---|
| <br>SHIC 13 Plan<br>Application package.pdf           | <i>SHIC 13 Plan Application<br/>Package</i>                 |
| <br>SHIC 13 Application<br>& Change Form.pdf          | <i>SHIC 13 Application &amp; Change<br/>of Circumstance</i> |
| <br>Government Entities<br>Enrollment Eligibility.pdf | <i>Government Entities<br/>Enrolment Eligibility</i>        |
| <br>Seamans & Veterans<br>Enrollment Eligibility.pdf  | <i>Seaman &amp; Veterans<br/>Enrolment Eligibility</i>      |
| <br>Civil Servant Change<br>of Circumstance.pdf       | <i>Civil Servant Change of<br/>Circumstance</i>             |

|  |  |
|--|--|
| <br>Government Entities<br>Change of Informatio | <i>Government Entities Change of Information</i>   |
| <br>Application for Direct<br>Deposit.pdf       | <i>Application for Direct Deposit</i>              |
| <a href="#"><u>Health Insurance Claim</u></a>  | <i>CINICO 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> |

### **Plan Benefit Schedules**

|   |   |
|---|---|
| <br>SHIC Plan 13 Benefit<br>Schedule.pdf | <i>SHIC 13 Plan Benefit Schedule</i>  |
| <a href="#"><u>Cayman Islands Civil Servant Medical Plan Benefits</u></a>   | <i>Cayman Islands Civil Servant Medical Plan Benefits Brochure</i>          |
| <a href="#"><u>Cayman Islands Seaman's &amp; Veterans Medical Plan Benefits</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 had 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. Effective on April 1, 2012 CINICO altered this arrangement to utilizing CMN solely for access to the CMN Network and/or related services of Air Ambulance Coordination and Global Emergency Assistance. On March 1, 2012, a Statement of Work arrangement was entered into with MMSI, Inc. ("MMSI" or "the Case Management Company") under which MMSI provide CINICO with U.S. based Care Coordination for patient care while in the U.S and other countries (excluding Jamaica), together with related claim review following referral by the Chief Medical Officer ("CMO"). The Case Management function for patient care in Jamaica is carried out under an arrangement with Dr Cawich, who acts as co-ordinator between CINICO and the four hospitals utilized in Jamaica. Effective November 201, ABS (Automated Benefits Services) was contracted for TPA services and effective January 1, 2014, UHC (United Health Care) was contracted for network access services. Air Ambulance services are now being provided locally in-house by the Medical Case Management Unit.*

*The Company maintains reinsurance coverage with Munich Re, 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 Department of Health Regulatory Services, 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 13 (SHIC) benefits;*
- *Cayman Islands Civil Servants, Pensioners, & other Government Entities Medical Plan Benefits;*
- *Cayman Islands Seamans & Veterans Medical Plan Benefits*
- *Administrative Services Only for Indigent Plan*

## **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><br><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><br><br><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><br><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><br><br><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

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#### 1. About the Publication Scheme

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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**

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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**

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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.

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<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**

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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**

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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**

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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

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

## ABOUT US

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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:**

Dr. Peggy Leshikar-Denton

### **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)

| Location and hours   | Matters handled  |
|--|--|
| National Museum<br>#3 South Church Street<br>Grand Cayman, Cayman Islands<br>Mon. - Fri. 9:00 a.m. to 5:00 p.m.<br><br>Every Saturday of each month<br>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<br>#10 Cayside House<br>Shedden Road<br>Grand Cayman, Cayman Islands<br>Mon. – Fri. 8:30 a.m. to 5:00 p.m.                              | <i>All administrative matters.</i>                             |

### Boards and Committees

| Board of Control & Trustees  | Meetings   | Minutes                                      |
|--|--|--|
| <b>Chairman</b> – Alfonso Wright<br><b>Deputy Chairman</b> - Omar Mclean<br><b>Treasurer</b> – Marcia Smith<br><b>Member</b> - Kenneth Bryan<br><b>Member</b> - Zeta Bodden<br><b>Member</b> - Anita Ebanks<br><b>Ministry Rep.</b> - Joel Francis | Quarterly at<br>National<br>Museums<br>Administrative<br>Offices | <i>refer to section 3: Methods of access</i> |

## STRATEGIC MANAGEMENT

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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**

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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

### **Administration**

- Press releases
- Job vacancies; career opportunities

## **POLICIES & PROCEDURES**

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- National Museum Staff Handbook
- Hurricane Preparedness Manual
- Collections Policy

## **LISTS & REGISTERS**

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See section 3 regarding access to the following;

- Collections Register
- Asset register
- FOI disclosure log

## **OUR SERVICES**

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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 Islands National Weather Service FOI Publication Scheme

### CONTENTS:

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4. [Fees and Charges](#)
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6. [Categories of Information](#)
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  - About the Organization and Its functions
  - Weather Observations
  - Terminal Aerodrome Forecast (TAF)
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  - Pilot Briefings
  - Public Relations & Outreach
  - Relevant Global Issues
  - Strategic Planning & Policy Advice
  - Educational Research & Technological Advancement
7. [Laws and Other Helpful Information](#)

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### 1. [The Publication Scheme](#)

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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 National Weather Service to allow the public information that is available to the public as part of its normal business activities.

The Cayman Islands National Weather 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

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The Cayman Islands National Weather Service will generally not publish:

- information that is not held by the CINWS, 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 CINWS 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.weather.gov.ky](http://www.weather.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.nws@gov.ky](mailto:foi.nws@gov.ky) or Shakira Gregory at [Shakira.Gregory@gov.ky](mailto:Shakira.Gregory@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.nws@gov.ky](mailto:foi.nws@gov.ky) to request information. Please provide a telephone number so that we may contact if further details are required in order to provide the FOI request.

#### Phone

Documents listed in the publication scheme can be requested by telephone. Please call Information Manager Designate Kerry Powery or Information Manager Shakira Gregory (345) 945-5773 to request information or Fax (345) 946-7606.

#### Post

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:

P. O. Box 10022  
Grand Cayman, KY1-1001  
Cayman Islands

In your request, please provide a name and address, full details of the information or documents you would like to receive. A telephone number can be provided so that if necessary, clarification of the request could be rectified.

#### Appointments

Appointments are to be made 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.

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 CINWS.

#### Physical Address:

General Aviation Terminal  
Owen Roberts Drive  
Building # 88A

Grand Cayman  
Cayman Islands

#### Advice and Assistance

If you experience any difficulty identifying the information you want to access, please contact Information Manager Designate Kerry Powery via email at [kerry.powery@gov.ky](mailto:kerry.powery@gov.ky) or Information Manager Shakira Gregory via email at [Shakira.gregory@gov.ky](mailto:Shakira.gregory@gov.ky) or at (345) 945-5773.

#### Section or Unit

Forecasters  
Observers

#### Contact

(345) 945-5773 Ext: 5872  
(345) 949-5773 Ext 5829

The CINWS 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.

## 4. Fees and Charges

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For the delivery of daily forecast to a specific fax number or email (s), 1 year of service - \$200.00KYD.

For the preparation and delivery of Meteorological data or reports of a specific nature/ Cost is estimated based on type of request.

#### 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 Chief Meteorologist)

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;



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 are stated above)

## 5. **Complaints**

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

If you wish to make an official complaint about any aspect of this publication scheme, please contact the Cayman Islands National Weather Service by any of our contact information listed. The complaint would be acknowledged in and revised. Complaints will be expeditiously resolved.

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)

## 6. Categories of Information

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- About Us
- About the Organization and Its Functions
- Weather Observations
- Terminal Aerodrome Forecast (TAF)
- Public Forecast and National Warnings
- Pilot Briefings
- Public Relations (Public Education & Outreach)
- Relevant Global Issues
- Strategic Planning & Policy Advice

### About US

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The Cayman Islands National Weather Service is recognized as the authority for all weather, climate, seismic and other meteorological matters in the Cayman Islands.

#### **Name of Public Authority**

Cayman Islands National Weather Service

#### **Ministry**

Ministry of District Administration, Tourism and Transport

#### **Principle Officer [or Key staff]**

John Tibbetts (Director General) Tel. 345-945-5773 Ext 5828

Kerry Powery (Chief Meteorologist) Tel. 345-945-5773 Ext 5872

#### **Information Manager**

IM: Shakira Gregory ([shakira.gregory@gov.ky](mailto:shakira.gregory@gov.ky)); 345-945-5773 Ext 5839

IMD: Kerry Powery ([Kerry.powery@gov.ky](mailto:Kerry.powery@gov.ky)); 345-945-5773 Ext 5872

Freedom of Information (FOI) matters from the FOI Unit's website at [www.foi.gov.ky](http://www.foi.gov.ky)

### **About the Organisation and Its Functions**

In June 1997 what was the Met Department under the Cayman Islands Airport Authority became the official agency responsible for issuing hurricane and severe weather warnings for the Cayman Islands, a task that was formerly performed by the Jamaican National Meteorological Service. In December 1997 the then Meteorological Department became responsible for providing forecast and weather warnings for the Cayman Island under the WMO (World Meteorological Organization) World Area Forecast System.

The Cayman Islands National Weather Service (CINWS) became an official Government Department, in 2010. We currently reside under the Ministry of District Administration, Tourism and Transport (DAT&T).

Supported by the National Weather service Law, 2010, "Section 3 (1) The Cayman Islands National Weather Service shall be recognized as the authority for all weather, climate, seismic and other meteorological matters in the Islands."

Along the theme of this legislation, the CINWS Vision is: "To be Cayman's calm voice of authority and source of the most reliable information for our daily activities as well as for planning, preparation and protection during climate and weather related threats."

The Mission therefore states: "The Cayman Islands National Weather Service (CINWS) is involved in a four-fold mission: monitoring; research; service provision and international cooperation.

#### ***WE ARE OBLIGATED TO:***

- Observe, understand and predict the weather and climate of the Cayman Islands.
- Provide Meteorological, Seismic and related services in support of national and international obligations"

### **Weather Observations**

Weather observers of the CINWS take hourly weather observations for the creation, recording and archiving of Meteorological Aviation Reports, to prescribed International Standards of the World Meteorological Organization (WMO) and the International Civil Aviation Organization (ICAO), from 6 a.m. until 10 p.m. at the Owen Roberts International Airport, GAT Terminal. Similarly, weather observations are taken from 7 a.m. through 7 p.m. at the Charles Kirkconnell International Airport in Cayman Brac by qualified aeronautical observers from the Cayman Islands Airports Authority. The CINWS office in Grand Cayman overseas all weather

observations in Cayman Brac for quality control. The reports are transmitted worldwide via the WMO Global Telecommunications Network. Additionally, during these times, special observations are taken as needed. These observations are critical to the operation of aviation, but are also used by other socio-economic sectors nationally and internationally.

### **Terminal Aerodrome Forecast (TAF)**

The weather forecasters of the National Weather Service produce 24 hour aviation forecasts 4 times per day for both the Owen Roberts International Airport and the Charles Kirkconnell International Airport (formerly Gerrard-Smith International Airport) Cayman Brac. These forecasts fulfill international obligations of our standard and recommended practices, as dictated by ICAO and WMO, and are critical to safety and security of aviation coming to and going from the Cayman Islands.

### **Public Forecast & National Warnings**

The National Weather Service produces 24 hour public forecasts 3 times per day for the entire Cayman Islands. These public forecasts are disseminated to the media for public consumption and to some paying customers who require this information for daily planning of their activities, which start long before the times of release of weather reports by the media. In addition the Cayman Islands National Website maintains and updates our website several times daily.

- Visit [www.weather.gov.ky](http://www.weather.gov.ky)

As soon as they are updated, weather forecasts are immediately converted from text to speech for broadcast on the weather radio at 107.9 FM.

In the area of disaster preparedness and warnings, the CINWS is the official authority that advises the government in collaboration with Hazard Management, Cayman Islands (HMCI), on times for issuing watches and warnings for hydro-meteorological hazards such as Tropical Cyclones, Tsunamis and other Climate related disasters. As such, the CINWS plays a major role in contributing to policy formation and implementation in the areas of Disaster Risk Reduction and Disaster Risk Management.

### **Pilot's Briefing**

The staff of the National Weather Service provides pilots with meteorological information critical when traveling to and from the Cayman Islands. The briefings include weather conditions at the local airports in the Cayman Islands, weather conditions along their routes to their destinations and weather conditions at their destinations.

### **Public Relations & Outreach**

The United Kingdom Meteorological Office donated and installed a Lightning Detection System at the Owen Roberts International Airport in 2011. Outputs from this system are a part of the UK Global Lightning Network. The Lightning Detection System is utilized worldwide to help provide a critical component of Safety Plans worldwide to limit the dangers of lightning strikes to life and property.

The Kearney Gomez Doppler Weather Radar was installed in 2012 using funds from an EU grant and the Cayman Islands Government. The radar provides continuous radar coverage over the northwest Caribbean to the Cayman Islands National Weather Service, General Public, Aviation sector, fishermen, National Hurricane Center etc. Images from the weather radar can be seen on the Cayman Islands National Weather Service website ([www.weathyer.gov.ky](http://www.weathyer.gov.ky)) and Weather App (Google play store). Additionally images from this radar are blended with other Caribbean radars to produce a mosaic across the Caribbean. Images from the Weather radar can also be seen on the local TV CITN and are also being sent to the National Hurricane Center.

The Cayman Islands National Weather Service annually hosts a number of school visits from Pre-schools to High Schools as well as special needs schools. Additionally, the weather service also provides presentations upon request. These visits and presentations allow others to learn more about the weather service and the role we play in the community.

### **Relevant Global Issues**

Many new global developments are going to impact the CINWS as well as all National Weather Services in the region through the next few years of the 21st century. These developments will include the following:

1. Quality Management System (QMS) – The International Civil Aviation Organization (ICAO) in collaboration with the WMO will require that all National Weather Service's implement a Quality Management System that will be regularly audited from November, 2012.

WMO Congress XVI, in June, 2011 recalled the working arrangements between WMO and ICAO which recognize the ICAO Council as the decision-making body on the requirement for meteorological services for international civil air navigation. Consistent with these arrangements, all meteorological service providers are required to implement a recognized quality management system as a Standard with applicability date of 15 November 2012, and the recommendation is to obtain a certification according to the ISO 9001:2008 Standard for Quality Management Systems (QMS).

The Cayman Islands National Weather Service has implemented its QMS as of January 2014 but is waiting on final approval from the Civil Aviation Authority.

2. Competency - Congress was informed that the WMO Executive Council (EC-LXII, June 2010) had approved the inclusion of Competence Standards for Aviation Meteorological Forecasting and Observing Personnel. The Standards were developed and endorsed by the WMO Commission for Aeronautical Meteorology (CAeM) and respond directly to

the requirement listed in ICAO Annex 3, paragraph 2.1.5, which states “Each contracting State shall ensure that the designated meteorological authority complies with the requirements of the World Meteorological Organization in respect of qualifications and training of meteorological personnel providing service for international air navigation”. Congress thus endorsed the relevant text in Resolution 11.6/1 (Cg-XVI), while some Members noted that on a national level they required a university degree as entry level qualification, and encouraged Members to follow this example.

To comply with this the Cayman Islands National Weather Service has to ensure that its entire staff is suitably qualified and that a competency program is designed and followed. As of 2014 we are in full compliance.

3. Doppler Weather Radar – The EU funded Radar Project for the Cayman Islands are performing an essential role within our Early Warning System for the protection of life, property and livelihoods. In addition, this tool will also play a major role in the areas of Disaster Risk Reduction (DRR) and Disaster Risk Management (DRM). The long-term objective of the our DRR Programme will be to contribute to the strengthening of institutional capacities with respect to the provision of meteorological, hydrological and climate services and cooperation in supporting disaster risk assessment, risk reduction and risk transfer for the protection of lives, livelihoods and property, and contributing to policy formulation and implementation for sustainable development.
4. 24/7 operations - Ultimately, the mission of any weather service is continuous monitoring and the observation of the environment. Thus National Meteorological and Hydro-meteorological Services are required, by International Agreement, to run 24/7 operations. Under the CINWS law, we are responsible for climate, weather, water and geophysical monitoring and observations.

### **Strategic Planning & Policy Advice**

The role of our NWS is to provide sound, timely, scientific, weather and climate information to key social and economic sectors as well as to national policy makers. Therefore, in its strategic planning, the CINWS is obligated to develop its human resources as well as to acquire relevant and adequate financial and infrastructural resources that will facilitate excellent service delivery, to customers, through the development of products and services that enable:

- a) Development of strategies that will guarantee enhanced quality of life of Citizens
- b) Protection of lives and livelihoods during threats from hydro-meteorological disasters
- c) Development and Implementation of Policy that seeks to ensure long-term sustainable development
- d) Participation in the Global Frame Work for Climate Services (GFCS) to deliver climate forecasts and services that will enable medium to long-term planning

in areas such as food production, water resource management, transportation, tourism and energy production etc.

### **Educational Research and Technological Advancement**

The fast pace of knowledge and technology evolution, within the field of meteorology, dictates that personnel should be continuously exposed to the latest advances in educational research and technologies that will serve to further enhance our national operations. The Cayman Islands National Weather Service will continue to monitor; research and deliver a sound service to the Cayman Islands in cooperation with the international standards.

## **7. Laws and Other Helpful Information**

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Supplement No. 6 published with Gazette No. 16 dated 2<sup>nd</sup> of August, 2010.

THE NATIONAL WEATHER SERVICE LAW, 2010

(LAW 26 OF 2010)

#### **Financial Management**

- Public Management and Finance Law (2005 Revision) and Regulations (2010 Revision)
- Annual Salary Scale for Salaried Staff (September 1, 2012)

#### **Administration & Human Resource Management**

- Public Service Management Law (2011 Revision) Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)
- 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 (2010 Revision)

See Website: [www.weather.gov.ky](http://www.weather.gov.ky) or visit our office during normal working hours.

#### **FOI: Disclosure Log**

This is a web page that contains a **disclosure log** detailing all the CINWS FOI requests, including outcomes. If you have any questions about this material please contact the CINWS FOI Information Manager.

**Jade** is the FOI decision and correspondence database which allows for the processing and documenting of FOI applications and is therefore not public information except where allowable under the FOI Law.

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FOI applications forms can be found on [www.weather.ky](http://www.weather.ky) or at the Cayman Islands National Weather Service.

**Helpful Links:**

<http://www.weather.gov.ky/>

[http://www.foi.gov.ky/portal/page?\\_pageid=3481,1&\\_dad=portal&\\_schema=PORTAL](http://www.foi.gov.ky/portal/page?_pageid=3481,1&_dad=portal&_schema=PORTAL)

<http://www.infocomm.ky/>

[http://www.gov.ky/portal/page?\\_pageid=1142,1&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1&_dad=portal&_schema=PORTAL)

<http://gov.ky/services/public-relations-and-marketing/releases>

[http://www.pocs.gov.ky/portal/page?\\_pageid=2721,1&\\_dad=portal&\\_schema=PORTAL](http://www.pocs.gov.ky/portal/page?_pageid=2721,1&_dad=portal&_schema=PORTAL)





# **Cayman Islands Postal 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 Cayman Islands Postal Service to making information available to the public as part of its normal business activities.

The Cayman Islands Postal 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 Cayman Islands Postal Service will generally not publish:

- information in draft form;
- information that is not held by the Cayman Islands Postal 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 Cayman Islands Postal 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.

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<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.caymanpost.gov.ky](http://www.caymanpost.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 [<http://www.caymanpost.gov.ky>]. If you are still having trouble locating information listed under our scheme, please contact [foi.pos@gov.ky](mailto:foi.pos@gov.ky); or FOI Information Manager, Sandra Burke at 345-949-2474 or Information Manager Alternate, Delcia Solomon at 345-945-6875.

### **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 [foi.pos@gov.ky](mailto:foi.pos@gov.ky), [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky) or [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky) to request information. Please provide a telephone number so that we may call you to clarify details if necessary.

### **Phone**

Documents listed in the publication scheme may also be requested by telephone. Please call FOI Information Manager, Sandra Burke at 345-949-2474; or Information Manager Alternate, Delcia Solomon, 345-945-6875 to request information or [foi.pos@gov.ky](mailto:foi.pos@gov.ky).

### **Post**

All information listed in the publication scheme will usually be available in hard copy. Requests may be emailed to [foi.pos@gov.ky](mailto:foi.pos@gov.ky) or addressed and sent by traditional post to:

Ms Sandra Burke  
Information Manager  
Cayman Islands Postal Service  
General Postal Office  
Grand Cayman KY1-1100  
CAYMAN ISLANDS

**OR**

Delcia Solomon  
Information Manager Alternate  
Cayman Islands Postal Service  
Airport Post Office  
Grand Cayman KY1-1000  
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 FOI Information Manager, Sandra Burke at 345-949-2474; or Information Manager Alternate, Delcia Solomon at 345-945-6875 or [foi.pos@gov.ky](mailto:foi.pos@gov.ky).

The Cayman Islands Postal 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 Cayman Islands Postal 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 Cayman Islands Postal 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 \$.50 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 Postal 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 Cayman Islands Postal Service has received your payment.

## 5. Requests for information outside the publication scheme

Information held by the Cayman Islands Postal Service 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 for information must be made in writing and should be submitted via email, post or facsimile.

Emails may be sent to: [foi.pos@gov.ky](mailto:foi.pos@gov.ky), [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky) or [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky).

Requests by post should be addressed as follows:

|                               |           |                               |
|-------------------------------|-----------|-------------------------------|
| Ms Sandra Burke               | <b>OR</b> | Delcia Solomon                |
| Information Manager           |           | Information Manager Alternate |
| Cayman Islands Postal Service |           | Cayman Islands Postal Service |
| General Postal Office         |           | Airport Post Office           |
| Grand Cayman KY1-1100         |           | Grand Cayman KY1-1000         |
| CAYMAN ISLANDS                |           | CAYMAN ISLANDS                |

Faxed requests should be submitted as follows:

|                     |           |                               |
|---------------------|-----------|-------------------------------|
| Ms Sandra Burke     | <b>OR</b> | Delcia Solomon                |
| Information Manager |           | Information Manager Alternate |
| (345) 945-1246      |           | (345) 945-6876                |

Your written request should include the following details:

1. A name (a real name is not mandatory; a fake name or pseudonym is acceptable).
2. A postal address **and/or** email address to which you want our response to be sent to you. This is also helpful in case the Postal Service needs to contact you to clarify a aspect of your request.
3. Details of the records, including if you know, the period and/or geographic area to which the information you are seeking relates; any dates relevant to the information being requested; the name or other identifying characteristics of the document; and,
4. The form of access you prefer such as electronic, photocopy, etc.

## 6. Complaints

The Cayman Islands Postal 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 [foi.pos@gov.ky](mailto:foi.pos@gov.ky) or FOI Information Manager, Sandra Burke at [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky) or 345-949-2474; or Information Manager Alternate, Delcia Solomon at [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky) or 345-945-6875, 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,  
Physical address: 2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

Postal address: 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 Postal Service

### **Ministry**

Ministry of Planning, Lands, Agriculture, Housing & Infrastructure

### **Chief Officer**

Mr. Alan Jones  
Ministry of Planning, Lands, Agriculture, Housing & Infrastructure  
5<sup>th</sup> Floor, Government Administration Building  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

**Authority Head**

Ms. Sheena Glasgow  
Postmaster General  
Cayman Islands Postal Service  
General Post Office  
Grand Cayman KY1-1100  
CAYMAN ISLANDS

**Senior Postal Managers**

- FINANCE OPERATIONS -- Mrs. Petrona Gordon, Deputy Postmaster General, Finance
- MAIL OPERATIONS – Ms. Melissa Martinez-Ebanks, Deputy Postmaster General, Operations & Human Resources
- HUMAN RESOURCES – Vacant Position
- MARKETING – Ms. Tara Bush, Assistant Postmaster General, Marketing and New Product Development
- REGULATORY MATTERS – Ms. Nina Noddings, Assistant Postmaster General, Regulatory and International Relations

**Information Manager**

Ms Sandra Burke  
Information Manager  
Cayman Islands Postal Service  
General Postal Office  
Grand Cayman KY1-1100  
CAYMAN ISLANDS  
Direct Line: (345)814-6514  
Office: (345)949-2474  
Email: [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky)  
FOI email: [foi.pos@gov.ky](mailto:foi.pos@gov.ky)  
Website: <http://www.caymanpost.gov.ky>  
Freedom of Information Website: <http://foi.gov.ky>

**Alternate**

Ms Delcia Solomon  
Information Manager Alternate  
Cayman Islands Postal Service  
General Postal Office  
Grand Cayman KY1-1000  
CAYMAN ISLANDS  
Direct Line: (345)814-6470  
Office: (345)945-6875  
Email: [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky)

FOI email: [foi.pos@gov.ky](mailto:foi.pos@gov.ky)  
 Website: <http://www.caymanpost.gov.ky>  
 Freedom of Information Website: <http://foi.gov.ky>

## Organisation and Functions

Every working day, the Cayman Islands Postal Service collects and processes more than 40,000 pieces of mail and delivers them to 11,000 post boxes at 15 Post Offices and 1 Postal Agency across all three islands. Each postal facility offers a variety of options for our customers – sending and receiving mail, purchase of stamps and the ability to pay for some utility bills, insurance and garbage fees.

### Cayman Islands Postal Service facility locator and telephone directory

| DISTRICT  | TELEPHONE  | OFFICER IN CHARGE   |
|---|--|---|
|   |  |   |
| <b>AIRPORT POST OFFICE</b><br><br>136 Dorcy Drive               | 945-6875<br><b>FAX:</b> 945 6876<br><b>EMS:</b> 949 6777<br><b>P. POST:</b> 949 2027 | <b>Melissa Martinez-Ebanks</b><br><br>Mon - Fri<br>8:15am – 5:00pm<br>Sat 9:00 am – 12:30pm         |
| <b>BODDEN TOWN</b><br><br>189 Bodden Town Road                  | 947 2250<br><b>FAX:</b> 947 4152   | <b>Leila Terry</b><br><br>Mon – Fri<br>8:30am – 5:00pm<br>Sat 9:00 am – 12:30pm                     |
| <b>EAST END</b><br><br>2599 Sea View Road                       | 947 7546   | <b>Laurie Welcome</b><br><br>Mon- Fri<br>8:30am – 12:00pm<br>1:00 – 5:00pm<br>Sat 9:00 am – 12:30pm |
| <b>GENERAL POST OFFICE</b><br><br>14 Edward Street, George Town | 949 2474<br>949 2104<br>949 7001<br><b>FAX:</b> 945 1246                             | <b>Sheena Glasgow</b><br>Postmaster General<br><br>Mon – Fri<br>8:15am – 5:00pm                     |



|   |                                  |  |
|---|----------------------------------|--|
|   |                                  | Sat 9:00 am – 12:30pm  |
| <b>HELL</b><br>93B Hell Road  | 949 1171                         | <b><i>Reynaldo KellyVernon</i></b><br><br>Mon - Fri<br>8:30am – 5:00pm<br>Sat 9:00 am – 12:30pm                            |
| <b>NORTH SIDE</b><br>896 North Side Road                                | 947 9551                         | <b><i>Charlene Whittaker</i></b><br><br>Mon - Fri<br>8:00am – 11:00am<br>12:30 – 5:00pm                                    |
| <b>SAVANNAH</b><br>1687 Shamrock Road                                   | 947 1518<br><b>FAX:</b> 947 6841 | <b><i>Patricia Jackson</i></b><br><br>Mon – Fri<br>8:30am – 5:00pm<br>Sat 9:00 am – 12:30pm                                |
| <b>SEVEN MILE BEACH</b><br><br>West Shore Centre<br>508B West Bay Road  | 949 4177                         | <b><i>Colleen Rivers</i></b><br><br>Mon – Fri<br>8:30am – 5:00pm<br>Sat 9:00 am – 12:30pm                                  |
| <b>PHILATELIC BUREAU</b><br><br>West Shore Centre<br>508B West Bay Road | 946 4757<br><b>FAX:</b> 949 4113 | <b><i>Tara Bush</i></b><br><br>Mon - Fri<br>8:30am – 5:00pm<br>Sat CLOSED  |
| <b>WEST BAY</b><br>103 West Church Street                               | 949 3311                         | <b><i>Joan McField</i></b><br><br>Mon – Fri<br>8:30am – 5:00pm<br>Sat 9:00 am – 12:30pm                                    |
| <b><u>SISTER ISLANDS</u></b>  |                                  |  |
| <b>CREEK</b><br>9 Student Drive   | 948 0213                         | <b><i>Karen Smith</i></b><br><br>Mon – Thur<br>9:00 – 11:30am<br>1:30 – 3:00pm<br>Fri 1:30 – 3:30pm<br>Sat 9:00 – 11:30 am |
| <b>SPOT BAY</b><br>327 Spot Bay Road                                    | 948 0354                         | <b><i>Leila Hurlstone</i></b><br><br>Mon – Thur  |

|  |                                  |  |
|--|----------------------------------|--|
|  |                                  | 9:00 – 11:30am<br>1:30 – 3:00pm<br>Fri 1:30 – 3:30pm<br>Sat 9:00 – 11:30 am  |
| <b>STAKE BAY</b><br><br>19 Kirkconnell Street        | 948 2222                         | <b><i>Jared Scott</i></b><br><br>Mon - Fri<br>8:30am – 4:30pm<br>Sat : 9:00 – 11:30 am                                     |
| <b>WATERING PLACE</b><br><br>38 Watering Place Road  | 948 0242                         | <b><i>Greta Scott</i></b><br><br>Mon – Thur<br>9:00 – 11:30am<br>1:30 – 3:00pm<br>Fri 1:30 – 3:30pm<br>Sat 9:00 – 11:30 am |
| <b>WEST END</b><br><br>30 West End Road West         | 948 1422<br><b>FAX:</b> 948 2311 | <b><i>Estelle Stilling</i></b><br><br>Mon - Fri<br>8:30am – 5:00pm<br>Sat : 9:00 – 11:30 am                                |
| <b>LITTLE CAYMAN</b><br><br>92 Blossom Village Drive | 948 0016                         | <b><i>Kerry Ann Scott</i></b><br><br>Mon – Fri<br>9:00am – 12:00noon<br>1:30pm – 3:30pm<br>Sat 10:30am – 1:30pm            |

## Boards and Committees

| Name                     | Meetings   | Membership  |
|--------------------------|--|---|
| Stamp Advisory Committee | Typically four meetings are held per annum, quarterly. Meetings are not normally open to the public. | Chair: Postmaster General<br>Secretary: Customer Care Officer, CIPS<br>Members:<br>- Ministry P, L, A, H & I Rep<br>- APMG, Marketing, CIPS<br>- National Archive Rep<br>- National Museum Rep<br>- National Trust Rep<br>- District Commissioner<br>Co-opted Members:<br>- Lyndhurst Bodden<br>- Ivan Burges<br>- Phillippe Bush<br>- Lennon Christian |

|  |  |  |
|--|--|--|
|  |  | - Carmen Godfrey<br>- Shaun McCann<br>- Sara Jan |
|--|--|--|

Minutes of Stamp Advisory Committee meetings are available on our website ([http://www.caymanpost.gov.ky/portal/page?\\_pageid=3561,6759692&\\_dad=portal&\\_schema=PORTAL](http://www.caymanpost.gov.ky/portal/page?_pageid=3561,6759692&_dad=portal&_schema=PORTAL) ).

## **Frequently asked questions**

### **Can I use my apartment's street address to get my mail at the Post Office?**

*No. There is no home delivery of mail in the Cayman Islands.*

*Under the Postal Law (1997 Revision) mail is delivered to P. O. Box numbers at the various post offices within the three islands.*

### **Should I use "BWI"?**

*No. The British West Indies no longer exists geographically.*

*In addition, using "BWI" may create mis-sorting overseas as automated sorting systems often mistake it for British Virgin Islands, creating a longer delivery time to the Cayman Islands.*

### **Can my P O Box be put in two or three person's name?**

*No. The Postal Law (1997 Revision) requires one renter.*

### **Can I get an extra key for my P O Box to give the person I share the box with?**

*No. The Postal Law (1997 Revision) permits only one key to be issued.*

### **I've lost my Post Office Box key. What should I do?**

*Complete a Lost Key Form from your post office or by visiting our website: [www.caympost.gov.ky](http://www.caympost.gov.ky) . Submit this form to your post office, include the \$30 replacement key fee, and as soon as the lock has been changed, your new key will be issued to you.*

### **Why does my post office keep putting mail that is not for me into my post box even when I keep returning it?**

*Under section 44 of the Postal Regulations (2007 Revision), the Postal Service is mandated to put mail into the post box number to which it is addressed, regardless of the name to whom it is addressed. The law gives the post box number higher priority over the name on each piece of mail.*

# History

## ***About us***

The Cayman Islands Postal Service (CIPS) has long been an important part of Island life. We provide an essential service to all businesses and households and are part of the global postal network. We are in a unique position because we have the capacity to reach more residents in the Cayman Islands than any other business. People trust our ability to safely handle their letters and parcels. We employ nearly 100 people. Every working day we collect and process more than 40,000 pieces of mail and deliver them to 11,000 post boxes across all three islands.

The CIPS is looking to the future by trying to stay one step ahead of our customers' needs. The introduction of postcodes, mail drops and Value-Added Services is only part of this effort. We are constantly striving to find ways in which to make the Post Office more user-friendly, and we are currently looking into new technologies to bring more options to our customers.

## ***About our stamps***

Cayman Islands stamps are known internationally for their beauty and their appealing themes, some of which reflect the Caymanian way of life and our cultural heritage, and others that feature the Islands' living marine and terrestrial treasures.

Philatelists, or stamp collectors, have highly valued Cayman Islands stamps for decades because of the normally high quality stamps produced and the limited number of stamps issues released each year.

The activities of the Stamp Advisory Committee are governed by section 12 of the Postal Law (1997 Revision) which states, "The Governor shall, from time to time, cause to be provided adhesive and other postage and revenue stamps expressing and denoting the various rates of postage and duty and such stamps shall, subject to section 14, be kept in the custody of and issued to the public by the Post Office."

The Stamp Advisory Committee meets on average six times per annum (bi-monthly) to develop each stamp issue. Once the annual programme is agreed by the Stamp Advisory Committee, a recommendation is submitted to Cabinet. Subsequent to Cabinet's approval, the approval of Her Majesty the Queen is obtained prior to each stamp issue undergoing its high security printing process. Typically, between four and six stamp issues are released each year.

The production process for a stamp issue can take a minimum of 35 weeks, therefore the Stamp Advisory Committee works well in advance and on more than one year's stamp programme simultaneously.

Given the miniature size of each stamp, not every idea or request for a stamp issue can be developed into a marketable stamp issue. However, public requests or suggestions for a stamp issue should be directed to:

Postmaster General  
Chair, Stamp Advisory Committee  
General Post Office  
Grand Cayman KY1-1100  
CAYMAN ISLANDS

## **Strategic Management**

### ***General Nature of Activities***

As a member of the Universal Postal Union, the Cayman Islands Government is obligated to provide each resident with access to postal services in a timely manner under the Universal Service commitment. This responsibility is delegated to the Cayman Islands Postal Service and forms the basis of its core services. Delivery is accomplished primarily through post boxes and general delivery.

Core postal services are letter mail, parcel post, registered mail, express mail, counter and philately items. Additional services include pre-paid postage (franking machines), re-direction of mail, safe mail and collection of outgoing business mail. The customers are corporate and domestic.

Historically, the mail was primarily social. Today's mail is more business in nature, but the Postal Service still fulfils an importation role as a facilitator of communication. A modern financial-based economy requires and deserves a modern postal service. This necessitates that the Postal Service offers speedy delivery and increase its use of technology to offer value-added services to meet the ever-increasing needs of customers.

### ***Scope of Activities***

The Cayman Islands Postal Services is part of the more than 700,000 postal outlets worldwide that help ensure some 430 billion mail items are processed and delivered each year to all corners of the world. Local operations are carried out in accordance with Cayman Islands Postal Legislation, the Universal Postal Union Regulations and the Caribbean Postal Union policies.

### ***Customers and Location of Activities***

The Post Office caters to corporate and domestic customers across all three Cayman Islands. Post Offices are located in each district on the islands; the remaining Postal Agency is in Old Man Bay. Drop boxes for mail being posted are situated at all Post Offices and easily accessible areas over the islands. Stamp vendors across Grand Cayman increase customers' access to postage stamps for purchase.

### ***Strategic Ownership Goals***

The key strategic goals and objectives for the Postal Service in 2014/15 are as follows:-

- Facilitate customers' tracking of barcoded postal items such as registered mail, EMS and parcels via the CIPS website: [www.caymanpost.gov.ky](http://www.caymanpost.gov.ky) .
- Gazette amendments to the Postal Regulations which will for example, allow the Cayman Islands Postal Service to offer customers an option for home delivery of incoming parcels and expand the countries to which the CIPS may send EMS items.
- To pursue payment initiative with other Government Entities utilizing the network of Postal Facilities
- To continue to implement processes leading to continued improvement of the delivery of trackable mail products (EMS, Parcels and Registered) leading to a 1.5% overall annual improvement in the performance of the products as measured by the independent, international monitoring agency for each product.

### ***Governance***

- Postal Law (1997 Revision)
- Postal Regulations (2007 Revision)
- HR policies and procedures
- Public Accountants Law (2009 Revision) - International Public Accounting Standards
- Information management policy; Disposal schedule (records retention policy)
- Public Service Management Law
- 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
- Customs Law (2007 Revision) and Regulations
- Universal Postal Union Articles and Regulations
- Other Local Laws and Regulations

### ***Corporate management***

- Annual reports
- Audit reports on overall operations or major projects
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics\*\*
- Hurricane Plan

\* Copies may be obtained upon request from Information Manager

\*\* Specialized reports can be created to collate specific information when necessary

## **Finance & Administration**

### **Financial management**

- Finance and Accounting
- Annual Budget
- Financial statements; Half-yearly / quarterly reports
- Sources of revenue; Capital programme
- Contracting procedures
- List of contracts or quotations; Recently-awarded contracts

\*Copies may be obtained upon request from Information Manager

### **Administration**

- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme
- Information Technology
- Human Resources

\*Copies may be obtained upon request from Information Manager

## **Policies & Procedures**

- Postal Law (1997 Revision)\*
- Postal Regulations (2007 Revision)\*
- Ministry of Planning, Agriculture, Housing & Infrastructure policies and procedures
- Public Service Management Law
- Universal Postal Union Articles and Regulations

\*Copies may be obtained from the Legislative Assembly at cost.

## **Decisions & Recommendations**

- Stamp Advisory Committee Minutes and Agendas\*

\*Minutes are available on our website at

[http://www.caymanpost.gov.ky/portal/page?\\_pageid=3561,6759692&\\_dad=portal&\\_schema=PORTAL](http://www.caymanpost.gov.ky/portal/page?_pageid=3561,6759692&_dad=portal&_schema=PORTAL)

## **Lists & Registers**

- Asset Register
- Permit Accounts Register
- Franking Meter Register
- Box Rental Register



## **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 Office or the Ministry of PLAH& I.  |
| Personnel / Human Resource records          | Access to information restricted to the relevant personnel.   |
| National Mail Service                       | Majority of information on volume of mail and financial statistics, permit accounts and franking meter licenses may be accessed by the public using FOI.<br>Access to addressee and delivery information on registered mail, parcels and Express Mail items is restricted for personal information concerning clients or private residents or if information is being used in a criminal investigation. |
| Post Box Renters                            | Access is restricted for personal information concerning clients or private residents or if information is being used in a criminal investigation.  |
| Cayman Islands Stamps                       | Information on the official Cayman Islands stamps released each year, Minutes and Agendas for the Stamp Advisory Committee may be accessed by the public using FOI.   |
| Complaints                                  | Records of written complaints regarding customer service and mail operations are accessed by the public using FOI with the redaction of personal information.   |
| Value Added Services                        | Majority of information on transaction volume of value added services provided to the public may be accessed by the public using FOI.   |
| Hurricane Plan                              | General plan of activities may be accessed by the public through FOI law. However, security sensitive information will be redacted.   |
| Financial information i.e. accounts, budget | Majority of the information may be accessed by the public through FOI law.  |
| Tender Contracts                            | FOI request concerning this type of information should be directed to the Ministry of PAH&I.  |

## Our Services

As a member of the Universal Postal Union, the Government of the Cayman Islands is obligated to provide a national mail service for all citizens. This obligation is undertaken by the Cayman Islands Postal Service (CIPS).

In addition to providing an ordinary letter post service, the CIPS also offers customers additional services for registered mail, parcels and Express Mail Service (EMS).

Customer service is enhanced by the provision of additional services such as:

- Photocopies
- Facsimiles
- Cellular phone top-ups
- Utility bill payments

### Forms Available for Public Use



[Lost Key Replacement Request Form](#)



[Cayman Islands Postal Service Safe Mail Form](#)



[Application To Rent A Post Office Box](#)



[Cayman Islands Postal Service Mail Forwarding Application Form](#)



[Philatelic Bureau Order Form](#)



[Watch For Request](#)



[Enquiry Request](#)



## 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

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#### 1. About the Publication Scheme

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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

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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 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

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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 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.

### 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 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 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**

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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; standard sizes) and \$1.50 per page (colour; standard sizes).

### 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**

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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 to this page on our website: [www.artscayman.org](http://www.artscayman.org)

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 to the Freedom of Information website at: <http://www.foi.gov.ky/>

## **6. Complaints**

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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: [www.artscayman.org](http://www.artscayman.org)

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**

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

## ABOUT US

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

Cayman National Cultural Foundation

### **Ministry:**

Ministry of Health, Sports, Youth, and Culture

### **Chief Officer:**

Jennifer Ahearn, Ministry of Health, Sports, Youth, and Culture  
5th 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: 345-949-5477  
Email: cncf@candw.ky

*Artistic Director:* Henry Muttoo  
PO Box 30201  
Grand Cayman KY1- 1201  
Cayman Islands  
Phone: 345-949-5477  
Email: director@candw.ky

### **Information Manager:**

Rita Estevanovich  
PO Box 30201  
Grand Cayman KY1- 1201  
Cayman Islands  
Phone: 345-949-5477  
Email: foi.ncf@gov.ky  
Website: 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 statutory authority governed by the **Cayman National Cultural Foundation Law, 2013**. The **Ministry of Health, Sports, Youth, and Culture** is CNCF's governing Ministry. The Chief Officer in this Ministry is Jennifer Ahearn. CNCF is funded in part by an annual government grant from the Ministry of Health, Sports, Youth, and Culture.

Additional funding comes from corporate sponsorship, ticket sales from 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. CNCF's activities cover the full scope of artistic disciplines... Theatre... Dance... Music... Visual Arts... Filmmaking... Literary Arts and Culinary Arts.

**Events:**

Cayfest Photo Competition "Photo Talks"  
Cayman Islands Folk Singers Concerts  
Christmas of Yesteryears  
Culture Jam  
Dress for Culture Day  
Gimistory Fish and Frittis Culinary Competition  
Gimistory International Storytelling Festival  
National Arts and Culture Gala  
Other Stage Production(s) e.g. Fat Chance, Doubt, Two Can Play  
Red Sky at Night Festival  
Rundown  
Summer Arts Camp Workshow  
Travelling Caribbean Film Showcase  
Young at Arts Workshows and Productions  
Young Image Makers' Movie Premiere

**Programmes:**

Acting Workshops and Training  
Annual CNCF achievement awards for public highschool students and for the National Children's Festival of the Arts  
Casting assistance to others  
Cayman Islands Folk Singers Traditional Music Research and Education  
Caymanian Cultural Icons (promoting the work of Aunt Julia Hydes; Radley Gourzong; Gladwyn "Miss Lassie" Bush)  
Caymanian Stories (research, casting and production of weekly radio programming)  
Corporate Cultural Awareness Programme  
Costume and Props Rentals to the public  
Creative Connections (Partnerships / work with others)  
Creative Writing Workshops and Training  
Cultural Internships (post-Tertiary level)  
Dance Vibes Workshops and Training  
Film Screenings (international artists, excluding TCFS)  
Gladwyn Bush Collection preservation and exhibitions  
Grants for the Arts  
International cultural exchanges (Travelling Caribbean Film Showcase Forum, Carifesta; University of South Florida; University of the West Indies)  
Interviews with and recordings of Caymanians in arts and culture  
Management of the Harquail Theatre facilities (Two theatres; includes rentals)  
Mentorship (college level)  
Mind's Eye Conservation Project  
Mind's Eye Public Tours on the weekend  
Mind's Eye School Tours & Education Packs  
Music Unplugged Workshops and Training  
National Arts and Culture Awards nominations process (not ceremony)



Online Photo Competition  
 Other radio programming (radio play, Isabel; The Southwell Years; etc)  
 Public Research Library  
 Public Television content  
 Publishing (My Markings; Foundation Journal; Stories My Grandfather Never Told Me; etc.)  
 School visits, learning packs and displays (Gimistory tellers; Culture for Kids; Caymanian heritage displays)  
 Sister Islands outreach (Bracfest etc.)  
 Storytelling Workshops and Training  
 Summer Arts Camp (1 - 2 week open enrolment multidisciplinary camp)  
 Symposia, Lectures and Panel Discussions (Arts, Culture & Identity, New Media)  
 Technical Theatre Workshops and Training  
 Volunteer Programmes  
 Work Experience Placements (High school level)  
 Workshops and Training in Other Disciplines (fashion design; costume design)  
 Young at Arts Summer Intensive (6 week full day training programme for talented youth)  
 Young Image Makers Introductory and Advanced Filmmaking Workshops

**Partnerships:**

Agricultural Show  
 Career Days (various)  
 CIG Departments' Events  
 Department of Tourism (Tours; Visiting Guests; Pride Workshop)  
 DoT Historical Treasure Hunt  
 International links (International Federation of Arts Councils and Culture Agencies; Edna Manley College of the Arts, University of South Florida, University of the West Indies Educational Exchanges  
 Island Living Show  
 Leadership Cayman  
 Loans of Equipment to HMP Northward and others  
 National Childrens Festival of the Arts Syllabus and Adjudication  
 National Committees (eg National Heroes Day)  
 National Spelling Bee  
 National Trust Conservation Awards  
 Optimist Club Competition  
 Partnerships with Sister Cultural Organisations (NG permanent exhibition; Museums Day, speaker series, etc)  
 Pirates Week  
 Schools' Heritage Days  
 Service Club Events  
 Talent Exposition of the Arts  
 Turtle Farm Events  
 UCCI Spring Conference  
 Youth Flex on Radio Cayman

CNCF's properties include the Harquail Theatre and the Studio Theatre at F.J. Harquail Cultural Centre on 17 Harquail Drive, off Lawrence Boulevard. CNCF is also actively involved in the ongoing conservation of its cultural heritage property Mind's Eye – the Visionary World of Gladwyn K. Bush (Miss Lassie), which is located at 4 South Sound Road. Mind's Eye, also known as Miss Lassie's, has been recognised internationally and placed on the 2012 World Monuments Fund Watch List.

**Mailing Address:**

P.O. Box 30201  
 Grand Cayman KY1-1201  
 CAYMAN ISLANDS

**Telephone number:**

345-949-5477

**Fax number:**

345-949-4519

**Email address:**

cncf@candw.ky

**Website address:**

[www.artscayman.org](http://www.artscayman.org)

**Facebook page:**

[www.facebook.com/caymanculture](https://www.facebook.com/caymanculture)

**Twitter:**

[www.twitter.com/caymanculture](https://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)
- Technical Director - Position Vacant
- Programmes Manager: Rita Estevanovich; Email: [cayfest@candw.ky](mailto:cayfest@candw.ky)
- Cultural Heritage Programmes Specialist: Lorna Bush; Email: [culture@candw.ky](mailto:culture@candw.ky)
- Marketing & Development Specialist: Tracie Watler; [marketcncf@candw.ky](mailto:marketcncf@candw.ky)
- Librarian/Docent: 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: Position Vacant
- Groundsman: Dexton Powery; Email: [cncf@candw.ky](mailto:cncf@candw.ky)
- Cultural Interns: Nicole Crance & Philipp Richter: [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

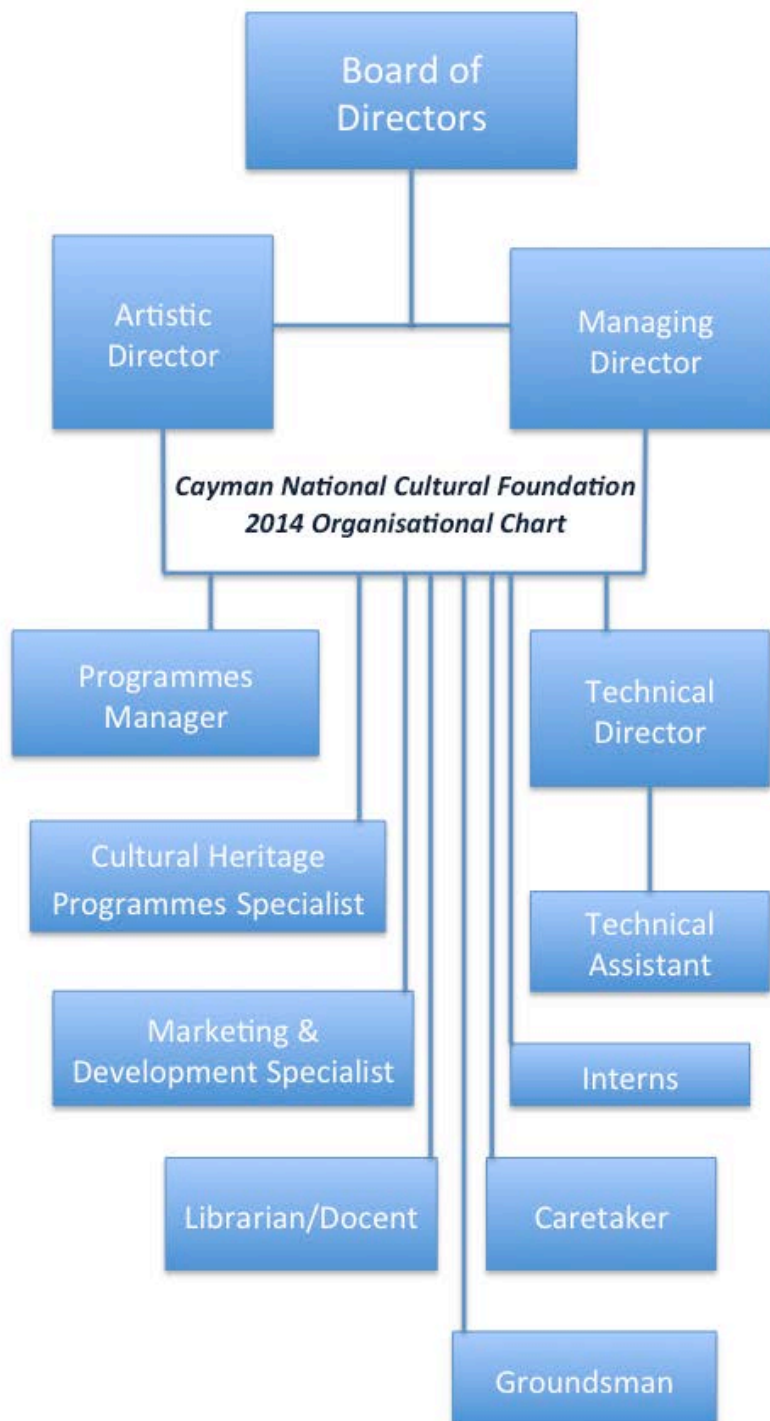
**Telephone number:**

345-949-5477

**Fax number:**

345-949-4519

## Organizational Chart:



| Location and hours  | Matters handled   |
|---|---|
| <b>Office of the Artistic Director</b><br>17 Harquail Drive<br>Grand Cayman<br>Opening Hours: Monday-Friday 9:00am – 5:00pm | Arts and Cultural Policy<br>Programme & Product Development and Supervision<br>Stage Production Direction and Design<br>Setting standards and direction of CNCF |
| <b>Office of the Managing Director</b><br>17 Harquail Drive<br>Grand Cayman<br>Opening Hours: Monday-Friday 9:00am – 5:00pm | Finance<br>Human Resources<br>Property Management<br>General Administration   |
| <b>Technical</b><br>17 Harquail Drive<br>Grand Cayman<br>Opening Hours: Monday – Friday 9:00am – 5:00pm                     | Lighting<br>Sound<br>Set Construction<br>Other technical matters  |
| <b>Programmes Management</b><br>17 Harquail Drive<br>Grand Cayman<br>Opening Hours: Monday – Friday 9:00am – 5:00pm         | Production and Events Management<br>Special Projects<br>Freedom of Information  |
| <b>Cultural Heritage</b><br>17 Harquail Drive<br>Grand Cayman<br>Opening Hours: Monday - Friday 9am – 5:00pm                | Cultural Heritage sites, products and services<br>Collections<br>Cultural Tourism Partnerships  |
| <b>Marketing &amp; Development</b><br>17 Harquail Drive<br>Grand Cayman<br>Opening Hours: Monday-Friday 9:00am – 5:00pm     | Advertising<br>Public Relations<br>Collateral Development<br>Website Maintenance<br>Recruiting Volunteers & Scheduling Volunteers                               |
| <b>Library</b><br>17 Harquail Drive<br>Grand Cayman<br>Opening Hours: Monday, Tuesday, Thursday, Friday 9am – 1:00pm        | Awards and Grants<br>Cataloguing, storage and maintenance of books, video & audio tapes, CDs and DVDs<br>Monitoring use of reference materials                  |

## Boards and Committees

| <b>CNCF Board of Directors</b>   | <b>Meetings</b>   | <b>Minutes</b>   |
|--|---|--|
| Martyn Bould – Chairman<br>Morgan DaCosta - Deputy Chair<br>Deanna Look Loy<br>Lorna Reid<br>Liz Scholefield<br>Nicholas Holland<br>Marcia Muttou -- Secretary | Meetings held up to six times annually normally at 17 Harquail Drive.<br>Meetings are not open to the public. | Available online as of January 2015.<br>Visit <a href="http://www.artscayman.org">www.artscayman.org</a> |
| <b>Grants &amp; Awards Committee</b>   | <b>Meetings</b>   | <b>Minutes</b>   |
| Morgan DaCosta – Chairman<br>Lorna Reid<br>Mary-Ann Kosa<br>Virginia Foster-Secretary  | Meetings held semi annually at 17 Harquail Drive<br>Meetings are not open to the public.                      | Available online as of January 2015.<br>Visit <a href="http://www.artscayman.org">www.artscayman.org</a> |

## 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 of the Grants & Awards Committee, Virginia Foster at [volunteercnfc@candw.ky](mailto:volunteercnfc@candw.ky) or 949-5477.

## STRATEGIC MANAGEMENT

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*Administering the agency's operations at the organisational level; developing business plans and 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 agency's functions and responsibilities; obtaining legal advice from external sources.*

## Governance

- Cayman National Cultural Foundation Law 2013\*
- 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 agency.*

- **CNCF Cultural Policy** \*
- **Annual Reports** – available at [www.gov.ky](http://www.gov.ky)
- **Plan for Miss Lassie's House** \*
- **Draft for a Business Plan for Mind's Eye** \*
- **Plan for Cayfest 2012** \*
- **Sponsorship Plan** \*

## FINANCE & ADMINISTRATION

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### Financial management

- **Current Financial Year and CIG Budget Allocation** – available at [www.gov.ky](http://www.gov.ky)
- **Audited Financial Statements** - available at [www.artscayman.org](http://www.artscayman.org)

### Administration

- **Press Releases** \* - available at [www.artscayman.org](http://www.artscayman.org)
- **Staff Salary Scales**\* - available as of January 2015 at [www.artscayman.org](http://www.artscayman.org)
- **Staff Directory**\* – Key fulltime employees available at [www.artscayman.org](http://www.artscayman.org)
- **Insurance Policies** – available at Cayman Islands Government Risk Management
- **Classes of Information Held** \*– available at [www.artscayman.org](http://www.artscayman.org)
- **Records File Plan**\* - available as of January 2015 at [www.artscayman.org](http://www.artscayman.org)
- **Harquail Theatre Valuation**\* -
- **Miss Lassie's House Valuation**\*
- **Gladwyn K. Bush Art Collection Catalogue**\*

## POLICIES & PROCEDURES

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- **Emergency Management and Business Continuity Plan**\*
- **Employee Handbook**\*
- **Theatre & Equipment Operating Policy & Procedures**\*
- **FOI Requests**\* - Email [Cayfest@candw.ky](mailto:Cayfest@candw.ky) or visit <http://www.artscayman.org/>
- **Complaints Handling Procedure**\* -- available at [www.artscayman.org](http://www.artscayman.org)

## DECISIONS & RECOMMENDATIONS

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

- **Minutes of the Board of Directors**\*
- **Minutes of Grants & Awards Committee**\*
- **Dr. Elisa Serrano's report on Miss Lassie's House**\*
- **Cayman Islands Arts Facility Strategy Report by Theatre Projects Consultants**\*

## LISTS & REGISTERS

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- **Assets Register\***
- **Freedom of Information Disclosure Log\***

## OUR SERVICES

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- **About CNCF\*** - available at <http://www.artscayman.org/about>
- **Mind's Eye Education & Tours\*** - available at <http://www.artscayman.org/cultural-treasures>
- **Grants for the Arts\*** - available at <http://www.artscayman.org/grants-for-the-arts>
- **National Arts & Culture Awards\*** - available at <http://www.artscayman.org/arts-awards>
- **Volunteer Opportunities\*** - available at <http://www.artscayman.org/volunteer>
- **Travelling Caribbean Film Showcase** – available at <http://www.artscayman.org/tcfs>
- **Summer Camp Registration Form\*** -- available at <http://www.artscayman.org/>
- **Young Image Makers Short Film Competition Registration\*** - available at <http://www.artscayman.org/young-image-makers>
- **Young At Arts Registration \*** - available at <http://www.artscayman.org/young-at-arts>
- **Creative Connections information** – available at <http://www.artscayman.org/resources>
- **Cayfest Registration Forms\*** - available at <http://www.artscayman.org/cayfest>
- **Complaint Form\*** - available at <http://www.artscayman.org/forms>
- **Harquail Theatre & Studio Theatre Rental Rates & Terms\*** -- available at <http://www.artscayman.org/rentals>
- **Directions to the F.J. Harquail Cultural Centre** – available at [www.artscayman.org/contact](http://www.artscayman.org/contact)
- **Calendar of Events** – available at <http://www.artscayman.org/calendar>

***\*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***

## **CAYMAN TURTLE FARM (1983) LTD.**

### **PUBLICATION SCHEME - 2015**

*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

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#### **1. ABOUT THE PUBLICATION SCHEME**

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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**

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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**

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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 +1-345 949 3894, Ext. 1002 (Ms. Katherine Jackson) 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 Ms. 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**

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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 1-45-949-1387
- 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, 786 NW Point Road, West Bay, and fill out a FOI Request form

## **6. COMPLAINTS**

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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 Ms. 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**

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

## **ABOUT US**

---

### **NAME OF PUBLIC AUTHORITY**

Cayman Turtle Farm (1983) Ltd.

### **GOVERNMENT MINISTRY**

Ministry of District Administration, Tourism & Transport  
Government Administration Building, 4<sup>th</sup> Floor,  
George Town, Grand Cayman  
Tel: (+1 345) 244 2456  
Fax: (+1 345) 945 1746  
E-mail: [foi.mte@gov.ky](mailto:foi.mte@gov.ky)

### **PRINCIPAL OFFICERS**

Timothy Adam, Managing Director  
Christopher Jackson, Chief Infrastructure Officer  
Christina Trumbach, Chief Marketing Officer  
Raymond Hydes, Chief Sales Officer  
Dr. Walter Mustin, Chief Research Officer  
Phillip Fourie, Chief Financial Officer (Acting)

### **OTHER KEY PERSONNEL**

Sean Glidden, Finance Manager  
Joelle McCrae, Human Resources Manager  
Katherine Jackson, Office Manager/Information Manager  
Dr. Martha Keller, Veterinarian  
Clarence Bothwell, Interim Turtle Farm Manager  
Geddes Hislop, Curator, Terrestrial, Exhibits & Educational Programmes  
Brian Dann, Lead Aquarist  
Rebecca Bush, Customer Service Team Manager/Information Manager  
Caren Wight, Retail Gift Shop Manager

Rozetta Simpson-Bush, Assistant Manager, Food & Beverage  
Mark Manderson, Information Technology Support Specialist  
Christopher Willenborg, Lifeguard Supervisor & Safety Officer

### **INFORMATION MANAGER**

Katherine Jackson

Tel: +1 345 949 3894 ext. 1002

Mobile: +1 345 925 8652

Email: [katherinejackson@turtle.ky](mailto:katherinejackson@turtle.ky)

Rebecca Bush (Deputy IM)

Tel: +1 345 949 3894 ext. 3202

Mobile: +1 345 925 4569

Email: [rebeccabush@turtle.ky](mailto:rebeccabush@turtle.ky)

## **HISTORICAL BACKGROUND**

### **ORGANIZATION AND FUNCTIONS**

The predecessor of Cayman Turtle Farm (1983) Ltd. was first opened in July 1968 as a private venture, Mariculture Ltd., 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 with the underlying concept being “conservation through commercialization of the species”. It was first located at the Salt Creek inlet in the North Sound, and then relocated to the current Goat Rock area of Northwest Point in the early 1970s.

The intention was to supply the market with a source of sea-turtle products 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 for the initial stock would be mitigated.

After much work was put into pioneering the requirements of domesticating this wild animal, breeding and raising them in captivity, CITES 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 family group from Germany in 1975 and renamed Cayman Turtle Farm Ltd. After eight (8) years, this new company decided it was not financially feasible for them to continue, and the Cayman Islands Government then purchased the Farm in 1983 and continued operations as a Government-owned company, Cayman Turtle Farm (1983) Ltd.

At the Farm, the entire life cycle of the green sea turtle (*Chelonia mydas*) can be observed, and periodically young green sea turtles (*Chelonia mydas*) of 12 – 18 months are released into our ocean as part of our conservation of contribution to this species. Another important positive conservation impact is that by making available a legal source of farmed turtle meat. This



significantly reduces the incentives to take turtles from the wild to satisfy local demand for this traditional meat.

In 2001, the west coast of the Island encountered heavy wave action from Hurricane Michelle, which wrought much damage to the Turtle Farm. Because of the extensive repairs needed, it was decided that a theme-park style visitor attraction, Boatswain's Beach, would be designed to become the new home of Cayman Turtle Farm and located on the land side of the road, away from the threat of wave action. Boatswain's Beach was opened in November 2005 which added greatly to the Island's tourism product. It was and still remains the most visited land-based tourist attraction on the Island.

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 includes a predator tank with sharks, a 1.3 million gallon salt-water snorkel lagoon with a variety of fish and juvenile turtles, a fresh water lagoon with its own waterfall and the Turtle Twister waterslide, 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 (*Chelonia mydas*) including touch tanks and a wading pool, the green iguanas, agoutis, and a 10-foot long crocodile, Smiley, which was rescued after being injured in Cayman waters. The Kemp's Ridley turtles are also 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 and small video theatre, a restaurant and bar serving a variety of dishes and drinks, Splash - the retail gift shop, four (4) rented retail kiosks and our own Cayman Street depicting typical Caymanian home architecture. We also lease a retail kiosk at the Royal Walter Port Terminal to greet and serve our cruise guests.

Eighty-nine (89) persons are currently employed to ensure that this facility operates efficiently.

### COMPANY'S LOGO

The company adopted a new logo in 1010, incorporating four stylized images:



- THE IMAGE OF A TURTLE IS A REFERENCE NOT JUST TO THE HISTORICAL RESIDENTS AND STAR PERFORMERS AT THE FARM, AS WELL AS THE ISLAND'S CULTURAL PAST, BUT THE SYMBOL OF THE TURTLE IS ALSO A REMINDER OF THE FARM'S ONGOING AND WORLD RENOWNED RESEARCH AND CONSERVATION ACTIVITIES IN ADDITION TO THE TRADITIONAL TURTLE-BREEDING AND TURTLE RELEASE PROGRAMME.
- THE SECOND IMAGE IS THAT OF A CAYMAN PARROT, THE NATIONAL BIRD, DRAWING ATTENTION TO BOTH OUR FREE-FLIGHT WALK-THROUGH AVIARY AND ALSO TO ENCOUNTERS WITH SOME OF OUR OTHER INDIGENOUS WILDLIFE.
- THE IMAGE OF A SHARK DIRECTS VISITORS TO THE MARINE LIFE EXHIBITS, INTERACTIVE SWIMMING, FEEDING AND PREDATOR TANKS, AS WELL AS THE EXCITEMENT OF SEEING UNDERWATER WILDLIFE.
- AND, FINALLY, THE FOURTH IMAGE IN THE LOGO DEPICTS A FROND OF SILVER THATCH – THE NATIONAL TREE – REFERRING TO THE NATURE TRAILS AND PROMOTION OF CAYMANIAN TRADITIONS AND CULTURE.

### **COMPANY'S VISION STATEMENT:**

TO BE THE CAYMAN ISLANDS' PREMIER 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: 8:00a.m. to 4:00 p.m. (High Season) and 11:00 a.m. to 4 p.m. (Low Season).

| <b>NAME OF DEPARTMENTS</b>        | <b>MATTERS HANDLED</b>   |
|-----------------------------------|--|
| <b>EXECUTIVE</b>                  | <i>Formulates and implements company policy. Directs strategy towards successful fulfilment of the Company's mission, and develops strategic operating plans reflecting longer term objectives and priorities established by the Board. 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, the Premier, Cabinet (Honourable Ministers), Members of the Legislative Assembly, the Ministry of Tourism, other tourism entities, and the 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 fiscal policy. Sets long-term financial goals and objectives. Liaison with Auditors. Oversees and controls payables, receivables, payroll processing, cash flow management, financial accounting and management accounting, and liaison with auditors.</i>   |
| <b>HUMAN RESOURCES MANAGEMENT</b> | <i>Administers Company's human resources, establishing new positions, recruiting and transferring personnel. Manages wages, benefits, absence and timesheet record systems,</i>  |

|  |   |
|--|---|
|  | <p><i>performance review and disciplinary processes of salaried, waged and volunteer crew members, under the Public Service Management Law 2005, the Labour Law, the Immigration Law and the Public Service Pensions Law. Develops staff skills through training and other programmes. Reviews remuneration, employment conditions and the staff handbook. Oversees the implementation and enforcement of employment-related policies and procedures. Sources/plans training and various related workshops to ensure the health and safety of crew members and visitors to the Company's premises. Includes performance management and work place relations activities.</i></p>   |
| <p><b>INFRASTRUCTURE &amp; OPERATIONS</b></p> <ul style="list-style-type: none"> <li>○ Buildings &amp; Grounds</li> <li>○ Mechanical</li> <li>○ Electrical</li> <li>○ Plumbing</li> <li>○ Lifeguarding &amp; Safety</li> <li>○ Security</li> <li>○ Information Technology (see below)</li> </ul> | <p><i>Manages Company's material resources and related policies, buildings, grounds, equipment and vehicles to facilitate normal business operations. Maintains premises and site security. Acquires and maintains equipment and repair stocks – major and minor -. Acquires and maintains all mechanical, electrical and plumbing elements. Maintains a reliable and effective Aquatic Life Support System (ALSS) to maintain water quality and purification to ensure the large-scale saltwater aquarium exhibits are safe for the animals and to facilitate a wonderful experience for guests. Manages all lagoon and other exhibit works, including working with the Lifeguard Supervisor/Safety Officer in scheduling of lifeguards, lagoon cleaning and other related duties. Maintains water and electricity supplies. Oversees the Information Technology section. Ensures motor vehicle licensing, insurance upkeep and specialized equipment as well as all accident reporting and security activities. Ensures the health and safety of staff and visitors on the Company's premises. Leads the Company's hurricane preparedness and response.</i></p> |
| <b>INFORMATION TECHNOLOGY</b>  | <p><i>Administers the Company's information resources and systems. Designs, procures and implements</i></p>   |

|  |   |
|--|---|
|  | <p>systems for managing and communicating business information, and WiFi access for customers. Maintains and disposes of software or hardware. Creates or acquires, stores and disposes of information resources. Monitors security cameras installed on premises. Assists with Skype connections and other conference room facilities.</p> <p>Develops policies, tools and procedures for managing technology and information resources. Includes technical intranet or website maintenance activities and library management.</p>                                     |
| <p><b>SALES</b></p> <ul style="list-style-type: none"> <li>○ Box Office</li> <li>○ Tours</li> <li>○ Food &amp; Beverage</li> <li>○ Retail Gift Shop</li> </ul>   | <p>Scope of operations includes tours of the Turtle Farm only, and full Park admissions. Manages the Company's on-site licensed Schooners Bar and Restaurant as well as the Splash Gift Shop. Manages the Company's liaison with various Cruise Lines as well as programmes to improve business processes and ensure consistent service delivery. Manages progress towards established departmental targets.</p>  |
| <p><b>ANIMAL PROGRAMMES, TURTLE FARMING &amp; RESEARCH</b></p> <ul style="list-style-type: none"> <li>○ Terrestrial Exhibits &amp; Education</li> <li>○ Marine Exhibits</li> <li>○ Turtle Farming</li> <li>○ Veterinary Services &amp; Research</li> </ul> | <p>Scope of operations includes management of artificial saltwater and freshwater lagoons, a marine Predator exhibit, the free-flight Caribbean Aviary and a nature trail. Supports education, animal exhibits and animal programmes interaction. Involve husbandry of marine turtles, both for conservation and display purposes as well as for the supply of farmed turtle meat to the resident population. Research activities also continue, with over 150 scientific papers having been published or presented, and a number of research projects are ongoing.</p> |
| <p><b>MARKETING AND SPECIAL EVENTS</b></p>   | <p>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 signage and publications in various formats (e.g. paper, online and</p>  |

|  |   |
|--|---|
|  | <p><i>multimedia).</i></p> <p><i>Includes marketing, promotional activities and special events. Develops and/or updates Company's social media links, i.e. Facebook, Twitter, website, etc.</i></p>   |
| <p><b>OFFICE MANAGER /</b><br/><b>FREEDOM OF INFORMATION MANAGER</b></p> | <p><i>Prepares and disperses Board and Management Committee Minutes and Agendas in a timely manner. Schedules and attends all Board and management meetings. Prepares and submits Annual Returns &amp; List (including payment). Prepares and submits Registry of Directors, Officers and Shareholder. Maintains Company Registry. Prepares and submits Liquor License / Music &amp; Dancing License (including payment). Circulates updated Hurricane Preparedness Procedures. . Prepares and circulates Bosun on Watch quarterly roster. Organizes Crew Member of the Month celebrations. Maintains general correspondence filing systems.</i></p> <p><i>Develop and implement procedures and filing systems in order to respond efficiently to Freedom of Information (FOI) request. Handles all FOI requests and maintains Government JADE Tracking System for proper FOI record-keeping. 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. Maintains general correspondence filing systems for FOI. Trains and supports the IM Deputy.</i></p> |

## BOARDS AND COMMITTEES

### BOARD OF DIRECTORS

| NAME               |  | MEETINGS   | MINUTES   |
|--------------------|--|--|---|
| Mr. Brian Wight    | <i>Chairman</i>  | Board Meetings are held at Cayman Turtle Farm's main 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. Joseph Parsons | <i>Deputy Chairman</i>   |  |   |
| Mr. Dale Bodden    | <i>Director</i>  |  |   |
| Mr. Wil Pineau     | <i>Director<br/>(Chamber of Commerce representative)</i>   |  |   |
| Mr. Naceto Welds   | <i>Director</i>  |  |   |
| Mr. Michael Nixon  | <i>Director, Financial Secretary's nominee</i>   |  |   |
| Mr. Stran Bodden   | <i>Director, Chief Officer, Ministry of District Admin. Tourism &amp; Development</i>                |  |   |
| Mr. Tristan Hydes  | <i>Director, Deputy Chief Officer for Planning, Lands, Agriculture, Housing &amp; Infrastructure</i> |  |   |

|                  |   |  |  |
|------------------|---|--|--|
| Mr. Timothy Adam | <i>Managing Director/Secretary to the Board</i> |  |  |
|------------------|---|--|--|

### SCIENTIFIC ADVISORY COMMITTEE

This Committee was formed at the direction of the Board of Directors in the latter part of 2012 with the appointment of 7 persons as designated below. This Committee is responsible to the Board of Directors for the oversight and monitoring of the pursuit of the recommendations contained in the independent report dated 17<sup>th</sup> December 2012, especially from a scientific, conservation and animal welfare perspective.

- Ex-Officio: the Director of the Department of Environment (or designate) – Ms. Gina Ebanks-Petrie
- Ex-Officio: the Director of the Department of Agriculture (or designate) – Mr. Adrian Estwick
- Ex-Officio: the Director of the Department of Environmental Health (or designate) – Mr. Roydell Carter
- Ex-Officio, Cayman Turtle Farm: Chief Scientific Officer – Dr. Walter Mustin
- Independent Member: senior faculty member of St. Matthew's University, School of Veterinary Medicine: Dr. Karen Rosenthal
- Independent Member: internationally recognized turtle scientist: Professor Brendan Godley (Professor of Conservation Science, University of Exeter: one of the authors of the independent inspection report, 17<sup>th</sup> December 2012)
- CTF Board Director: Mr. Joseph Parsons, Cert. Hon. Deputy Chairman
  - Chairman: Dr. Karen Rosenthal
  - Secretary: Dr. Walter Mustin

### EXECUTIVE MANAGEMENT TEAM

| Name                    | Title                        | Meetings & Minutes  |
|-------------------------|------------------------------|---|
| Mr. Timothy Adam        | Managing Director            | Strategic and Operational Meetings of the EMT are held bi-weekly at Cayman Turtle Farm's main Conference Room, unless otherwise dictated by urgent matters arising. |
| Dr. Walter Mustin       | Chief Research Officer       |   |
| Mr. Raymond Hydes       | Chief Sales Officer          |   |
| Ms. Christina Trumbach  | Chief Marketing Officer      |   |
| Mr. Phillip Fourie      | Chief Financial Officer      |   |
| Mr. Christopher Jackson | Chief Infrastructure Officer |   |

## FAQs

- **Where is Cayman Turtle Farm: Island Wildlife Encounter?**

Cayman Turtle Farm: Island Wildlife Encounter is located at 786 Northwest Point Road 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?**

There can be as many as three to six ships in port 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, Disney Cruise Lines, Princess Cruises, Costa Cruise Lines, 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. Most of the cruise lines offer shore excursions that include a visit to the Cayman Turtle Farm. Buses will be waiting at the cruise terminals for those on pre-booked shore 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:

| Route   | Colour Code       | Time   | Fare  |
|---|-------------------|--|---|
| <b>Route 1<br/>(Directly to<br/>Cayman Turtle<br/>Farm)</b> | <b>Yellow</b>     | <b>6:00am – 11:00pm<br/>Sunday-Thursday</b>            | <b>CI \$2.00 –(subject<br/>to change)</b>   |
| <b>Route 2</b>  | <b>Lime Green</b> | <b>6:00 am - 12 midnight<br/>Friday &amp; Saturday</b> | <b>CI\$2.00 + extra<br/>CI\$1.00 to stop at<br/>the Turtle Farm<br/>(subject to<br/>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.

- **Cayman Turtle Farm's Courtesy Shuttle Service**

Cayman Turtle Farm is now offering a Courtesy Shuttle Service from the following hotels on Seven Mile Beach: Comfort Suites, Marriott Beach Resort, Ritz Carlton, Sunshine Suites



Resort, Westin Casuarina Resort and Holiday Inn. Please check with your Concierge for shuttle times.

If your cruise line does not offer an excursion, you can book online on our website, [www.turtle.ky](http://www.turtle.ky).

Raymond Hydes  
Chief Sales Officer  
Updated: 28<sup>th</sup> November 2013

## FREQUENTLY ASKED QUESTIONS

### OUR TURTLES

**Q: How long has the Cayman Turtle Farm been in operation?**

**A:** The Farm has been in operation since October 1968. It moved to its current site in Sept 2005.

**Q: How old are the turtles in the Breeding Pond?**

**A:** They have to be over 10 years old to be a Breeder. Some large original breeders were captured as adults back in the 1960's & 70's, so we are not sure of their current ages. Our oldest captive-bred turtles were hatched in Florida, USA in 1966. Our oldest Farm-bred turtles were hatched in 1973.

**Q: What species of sea turtles are at the Cayman Turtle Farm?**

**A:** There are 2 species on display: Green Turtles and Kemp's Ridley Turtles. The vast majority are Green Turtles.

**Q: Why are they called "Green" turtles when they have brownish shells?**

**A:** Their body fat is a dark green colour,

**Q: How many Green turtles are in the Herd at the Farm?**

**A:** Approximately 9,000 including new hatchlings.

**Q: How many mature breeders are in the Breeding Pond Herd?**

**A:** About 316 breeding adults are in the Breeding Pond (approximately 4 females to 1 male).

**Q: How do you tell male from female sea turtles?**

**A:** Males have much longer tails than females – that is the easiest way to spot the difference!

**Q: Can you tell the sex of a juvenile turtle?**

**A:** There is no external way to tell the sex of juvenile turtles by just looking at them, but male Farm turtles begin to grow longer tails at about 5 – 7 years old.

**Q: What are the white marks on some of the turtles' necks & tails?**

**A:** They are breeding scars, scrapes & bites that are normal turtle behaviour & are not harmful.

**Q: How much do the mature breeders weigh?**

**A:** We presently have 309 breeders weighing 99,511 pounds (average 322 lbs). Thirty of our breeders weigh over 400 lbs.

**Q: When is the sea turtle breeding season?**

**A:** May to October every year, but we have had nesting as early as April and as late as December.

**Q: At what age is a turtle considered mature?**

**A:** In the wild, turtles can take about 20 - 30 years to reach sexual maturity. Farm turtles can lay fertile eggs as early as 10 - 15 years old.

**Q: How many eggs can a female Farm turtle lay?**

**A:** Farmed turtles can lay 50 - 100+ eggs at a time, up to 10 times in a season.

**Q: How long do turtles eggs take to incubate?**

**A:** 50 - 60 days at 82° Fahrenheit / 27.8° Celsius

**Q: How long can a turtle hold its breath under water?**

**A:** About 20 – 30 minutes while actively swimming, and up to 12 hours when sleeping!

**Q: How heavy/ old is the biggest/ oldest Farm turtle?**

**A:** Our heaviest turtle is a female named “Sparky” weighing 575 lbs in 2014 - possibly the heaviest of her kind in captivity, but we are not sure of her age.

**Q: Which species is considered the rarest sea turtle?**

**A:** The Kemp’s Ridley turtle. They are known to breed only in the Gulf of Mexico. Currently there are 3 Kemp’s Ridley turtles on display at the Farm.

**Q: At what age are Farm turtles harvested?**

**A:** Between 4 – 6 years old (70 - 100 lbs).

**Q: How does Cayman Turtle Farm help conserve the Green Sea Turtle?**

**A:** The Farm releases yearling turtles into the wild annually. The Farm also supplies turtle

meat to meet local demand. This reduces hunting pressure on the local wild turtle population.

**Q: How many turtles are released each year?**

**A:** Since Farm stock was greatly reduced due to Hurricane Michelle in 2001, releases in subsequent years have been lower in numbers. However, we continue to do releases up to as many as 100 yearling turtles per year. Over 31,000 turtles have been released to-date.

**Q: When is the next Turtle Release?**

**A:** The Cayman Turtle Farm's turtle release programme is temporarily on hold as the Farm implements new health screening and testing procedures for turtles to be released.

**Q: How can I sponsor a Turtle?**

**A:** Email [sponsorship@turtle.ky](mailto:sponsorship@turtle.ky) for costs and information.

**Q: Do any of the turtles have names?**

**A:** Through our Sponsor-a-Turtle programme, a number of breeder turtles have been named, including: "Submarine", named for the white attachment on her shell & "Sparky", named by the local electric company

Geddes Hislop  
Curator, Terrestrial Exhibits & Education Programmes  
Updated: 30<sup>th</sup> October 2014

## **OUR MARINE LIFE**

### ▪ **What kinds of sharks are in Predator Reef?**

The Cayman Turtle Farm has one type of shark on display at this time. They are **Nurse Sharks** (*Ginglymostoma cirratum*). Another type of shark may be added in the near future.

### ▪ **Are the Sharks males or females and how do you tell the difference?**

You may 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.

- **How many Sharks live in Predator Reef?**  
Three (3) nurse sharks. Additional sharks may be added in the near future.
- **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 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 painful bite if provoked. SO DON'T PROVOKE THEM.
- **Do the Sharks eat the other fish in Predator Reef?**  
Not typical, 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 and Sundays.
- **Can the guests swim with the Sharks?**  
Not at this time, however, a programme is being evaluated 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, more fish will be introduced.
- **How are the fish fed?**  
The biologist feeds the fish in the Lagoon and Predator Reef around 9:30 a.m. - 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 food 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  
Lead Aquarist  
Updated: 28<sup>th</sup> November 2013

### **CAYMAN CROCODILE /SMILEY’S EXHIBIT:**

On December 30, 2006 Cayman received an unexpected visitor: an 8-foot crocodile was captured in the waters of a sound off the Queen’s Highway in East End, Grand Cayman. This was the first crocodile to be confirmed in Cayman since supposedly the last Cayman crocodile was shot in 1959. For public safety as well as her own protection, the crocodile was captured by Police and Turtle Farm staff and has since been housed at the Cayman Turtle Farm. Since that time, at least two other 3 – 4 foot crocodiles have been sighted in Grand Cayman’s wetlands.

- **Is Smiley a “Caiman Crocodile” or an Alligator?**

Smiley is an American crocodile, a species that is common to this region found in Southern Florida, Central America, Cuba, Jamaica, Hispaniola and of course the Cayman Islands. DNA analysis has revealed that Smiley is actually a hybrid: American crocodile with mixed Cuban crocodile, suggesting that she may have actually migrated here from Cuba. Caimans are much smaller than crocodiles or alligators, and have shorter snouts. Alligators have broad, rounded snouts and are only found in North America and Thailand.

- **How long is Smiley the Crocodile?**

When first captured in December 2006, Smiley was about 8 feet long. In late 2013 she measured 10 feet.

- **How old is Smiley the Crocodile?**

We are not sure of her age, but Smiley is a mature breeding age female crocodile. Since she was caught from the wild, we have no way of accurately knowing her age. However, using the general assumption that crocodiles can grow one foot per year, we can assume she is in the vicinity of 8 – 12 years old.

- **What do you feed Smiley?**

Smiley is fed free-range chicken, iguanas or fish. Feeding takes place 1, 2 or 3 days per week, depending on the weather. During the Winter months Smiley eats [less frequently](#) due to her low metabolism as a result of the cooler weather.

- **Is it a real crocodile?**

Most times, especially in the Winter period, Smiley will spend most of her day sitting still in the water or on land. Do not be fooled! Crocodiles are ambush predators and this

“logging” behaviour gives unwary prey a false sense of security thinking she is asleep or not alive. The prey gets too close and she strikes with terrifying speed!

▪ **Are there any plans to release or breed Smiley?**

No. As Smiley is a hybrid and wildlife scientists consider it would be unethical to release her into the wild. Today’s Cayman society no longer used to living side by side with the crocodiles that gave the islands their name, and they are not eager to have crocodiles return to Cayman either! The Turtle Farm has permission to keep the crocodile on exhibit, but not to breed her.

**CARIBBEAN AVIARY EXHIBIT:**

The Caribbean Aviary exhibit is the centerpiece of the Terrestrial exhibits in the Island Wildlife Encounter sector of the Turtle Farm. The Aviary covers 5300 square feet and features a selection of Caribbean island birds representing from Cuba in the North to Trinidad in the South. The Aviary is an interactive experience where you are actually in the cage with the birds. At designated times, guests can participate in supervised bird hand-feeding.

▪ **How many birds are there in the Aviary?**

The Aviary is home to anywhere between 40 – 60 birds, depending on the time of year (breeding or non-breeding season).

▪ **How many types of birds are there in the Aviary?**

At the end of 2013 there were 11 species of birds in the Aviary: 4 species of pigeons, 2 species of ibis, 1 parrot species, 1 parrotlet species, 1 Bananaquit species, 1 honeycreeper species, 1 finch species.

▪ **What do the birds eat/ Can you feed the birds?**

The Aviary is a micro habitat for the various birds. Aviary staff feed the birds a selection of zoo diets, but the birds can also forage for themselves on fruits, insects and nectar found in the Aviary. Their various beaks determine what they eat and how they feed. There are nectar feeders, fruit feeders, insect feeders, seed birds and fish/ crustacean feeders. Visitors can purchase small servings of seeds, nectar or fish pellets to hand-feed the Aviary birds under staff supervision. **IMPORTANT: Do not feed the birds any outside food or anything other than what is provided by the Aviary staff.**

▪ **Any research or projects carried out at the Aviary?**

The Aviary captive-breeds and releases to the wild native White-crowned Pigeons and Cayman Parrots (National bird of the Cayman Islands). The Aviary is also a part-time animal rescue center to house and rehabilitate injured wildlife. Students from the local

veterinary college also gain practical exotic animal experience by volunteering and working with the Animal Programmes staff.

▪ **What else is there to see besides the Aviary?**

The Agouti exhibit and the Shoreline Nursery are just outside the Aviary. The Blue Hole Nature Trail is a walk through a small Cayman woodlot, good for viewing butterflies and birds- especially early in the morning. The Wild Banana Orchids (National flower of the Cayman Islands) bloom along the Trail in June. The Blue Hole sinkhole itself is home to rare Cayman Ghost Orchids that bloom in April, and the small cave houses a tiny blind cave isopod (shrimp) that is found nowhere else on Earth.

## STRATEGIC OWNERSHIP GOALS

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The key strategic goals and objectives for the Cayman Turtle Farm (1983) Limited for the 2014/15 financial year are as follows:

### TOURIST ATTRACTION

- Provide a high-quality attraction for visitors to Grand Cayman offering display and interaction with sea turtles and other island wildlife.
- Collaborate with other entities in the tourism industry to offer visitors “packages” incorporating a visit to Cayman Turtle Farm together with other products and services (e.g. transportation, visits to other attractions) thereby producing additional positive impact on the islands’ economy and employment.
- Revenue goals:
  - Tours:
    - Increase admissions sold to “stay-over” guests by 5%*
  - Gift Shop:
    - Increase Retail Contribution by 10%*
  - Food & Beverage:
    - Increase F&B Contribution by 5%*

### TURTLE CONSERVATION AND CULTURE

- Contribute to the conservation of sea turtles in the wild around the Cayman Islands, and to sustaining local culinary traditions, by making available from closed-cycle farming a stock of green sea turtle meat for local consumption thus avoiding turtles being taken from the wild legally or illegally.

## RESEARCH AND EDUCATION

- Continue participation in research on sea turtles in-house and in collaboration with overseas researchers.
- Host students from local schools, educating them on sea turtles and other island wildlife.

*Target at least 1,500 students and chaperones per year*

## EVENTS

- Offer the park as a venue for various corporate, social and community events, including catering of food and beverages.

## GOVERNANCE

- National Conservation Law
- Endangered Species Protection Law
- Marine Conservation (Marine Parks) Regulations
- Marine Conservation (Amendment) Law
- Environmental Health Laws and Regulations
- Labour Law and Regulations
- Public Service Management Law
- National Archive and Public Records Law
- Freedom of Information Law
- Freedom of Information (General) Regulations
- Freedom of Information (Information Commissioner) Regulations
- Electronic Transactions Law
- Public Management and Finance Law
- Public Management and Finance Law Regulations
- Public Service Management Law and Personnel Regulations
- Public Service Pensions Law
- Public Health Law
- Liquor Licensing Law
- Music and Dancing (Control) Law
- Workmen's Compensation Law
- Immigration Law and Regulations
- Health Insurance Law and Regulations
- National Pensions Law and Regulations
- Public Accountants Law - International Public Accounting Standards
- The Water Authority (Amendment) Law
- The Water Authority Regulations
- Marine Conservation Turtle Protection Regulations
- Maritime Authority Law
- The Companies Law



- Local Companies (Control) Law
- Standards In Public Life Law, 2014

## **CORPORATE MANAGEMENT**

Cayman Turtle Farm (1983) Ltd. has five (5) departments, each of which has a “C-level” Executive as the Head of Department. There are various sections in each Department.

Listed below are documents, procedures and policies which are used to plan, implement and evaluate the work of each Department. These written protocols are for carrying out functions, activities and delivering services:

### **EXECUTIVE**

- Minutes of Board Meetings
- Minutes of Management meetings
- Articles of Association
- Memorandum of Association
- Company Registers – Shareholder’s Register and Directors’ Register
- Summary of Board and Delegated Authorities 2010
- IAS 24 Related Parties Disclosure: Register of Interests
- Lease Documents on rented Kiosks (4)
- Kiosk Rental Payment Receipt form
- Schedule of Owned Properties (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.
- “Bosun on Watch” Rosters
- Payment Requisition form
- Business Card Templates
- Payment Record – Directors’ Fees
- CTF Branding Guidelines (New)
- CTF Letterhead templates (New)
- Kiosk Rental Payment Receipt form
- Business Case Template
- Work Order template
- Employee of the Month Nomination Form
- Employee of the Month Certificate Template
- Employee of the Month Photograph Template
- Water Authority Abstraction License & Discharge Permit, 2014

- **FREEDOM OF INFORMATION**
  - Complaints Form (revised 281008)

- Internal Complaints Procedure (revised 120908)
- File Lists
- Disclosure Log (JADE Tracking System)
- Disclosure Log (Closed FOI Requests)
- Filing Space Allocation Plan
- Deputy Governor's Paper on Code of Practice on Publishing (111109)
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Free of Information Training Papers
- JADE Tracking System Training Manual
- Record Management Manual
- ICO Reports
- ICO – Appeals Policy & Procedures Paper
- Collection of Payments Paper
- Personal Information & Third Party Consultation Paper
- Manual of Governing Laws
- Manual of FOI Workshops
- Work Order form

## **FINANCE & ADMINISTRATION DEPARTMENT**

Annual Budget templates  
Purchasing Notes  
DATT Procurement Guidelines  
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 – 2012)  
Monthly Management Accounts (2013)  
Port Authority Kiosk Lease

### **■ HUMAN RESOURCES SECTION**

- Employment Application Form
- Crew Members' Handbook (2012)
- Crew Members' Handbook Acknowledgement Form
- Crew Members' Performance Appraisal Evaluation
- Crew Member of the Month Award Nomination Form
- Public Service Pension Board's Enrolment Form
- Medical Insurance Contract with Cayman First Insurance (Sagicor)

- Benefit Election form – Defined Contribution
- Unsuccessful Application Letter
- Designated Beneficiary Form 08
- Absence Form
- HR Work Request form
- New Hire Computer Work Order
- Work Reference Letter
- Job Offer Letter
- Employee Agreement Form
- Incident Accident Report template
- Performance Evaluation
- CTF Organizational Chart
- Staff Pay and Grading Structure
- IT Work Order Form
- Salary Recommendation Form

#### **OPERATIONS DEPARTMENT**

Request for Proposal letter  
 Logbooks for all Company Vehicles  
 Insurance Policies for all Company Vehicles  
 Insurance Policy for Company  
 Hurricane Preparedness Plan (2014)  
 Wire Transfer Requisition  
 Credit Card Explanation form  
 Check requisition Form  
 Petty Cash ledger and records  
 Janitorial Log – Daily Activity  
 Janitorial Appraisal forms  
 Lifeguard Appraisal forms  
 Building Maintenance Appraisal forms  
 Landscaping Appraisal Forms  
 Job Request form  
 Absent Forms  
 New Vendor Notification  
 Sample of Ledger for each of Operations' Vendors  
 Sample of Ledger for Operations (July 07 –  
 Notice of Accident-Public Liability Insurance form  
 Employee's Notice of Injury Claim form  
 Incident/Accident Report  
 Lifeguards' Training Manuals  
 Special Pool Cleaner Compensation Claim Form

Lifeguard New Daily Supervisor Log  
 Pool Testing Log  
 Authorizing Extended Hours for Lagoons  
 Pool Water Chemical Log  
 Bi-Weekly Time Sheets  
 Employee Documents Received form  
 Checking-In Logs  
 Lifeguard Rotation form  
 In-Service Record Form  
 Written Warning form  
 In-Service Training Logs  
 Lifeguard Duties Checklist  
 Monthly Lagoon Swimmers Log  
 Tardiness Form  
 Rescue Report Form  
 Watch Change Notification Form  
 Substitute Cleaners Log  
 Substitute Lifeguards Log  
 Security Guard Roster

▪ **MECHANICAL, ELECTRICAL AND PLUMBING SECTION**

- ALSS Daily Check List
- Overtime Claim Form
- Incident Report
- Work Order template
- CUC Bill Charts
- Water Authority Discharge Permit Report (monthly)
- Animal Life Support Data Log
- Water Bill Chart
- Gas PO Disperse Control
- BO Ebanks PO Disperse Control
- Work Orders for Scheduling Requested Work/Maintenance

▪ **INFORMATION TECHNOLOGY SECTION**

- Information Technology Usage Compliance Policy
- Telephone Contracts with LIME
- Information Technology Work Order form
- Information Technology Supplies Request form

**SALES DEPARTMENTS**

▪ **BOX OFFICE SECTION**

- Standards of Procedure (SOP) for Sales Attendants

- Refund Policy
- Spreadsheets on Monthly Number of Visiting Guests
- Spreadsheets on Monthly Number of Visiting Guests Per Customer (Tour Operators)
- Daily Wristbands Reconciliations (for Box Office Supervisor & Tour Assistant)
- Monthly Reconciliations on Turtle Meat Sales/Weight/Revenue
- Absence Form

▪ **TOURS SECTION**

- Tours Procedures
- Port Authority Kiosk Lease
- Absence Form

▪ **RETAIL GIFT SHOP SECTION**

- Standards of Procedure (SOP) for Retail Employees
- Refund Policy
- Daily Cash-out Sheets
- Absence Form

▪ **FOOD AND BEVERAGE SECTION**

- License for Sale of Liquor on Premises
- License for Music and Dancing on Premises
- Work Schedule Form
- Cash-out Sheet
- Supplies Order Form
- List of Vendors
- Absence Form
- Check Payment Requisition
- Gratuity Form
- Inventory Form
- Waste Form

**TERRESTRIAL AND EDUCATION SECTION**

Crew Member's Quarterly Performance Review

Birds Papers

Lagoon and Predator Tank brochure

Treasure Hunt brochure

Education Tour Packages Guidelines

Absence Form

Education Presentations:

- Animal Families at CTF
- Animal Oddities

- Animals in Motion
- Animals at CTF with their body coverings
- Animals, Adaptations and Human Impact
- BATS PPT for Caribbean & Cayman
- Camouflage
- Cayman Endangered Species
- Cayman Sea Sense
- Corporate Conservation presentation
- Coral reefs
- Crocs in Cayman
- CTF & BB Development presentation
- CTF Aviary Bird Nutrition
- CTF Business review
- CTF Reptiles
- CTF Tourism Product overview
- Earth Day – Water Cycle
- Ecology Slideshow
- Living Things in their Environments
- Mangroves of the Caribbean
- National Treasures
- Native Woodlands
- Sea Turtles of the Cayman Islands
- Silver Thatch
- Turtle Farming for Conservation
- Turtling
- What is a Wetland?
- Vertebrate and Invertebrate Animals at CTF
- Habitats for Captive Animals
- Education Programmes at CTF

## **MARINE SECTION**

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  
 Special Quarantine Issues for Certain Species  
 Twin System Water Change

Water Pre-treatment Protocol for Quarantine if Using Raw Sea water for Water Changes  
24' System Water Change/Backwash  
Aeration System In Quarantine Building  
Details of Chloroquine Phosphate Use  
Marine Teleost & Elasmobranch Quarantine Protocol 2012  
Medicated Foods  
New AM/PM Quarantine Checklist  
Quarantine Water Pipe Layout  
Rectangular System Water change  
Sea Turtle Quarantine Spreadsheet  
Standards of Procedure (SOP) for Quarantine  
Absence Form

#### **TURTLE FARMING SECTION**

Animal Acquisitions/Dynasty Marine Forrest  
Permit Applications US  
Dept. of Environment Correspondence  
Dept. of Agriculture Correspondence  
Fish Acquisition  
Water Chilling/Deep Well information  
Keys Workshop and Sea Turtle Symposium  
Management Training documents  
Disease Publications  
Fish Information  
Effluent Monitoring  
Anti Degradation Study  
Pond Watch Records  
Individual Nesting Records  
Mortality Records  
Weigh Sheets  
Transfer Sheets  
Absence Form

#### **MARKETING DEPARTMENT**

Marketing Plan  
Special Events Request forms (online)  
Exit Survey template  
Absence Form

## **POLICIES & PROCEDURES**

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Current written protocols used by Cayman Turtle Farm (1983) Ltd. for carrying out functions, activities and delivering services:

- Articles of Association
- Memorandum of Association
- Ownership Agreement between Cabinet of CI Gov't and Cayman Turtle Farm (1983) Ltd.
- Summary of Board and Delegated Authorities 2010
- Audited Financial Statements (2011-2012)
- Refund Policy
- Standards of Procedure (SOPs)
- Crew Members' Handbook (2012)
- Hurricane Preparedness Plan (2013)
- Crew Member's Quarterly Performance Appraisal Evaluation
- Communications Procedures
- Special Events Policies and Procedures
- Information Technology Usage Compliance Policy
- License for Sale of Liquor on Premises
- License for Music and Dancing on Premises
- Tours Procedures
- Telephone Contracts with LIME
- CTF Branding Guidelines (New)
- Business Case Template
- Turtle Farm Complaints Procedures (FOI)
- Internal Complaints Procedure
- Water Authority Abstraction License & Discharge Permit, 2014

## **DECISIONS & RECOMMENDATIONS**

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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
- Board Resolutions
- Ownership Agreement between Cabinet of CI Gov't and Cayman Turtle Farm (1983) Ltd.
- Annual Report 2011-2012
- Summary of Board and Delegated Authorities
- Audited Management Letter 2012-2013



Signed Audited Financials 2012-2013

Current Salary & Benefits Package Information (including commissions and incentives)

## **LISTS & REGISTERS**

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The following lists and registers are maintained:

Company Registers

- Shareholder's Register and Directors' & Officers Register

Schedule of Owned Properties (by Block and Parcel Number)

IAS 24 Related Parties Disclosure: Register of Interests

FOI Disclosure Log

## **OUR SERVICES**

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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).

Updated: 2<sup>nd</sup> December 2014



**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**.

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<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=3321.6647267&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=3321.6647267&_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=3321.6647258&\\_dad=portal&\\_schema=P  
ORTAL](http://www.caacayman.com/portal/page?_pageid=3321.6647258&_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](#)
- [List of Operating Permits](#)

- [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](#)

[Website Finance & Compliance Fees Summary Page](#)

[Credit Card Authorisation Form](#)

[The Air Navigation \(Fees\) Regulations, 2010](#)

**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

Deputy Director-General Economic Regulation & Administration

[Nikki.mccoy@caacayman.com](mailto:Nikki.mccoy@caacayman.com)

Director of Air Safety Regulation

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,  
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  
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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<br/>CAYMAN ISLANDS,<br/>Unit 2 Cayman Grand Harbour</p> <p>Open Hours<br/>Monday – Friday<br/>8:30a.m. – 5:00p.m.</p> | <p>Air Safety Regulations<br/>Personnel Licensing<br/>Flight Operations Inspections<br/>Airworthiness Inspections<br/>Air Navigation Regulations<br/>Aerodrome Safety Inspection<br/>Commercial Affairs Regulation and<br/>Administration<br/>Operating Permits<br/>Economic Regulations<br/>Finance and Compliance</p> |
|--|---|

### Boards and Committees

| Name   | Meetings  | Minutes  |
|--|---|--|
| <p>Board of Directors</p> <p>Mr. Ian Pairaudeau –<br/>Chairman</p> <p>Mr. Randy Merren – Deputy<br/>Chairman</p> <p>Mr. William McTaggart, Jr.</p> <p>Ms. Shamar Ennis</p> <p>Ms. Anna McLean</p> <p>Ms. Christine Rose-Smyth</p> <p>Ms. Antonia Spencer</p> <p>Mr. Eric Bush</p> <p>Mr. Ronnie Dunn</p> | <p>This board meets as needed<br/>with a minimum of six<br/>meetings per annum.</p> | <p>Hard copies can be requested<br/>please refer to section 3:<br/>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, an aircraft registration mark may be reserved at an additional cost of CI\$100.00 for the next sequenced mark or for CI\$300.00 for an out of sequence marking.

***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=3321,6647426&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=3321,6647426&_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. A validation certificate is issued for twelve months and cost CI\$250.00 or US\$ 304.88.

***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 the 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=3321,6647766&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=3321,6647766&_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 2013:

[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/docs/PAGE/CAAHOME/FINANCE/FCFORMS/158742%20FINANCE%20AND%20COMPLIANCE%20FEES%20SUMMARY%20\(NOV%202010\)%20%5BNEW%5D.PDF](http://www.caacayman.com/pls/portal/docs/PAGE/CAAHOME/FINANCE/FCFORMS/158742%20FINANCE%20AND%20COMPLIANCE%20FEES%20SUMMARY%20(NOV%202010)%20%5BNEW%5D.PDF)

## **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=3321,6647317&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=3321,6647317&_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

[http://www.caacayman.com/portal/page?\\_pageid=3321,6647267&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=3321,6647267&_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=3321,1&\\_dad=portal&\\_schema=PORTAL](http://www.caacayman.com/portal/page?_pageid=3321,1&_dad=portal&_schema=PORTAL)



**The Commissions Secretariat'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 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 including individual Commissions) 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.

Please note that this is the publication scheme of the Commissions Secretariat, the Anti-Corruption Commission and the Civil Service Appeals Commission. It should be noted that information for the Anti-Corruption Commission is often held jointly with the Royal Cayman Islands Police Service. None of the other Commissions (the Constitutional Commission, the Commission for Standards in Public Life, the Human Rights Commission, or the Judicial and Legal Services Commission) to which the Secretariat provides support 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.

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

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:  
Manager, Commissions Secretariat  
P.O. Box 391  
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 the Manager, Commissions Secretariat through the medians listed above.

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 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**

Governor's Office; and

Portfolio of the Civil Service

### **Principle Officer**

Deborah Bodden

Manager, Commissions Secretariat

P.O. Box 391

Grand Cayman KY1-1106

1-345-244-3685

**Information Manager**

Deborah Bodden

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 1<sup>st</sup> Floor Cayman Corporate Centre and is open from 8:30am-5:00pm Monday through Friday.</p> <p>Phone: 244-3685;<br/>Fax: 945-8649;<br/>E-mail: <a href="mailto:foi.cos@gov.ky">foi.cos@gov.ky</a>.</p> | <p>The Secretariat provides sound research, policy advice, and analytical and administrative support to each of the Commissions placed under the Secretariat's purview in an effort to ensure that they may fulfill their respective constitutional and legislative mandates in an independent manner whilst at all times maintaining the highest standards of integrity. The Commissions currently supported by the Secretariat are:</p> <ul style="list-style-type: none"><li>• <i>The Anti-Corruption Commission;</i></li><li>• <i>The Civil Service Appeals Commission;</i></li><li>• <i>The Commission for Standards in Public Life;</i></li><li>• <i>The Constitutional Commission;</i></li><li>• <i>The Human Rights Commission; and</i></li><li>• <i>The Judicial and Legal Service Commission.</i></li></ul> |

**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 support to the Anti-Corruption Commission, the Civil Service Appeals Commission, the Constitutional Commission, the Commission for Standards in Public Life, the Human Rights Commission and the Judicial and Legal Services Commission.

| Name   | Meetings                 | Minutes  |
|--|--------------------------|--|
| <b>The Anti-Corruption Commission</b><br>Commissioner of Police (Ex- | Closed meetings are held | <a href="http://www.anticorruptioncommission.ky">www.anticorruptioncommission.ky</a> |

|   |   |  |
|---|---|--|
| Officio)<br>Auditor General (Ex-Officio)<br>Complaints Commissioner (Ex-Officio)<br>Sir Peter Allen<br>Mr. Leonard Ebanks   | once per<br>month or<br>on as<br>needed<br>basis.                                   |  |
| <b>The Civil Service Appeals Commission</b><br><br>Mr. Donovan Ebanks<br>(Chairman)<br>Ms. Andrea Bryan<br>Mrs. Dorothy Crumbley<br>Mr. Lemuel Hurlston<br>Ms. Deanna Lookloy<br>Mrs. Stacey VanDevelde | Closed<br>meetings<br>are held on<br>as needed<br>basis.                            | <a href="http://www.csac.gov.ky">www.csac.gov.ky</a>   |
| <b>The Commission for Standards in Public Life</b>  | Closed<br>meetings<br>are held<br>once per<br>month or<br>on as<br>needed<br>basis. | <a href="http://www.standardsinpubliclifecommission.ky">www.standardsinpubliclifecommission.ky</a> |
| <b>The Constitutional Commission</b><br><br>Mr. David Ritch (Chairman)<br>Mr. Wil Pineau  | Closed<br>meetings<br>are held<br>once per<br>month or<br>on as<br>needed<br>basis. | <a href="http://www.knowyourconstitution.ky">www.knowyourconstitution.ky</a>                       |
| <b>The Human Rights Commission</b><br><br>Mr. Alistair Walters (Chairman)<br>Mr. James Austin-Smith   | Closed<br>meetings<br>are held<br>once per<br>month or                              | <a href="http://www.humanrightscommission.ky">www.humanrightscommission.ky</a>                     |

|  |   |  |
|--|---|--|
| (Chairman Designate)<br>Mrs. Chelsea Frazier-Rivers<br>Mrs. Lisa-Ann Hurlston-McKenzie<br>Reverend Donovan Myers   | on as<br>needed<br>basis.   |  |
| <b>The Judicial and Legal Services Commission</b><br>Mr. Dan Scott (Chairman)<br>Sir John Chadwick<br>Sir David Simmons<br>Baroness Patricia Scotland<br>Mr. Richard Coles<br>Mr. Charles Jennings | Closed<br>meetings<br>are held<br>once per<br>quarter or<br>on as<br>needed<br>basis. |  |

### **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 constitutionally and legislatively created Commissions which include: the Anti-Corruption Commission, the Civil Service Appeals Commission, the Constitutional Commission, the Human Rights Commission, the Commission for Standards in Public Life, and the Judicial and Legal Services 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 out more information about the Bill of Rights, Freedoms and Responsibilities?

**A:** Visit [www.humanrightscommission.ky](http://www.humanrightscommission.ky)

**Q:** Where can I find more information on the other Commissions?

**A:** Visit their respective websites as indicated above.

## **FINANCE & ADMINISTRATION**

### **Financial management**

14-15 Annual Budget – [www.bmu.gov.ky](http://www.bmu.gov.ky)





*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** to making information available to the public as part of its normal business activities.

**Computer Services 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**

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**Computer Services Department** will generally not publish:

- information in draft form;
- information held by **Computer Services Department** but owned by other agencies;
- information that is not held by the **Computer Services Department**, 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 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 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 exempted 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

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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 **Computer Services Department** 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 **Computer Services Department** website, please contact the FOI Information Manager at 345-949-8277 or direct line at 345-244-2340 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky). Or contact the Deputy Information Manager 345-949-8277 or direct line at 345-244-2311. Please provide a telephone number so that we can call you to clarify details if necessary.

#### 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 345-949-8277 or Direct at 345-244-2340.

#### Post

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

Information Manager  
**Computer Services Department**  
Government Admin Building, 2<sup>nd</sup> Floor, Box 112  
133 Elgin Avenue, Georgetown  
Grand Cayman, Cayman Islands 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. 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 <http://www.csd.gov.ky> first, as the information that you are seeking may already been published.

If you experience any difficulty identifying the information you want to access, please contact the FOI Information Manager at 345-949-8277 or direct line at 345-244-2340, or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky). Or contact the Deputy Information Manager 345-949-8277 or direct line at 345-244-2311. Please provide a telephone number so that we can call you to clarify details, if necessary.

The **Computer Service 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 **Computer Services Department** is legally required to translate any information, it will do so.

**Computer Services Department** 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 at 345-949-8277 or direct line at 345-244-2340 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky).

#### 4. FEES AND CHARGES

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The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. **Computer Services 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 (color; any size).  
Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

**Computer Services 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 **Computer Services Department** has received your payment.

## 5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

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Information held by **Computer Services Department** that is not published under this scheme can be requested by:

1. Writing Information Manager, **Computer Services Department**, 2<sup>nd</sup> Floor, Government Administration building, Box 112, Grand Cayman KY1-9000
2. Sending an email to the Information Manager is at FOI Information Manager at 345-949-8277 or direct line at 345-244-2340 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) or Deputy Information Manager at 345-949-8277 or direct line at 345-244-2311 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky).
3. Dropping it into our offices on the 2<sup>nd</sup> Floor, Government Administration Building Box 112, Grand Cayman KY1-9000, Cayman Islands
4. You can also refer online to: <http://www.csd.gov.ky>, *Making a Request*.

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

## 6. COMPLAINTS

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**Computer Services 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 FOI Information Manager at 345-949-8277 or direct line at 345-244-2340, or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) and we will try to resolve your complaint as quickly as possible. Or contact the Deputy Information Manager is at 345-949-8277 or direct line at 345-244-2311 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky)

Further information about our complaints procedures can be obtained from the FOI Information Manager at 345-949-8277 or direct line at 345-244-2340, or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) or the Deputy Information Manager is Gilbert McLaughlin at 345-949-8277 or direct line at 345-244-2311.

You can also see our website at: <http://www.csd.gov.ky> for FOI Appeal and for further information about our complaints.

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  
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

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

### 7.1. ABOUT US

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

#### **COMPUTER SERVICES DEPARTMENT Principle officers**

Gilbert O. McLaughlin, MBA, Director, Email: [Gilbert.Mclaughlin@gov.ky](mailto:Gilbert.Mclaughlin@gov.ky)  
Rex Whittaker, MBA, Deputy Director, Email: [Rex.Whittaker@gov.ky](mailto:Rex.Whittaker@gov.ky)

#### **COMPUTER SERVICES DEPARTMENT Contact Details**

Grand Cayman Office Address:

Physical address:

133 Elgin Avenue  
Government Administration Building, 2<sup>nd</sup> Floor  
Georgetown, Grand Cayman  
Cayman Islands KY1- 9000

Mailing Address:

Computer Services Department  
Government Admin Building, 2<sup>nd</sup> Floor,  
Box 112  
133 Elgin Avenue,  
Georgetown, 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: <http://www.csd.gov.ky>

Hours of Work: 8.30am-5:00pm, Monday-Friday  
Along with out of hours support

## **COMPUTER SERVICES DEPARTMENT Information Manager**

Rex Whittaker, Information Manager  
Tel: 345-949-8277 or 345-244-2340  
Email: [foi.csd@gov.ky](mailto:foi.csd@gov.ky)

Gilbert McLaughlin, Deputy Information Manager  
Tel: 345-949-8277 or 345-244-2311  
Email: [foi.csd@gov.ky](mailto:foi.csd@gov.ky)

### **MINISTRY**

**Computer Services Department** falls under the responsibility of the Ministry of Home Affairs; this position reflects the strategic importance of Information Technology within the Cayman Islands Government.

## **7.2. STRATEGIC MANAGEMENT**

Ministry of Home Affairs sets the strategic directions for **Computer Services Department** ; 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.

### **Ministry of Home Affairs**

Chief Officer  
Eric Bush

Address  
Government Administration Building, 5<sup>th</sup> Floor  
133 Elgin Avenue,  
George Town, Grand Cayman

Mailing Address  
Ministry of Home Affairs  
5<sup>th</sup> Floor, Government Administration Building,  
P.O. Box 111  
Grand Cayman, KY1-9000  
Telephone: (345) 244-2412      Fax: (345) 945-2922  
Email: [foi.mha@gov.ky](mailto:foi.mha@gov.ky)      Website: <http://www.mha.gov.ky/>  
Hours of Work: 8:30am to 5:00pm, Monday to Friday.

### 7.3. FINANCE & ADMINISTRATION

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The Ministry of Home Affairs is the administering authority for **Computer Services Department**. The Authority for many financial, administrative and HR function has been delegated down to the Director of **Computer Services Department**. 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

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The Department is not directly regulated by any laws, but as an ICT service provider Computer Services Department 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 Computer Services Department 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.
- 2012 Pay Schedule Monthly and Weekly pay dates 2012

#### 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



## COMPUTER SERVICES DEPARTMENT POLICIES & PROCEDURES

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

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

Computer Services Department 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. List of Registers

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FOI Disclosure log: Please see disclosure log on our website at: <http://www.csd.gov.ky>

Classes of Information Held

| Classes of Information                      | Restrictions & Accessibility to information  |
|---|--|
| 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.  |

## 7.6. Our Services

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**Computer Services Department** is a shared service department providing high quality Information Technology (IT) and consulting services to Government departments and agencies. **Computer Services Department** also provides consulting, and IT services to two regional governments at industry standard rates. The CI Government computer system is a complex network of Digital mini-computers, PCs, terminals, printers, and associated peripheral equipment spread over every Government department and almost all Government buildings in Grand Cayman and Cayman Brac.

**Services Offered** **Computer Services Department** has 5 functional service areas:

- **Application Services (Development & Support)**  
Application Services is responsible for the analysis, design, building and maintenance, procurement of all applications running on government's central network. Here the staff members perform the services of IT Consulting, Database Administration, Strategic planning, Project Management, Business Process review and redesign, software development and E-Government, Electronic Document Management, Core Financial System Management and software support. They work with clients/users to investigate operational requirements and problems, seeing effective business solutions through improvements in information systems, data management, procedures, organization and equipment. They design large and/or complex programs and program modifications using agreed standards and tools, to achieve a well-engineered result for government. They direct and have regular interface with users of all grades throughout Government and Authorities whilst carrying out business or systems analysis, systems design, programme development and support, and in-house user training.
- **Technical Services**  
Computer Services Technical Services staff provides installation of new equipment, the networking of new projects and the installation of end user hardware and software applications. Additionally the Technical Services Team also provides expert Helpdesk Support, IT customer service, fast and effective information systems fault identification, fault resolution. They respond to all requests from over 2500 users in computer hardware, computer software and data communication and computer software systems government wide.
- **Operation Services:**  
Computer Operations are responsible for the management and support of Windows, UNIX and Linux servers. Operations provide Network Management, Network Design, System Management and Analysis Services. This team is responsible for the installation of new server equipment; they work with tech team on new project. 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, malware protection, storage management, data backup and restoration services. The operations team members are also on call for after-hours IT Support.

- **CS Procurement**

CS Procurement manages daily operations of purchasing and procurements. Reviews purchasing requirements, solicits goods and services to vendors. This includes consultations and recommendations of IT hardware and software for all government departments.

**CS Administration**

The Administration Group is responsible for the office, personnel, financial management, records management and administrative tasks of the 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

**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.

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



THE DEPARTMENT OF COUNSELLING SERVICES  
CAYMAN ISLANDS GOVERNMENT



*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.dcs@gov.ky](mailto:foi.dcs@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 or 244-8702 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  
P.O. Box 10142  
  
George Town, 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. To arrange an appointment to view information in person, please contact the Administrative Manager at 949-8789 or 244-8702.

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.



THE DEPARTMENT OF COUNSELLING SERVICES  
CAYMAN ISLANDS GOVERNMENT



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

P.O. Box 10142  
George Town, Grand Cayman,  
KY1 – 1102  
Cayman Islands



THE DEPARTMENT OF COUNSELLING SERVICES  
CAYMAN ISLANDS GOVERNMENT



Requests for information that is not published under this scheme can also be emailed to us at [foi.dcs@gov.ky](mailto:foi.dcs@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





THE DEPARTMENT OF COUNSELLING SERVICES  
CAYMAN ISLANDS GOVERNMENT



## **ABOUT US**

### **Name of public authority**

Department of Counselling Services

### **Ministry**

Ministry of Community Affairs  
4th Floor Government Administration Building  
71A Elgin Avenue, George Town  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS

### **Key staff**

Chief Officer, Ministry of Community Affairs – Ms Dorine B. Whittaker  
Director, Department of Counselling Services – Ms Judith Seymour  
Deputy Director, Department of Counselling Services – Mr Donald Potkins  
Administrative Manager, Information Manager Department of Counselling Services – Mrs. Christina Smith Rivers  
Clinical Supervisor, Caribbean Haven Residential Centre – Ms Esther Taylor  
Programme Coordinator, The Counselling Centre – Ms. Susanne Clements  
Programme Coordinator, The Family Resource Centre – Mrs. Miriam Foster

The Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)

### **Organisation and functions**

**The Department of Counselling Services** is the agency within the Cayman Islands Government that provides high quality, cost-effective treatment services in the Cayman Islands. The over-arching concept of departmental operations is the continuum of care model which encompasses prevention, intervention and treatment. The Department is comprised of four distinct agencies: **The Counselling Centre** 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; **Caribbean Haven Residential Centre** located in Breakers, Grand Cayman offers intensive substance



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abuse treatment that is tailored to the needs of adult male and female clients to all residents in the Cayman Islands. The **Family Resource Centre** which merged services previously provided by the National Parenting Programme, The Women's Resource Centre, and the Young Parents Programme offers family and parenting skills programmes, psycho-educational workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and spearheads public awareness campaigns aimed to strengthen families and individuals and provide the foundation for a healthy society.

**Mailing address:**

P.O. Box 10142 George Town, Grand Cayman, Cayman Islands, KY1-1102

**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:** [foi.dcs@gov.ky](mailto:foi.dcs@gov.ky)

**Website address:** N/A

| Location and hours  | Matters handled   |
|---|---|
| The Counselling Centre<br>3 <sup>rd</sup> Floor<br>Royal Plaza Building<br>Cardinal Aveune<br>George Town<br><br>Hours of Operation:<br>Mon/Wed/Fri - 8:30 a.m. to 5:00 p.m.<br>Tu/Th – 8:30am – 7:00pm with additional<br>opening hours for group therapy. | Individual, Couples, Family & Group<br>Therapy<br>Clinical assessments and reports<br>Driving under the Influence Programme<br>Treatment Services to clients in Drug<br>Rehabilitation Court<br>Policy Advice to the Minister of Community<br>Affairs & Housing |
| Caribbean Haven Residential Centre<br>2049 Bodden Town Road<br>Breakers   | Residential Treatment Programme for Men<br>Non-medical detoxification services<br>Residential Treatment Programme for<br>Women  |



THE DEPARTMENT OF COUNSELLING SERVICES  
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|  |  |
|--|--|
| Hours of Operation: 24 hours a day, 365 days a year<br><b>Personal visits by appointment only</b>  |  |
| The Family Resource Centre<br>Compass Centre<br>North Sound Rd.<br>George Town<br><br>Hours of Operation: 8:30 a.m. to 5:00 p.m. with additional opening hours for specific client services. | Public Awareness Initiatives<br>Legal Befrienders Clinic<br><br>Parenting Programmes<br>Family Programmes<br>Workshops and Presentations Aimed to Empower and Educate<br>Crisis Intervention & Victim Advocacy<br>Case Management Services |
| Brac Haven – Sister Islands Counselling Centre<br>Services available weekly by appointment, contact 948-2354 or 949-8789.  | Treatment Services & Public Awareness activities to the Sister Islands   |

### 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



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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 8:30am to 7:00pm. 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, our office is open weekly for appointments, please call 949-8789 or 948-2354 to schedule an appointment.

▪ 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 or present for services during their walk-in clinic each week day from 12:30 p.m. to 4 p.m.

▪ **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 12 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.



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- **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. However, Caribbean Haven does provide screenings for persons to have immediate access to a safe recovery environment in which they can withdraw from their substance use and make decisions about entering treatment. Access to this withdrawal management unit at Caribbean Haven can be arranged by calling 947-9992, 24 hours a day.
  
- **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.

### **Governing Legislation and Regulations**

- Personnel Regulations (2012)
- Public Service Management Law (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Financial Regulations (2010 Revision)
- Freedom of Information Law (2007 Revision)
- The Freedom of Information (General) Regulations (2008 Revision)
- The National Archive and Public Records Law, (2007) & Regulations (2007)
- The Cayman Islands Constitution Order (2009)
- The Children's Law (2012 Revision)
- Drug Rehabilitation Court Law (2006)
- Protection from Domestic Violence Law (2010)
- Mental Health Law (2013)



THE DEPARTMENT OF COUNSELLING SERVICES  
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- The Traffic Law (2011)
- The Prison Law

### **Corporate management**

- The Department of Counselling Services' 2014 Hurricane Plan (updated annually)
- Ministry of Community Affairs and Housing's 2014 Continuity of Operations Plan (updated annually)
- 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 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)
- 2011 – 2012 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)
- 2012 – 2013 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)
- 2013 – 2014 Budget  
<http://www.legislativeassembly.ky/pls/portal/docs/PAGE/LGLHOME/BUSINESS/BUSINESS/REPORTS/REPORTS20132014/2013-14%20ANNUAL%20PLAN%20AND%20ESTIMATES.PDF>
- 2014 – 2015 Budget  
[http://www.gov.ky/portal/page?\\_pageid=2882,8024436&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=2882,8024436&_dad=portal&_schema=PORTAL)
- Tendering Instructions for the Ministry of Community Affairs and Housing



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## **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
- 2011 – Annual Salary Scale for Salaried staff and Hourly Rates for all staff
- Department's Organisational Chart

## **POLICIES & PROCEDURES**

### **Draft policies and procedures:**

- Ministry's Human Resources Policies and Procedures Manual
- Ministry's Information Management Policy

### **Approved policies and procedures:**

- Confidentiality & Internal Complaints Process
- Clinical and Administrative Manual (CAM)

### **Reports**

- Crime Reduction Strategy
- Interministerial Committee on Youth Affairs Report
- National Anti-Drug Strategy

## **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.



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**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 and parenting skills 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.





## **Department for International Tax Cooperation**

### **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 ("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 Department for International Tax Cooperation ("DITC") to making information available to the public as part of its normal business activities.

The Department for International Tax Cooperation 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 for International Tax Cooperation will generally not publish:

- information in draft form;
- information that is not held by the Department for International Tax Cooperation, 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 for International Tax Cooperation'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*.

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<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 having trouble locating information listed using the Department for International Tax Cooperation's website ([www.ditc.gov.ky](http://www.ditc.gov.ky)), please contact the Assistant Director, Iain Blackwell, at 244-2354 or email at [Iain.Blackwell@gov.ky](mailto:Iain.Blackwell@gov.ky). Alternatively, the Information Manager, Tamara Ebanks or Designate, Angela Mowbray, may be contacted ([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, 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:

Tamara Ebanks  
Deputy Chief Officer & Information Manager  
Ministry of Financial Services, Commerce and Environment  
3rd Floor, Government Administration Building, Box 126  
133 Elgin Avenue, George Town  
Grand Cayman  
CAYMAN ISLANDS

Note: Letter may also be addressed to Angela Mowbray, Information Manager Designate.

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 FOI Information Manager, Tamara Ebanks or Designate, Angela Mowbray, may be contacted ([foi.tia@gov.ky](mailto:foi.tia@gov.ky)).

The Department for International Tax Cooperation 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 for International Tax Cooperation 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 for International Tax Cooperation 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 Department for International Tax Cooperation has received your payment.

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

Information held by the Department for International Tax Cooperation 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 Information Manager, Tamara Ebanks or Designate, Angela Mowbray, may be contacted ([foi.tia@gov.ky](mailto:foi.tia@gov.ky)).

## **6. Complaints**

The Department for International Tax Cooperation 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, Tamara Ebanks or Designate, Angela Mowbray, may be contacted ([foi.tia@gov.ky](mailto:foi.tia@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
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of Government Department**

Department for International Tax Cooperation

## **Ministry**

The Department for International Tax Cooperation is part of the Ministry of Financial Services, Commerce and Environment.

## **Principal Officer**

Mr. Duncan Nicol, Director

## **Information Manager**

Tamara Ebanks

Deputy Chief Officer & Information Manager

Ministry of Financial Services, Commerce and Environment

3rd Floor, Government Administration Building, Box 126

133 Elgin Avenue, George Town

Grand Cayman

CAYMAN ISLANDS

FOI email: [foi.tia@gov.ky](mailto:foi.tia@gov.ky)

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

Note: Information Manager Designate, Angela Mobray, may also be contacted ([foi.tia@gov.ky](mailto:foi.tia@gov.ky))

## **Organisation and functions**

The Department for International Tax Cooperation 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 Department for International Tax Cooperation has statutory responsibility in the areas of:

- tax information assistance under the [Tax Information Authority Law \(2013 Revision\)](#) as amended;
- reporting of savings income information under the [Reporting of Savings Income Information \(European Union\) Law \(2007 Revision\)](#) as amended.

The over-riding objective of the Department for International Tax Cooperation 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 Department for International Tax Cooperation 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 Department for International Tax Cooperation 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 Department for International Tax Cooperation 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>Government Administration Building<br/>(3rd Floor)<br/>135 Elgin Avenue<br/>George Town<br/>Grand Cayman<br/>CAYMAN ISLANDS</p> <p><b>TEL:</b> (345) 244-2354</p> <p><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 (2013 Revision) as amended 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) as amended.</p> |

#### **Boards and committees**

None

## Frequently asked questions

- Q.** Can the Department for International Tax Cooperation provide me with a current list of Cayman Islands Tax Information Exchange Agreements/Arrangements (“TIEAs”)?
- A.** Yes, these can be found on the Department for International Tax Cooperation page of our website.  
(Click [HERE](#) to view TIEAs)
- Q.** Does the Department for International Tax Cooperation release statistics on the Reporting of Savings Income Information?
- A.** Yes, these are published annually on our website.  
(Click [HERE](#) to view statistics)
- Q.** Does the Department for International Tax Cooperation have a Publication Scheme?
- A.** Yes, this contains further information about us and may be viewed [HERE](#).
- 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.
- Q.** Where can I find information on the Tax Information Authority Law?
- A.** The Law can be found on the [Tax Information Assistance](#) page of our website together with the [Guide to the Tax Information Authority Law](#).
- Q.** Is the Department for International Tax Cooperation a tax administration or revenue agency?
- A.** No, the Department for International Tax Cooperation 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](#); information on Tourist accommodation tax (Tel: (345) 949-0623) - [Cayman Islands Department of Tourism](#).

- Q.** Is the Department for International Tax Cooperation 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).
- Q.** Is the Tax Information Authority a Statutory Authority?
- A.** No, the Tax Information Authority is a function of the Department for International Tax Cooperation, which is a government department of the Ministry of Financial Services, Commerce and Environment.



**Q.** Can the Department for International Tax Cooperation 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))

**Q.** Are there any boards or committees within the Department for International Tax Cooperation?

**A.** No.

## **STRATEGIC MANAGEMENT**

In accordance with its statutory responsibilities and functions, the Department'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 \(Amendment\) \(No. 2\) Law, 2014](#)



[Tax Information Authority Law \(2013 Revision\)](#)



[Tax Information Authority Regulations \(2013 Revision\)](#)



[Tax Information Authority \(Tax Information Agreements\) Order, 2009](#)



[Tax Information Authority \(Tax Information Agreements\) Order, 2010](#)



[Tax Information Authority \(Tax Information Agreements\) \(No.2\) Order, 2010](#)



[Tax Information Authority \(Tax Information Agreements\) Order, 2011](#)



[Tax Information Authority \(Tax Information Agreements\) \(No.2\) Order, 2011](#)



[Tax Information Authority \(Tax Information Agreements\) Order, 2013](#)

Note: Copies may be obtained upon request from the Information Manager.

## **Corporate Management**

Reporting of Savings Income Information:



[Reporting of Savings Income Information \(European Union\)\(Amendment\) Law, 2014](#)



[Reporting of Savings Income Information \(European Union\) Law \(2007 Revision\)](#)



[Reporting of Savings Income Information \(European Union\) Regulations, 2005](#)



[Business Continuity Plan – Tax Information Authority](#)



Hazard Management Plan for Records



Disaster Recovery Plan

## **FINANCE & ADMINISTRATION**

### **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**



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**

-  [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**

-  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. This is a function of the Department for International Tax Cooperation.



[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. This is a function of the Department for International Tax Cooperation. 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](#)



[Tax Residence Certificate Application Form](#)

# 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. Dorine Whittaker

**HOD:** 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 with special needs
- Adoption services
- Foster care services
- After Care services
- Services relating to the Summary Family Matters Court and Youth Court
- 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
- Duties of the Shelter Operations Sub-Committee of the Hazard Management Department
- 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:**

Children's Law, (2012 Revision,) Youth Justice Law 1995, Adoption of Children Law 2013, Poor Persons Relief Law 1997, Freedom of Information Law 2007

### **Address:**

Physical Address: Department of Children and Family Services  
(Administrative Office)  
3<sup>rd</sup> Floor Commerce House  
7 Genesis Close, George Town,  
Grand Cayman.

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, Commerce House, 7 Genesis Close, 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

**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, Tamara Hurlston

**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 or 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  
3<sup>rd</sup> Floor Commerce House  
7 Genesis Close, George Town,  
Grand Cayman.

## **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 (Commerce 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 (Commerce 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 financial assistance?

**Answer:**     All applications for financial assistance are handled through the Needs Assessment Unit. Persons may call and schedule an appointment or walk-ins are also available.

                          Contact Information for the Needs Assessment Unit:  
                          2nd Floor Aqua Mall  
                          55 South Church Street  
                          George Town, Grand Cayman  
                          P: (345) 946-0024

2.     **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.

3.     **Question:**     How old do I need to be to adopt a child?

**Answer:**     The requirements outlined in the Adoption of Children Law states a person must be 25 years of age but not over 65.

4. 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.

5. Question: How long does it take to adopt a child?

Answer: Adopting a child always requires a waiting period. Once your application is filed and the application fee paid, letters will be sent out to persons you have listed as your references. Once the reference letters have been received, those and your application will be presented to the Adoption Board. If the application is approved the Adoption Board will request a Home Study. The Home Study is carried out over a three-month period. 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.

6. 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 once the Adoption Board has determined that you are eligible to adopt. 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 a prospective adoptive child has been placed with the approved adoptive parents the case will be assigned to a Social Worker for the Supervision Court Report, which will take approximately 3 months and involves at least three home visits over three consecutive months. This report is then presented to the Adoption Board. If the Adoption Board has granted approval, the matter is taken to Court where the final decision is made by the Judge.

7. 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.
8. 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, if funding is available to pay for the placement in the Pines.
9. 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. Fees for Kirkconnell Community Home/Tibbetts Annexe in the Brac is \$750/month; Golden Age Home in West Bay is \$750/month and the East End Sunrise Cottage is \$275/month.
10. 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  
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  
After Care Referral Form  
After Care Case Plan/Contract  
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 Conference Report Form  
Client Bank Request Letter  
Client Care Plan Form  
Client Case Plan Form  
CMS Intake Face Sheet  
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  
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 parent Application Process Checklist  
Geriatric Services Assessment Update  
Home Study Report Guidelines Information on Juvenile Breach of Probation  
Information Suspected Child Abuse  
Intake Appointment  
Intake Appointment Roster  
Intake Assessment Tool 2003  
Medical Report  
Mental Health Services Referral  
Notification of Non Compliance with Probation Order (Youth Court)  
Parents Consent  
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Permission to Travel (Youth) Rehabilitation Order  
Probation Order Youth Justice Law  
Property Check Request Form  
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  
Social Work Supervision Session Work Sheet  
Thank You Food Donation  
Youth Justice Court Report Form  
Youth Justice Probation Order  
Youth Rehabilitation Order Criminal

FORMS FOR CHILDREN LAW, 2012 REVISION:

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Form C2- Application under the Children Law (2012 Revision) for a care or supervision order

Form C3- Application for leave to commence proceedings; for an order or directions in existing Children Law proceedings; to be joined as, or cease to be, a party in existing Children Law proceedings

Form C4- Notice of Proceedings- Hearing or Directions Appointment- notice to party

Form C5- Notice of Proceedings- Hearing or Directions Appointment- notice to person other than party

Form C6- Acknowledgement

Form C7- Confidential address form

Form C8- Statement of service

Form C9- Supplement for an application for financial provision for a child or variation of financial provision for a child

Form C10- Statement of means

Form C11- Supplement for an application for an emergency protection order

Form C12- Supplement for an application for a warrant to assist a person authorised by an Emergency Protection Order

Form C13- Supplement for an application for a care or supervision order

Form C 14- Supplement for an application for Department to refuse contact with a child in care

Form C15- Supplement for an application for contact with a child in care

Form C16- Supplement for an application for a child assessment order

Form C17- Supplement for an application for an education supervision order

Form C18- Supplement for an extension of an education supervision order

Form C19- Supplement for an application for a recovery order

Form C20- Application for warrant for assistance

Form C21- Supplement for an application for an order to hold a child in secure accommodation

Form C22- Order; Direction

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Form C24- Order for emergency protection

Form C25- Order for variation of an Emergency Protection Order; for extension of an Emergency Protection Order; for discharge of an Emergency Protection Order

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Form C27- Order granting authority to keep a child in secure accommodation

Form C28- Order granting authority to search for another child

Form C29- Warrant to assist a person to gain access to a child (ren) or entry to premises

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Form C32- Interim care order

Form C33- Order for contact with a child in care; granting authority to refuse contact with a child in care

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Form C35- Substitution of a Supervision Order for a Care Order; discharge or variation of a Supervision Order; extension of a Supervision Order

Form C36- Education supervision order

Form C37- Discharge of an education order; extension of an education supervision order

Form C38- Child assessment order

Form C39- Direction to undertake an investigation under section 39

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Form C42- Order granting leave to change the surname by which a child is known; granting leave to remove child from the Cayman Islands

Form C43- Parental responsibility order; termination of parental responsibility order

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Form C52- Order relating to cancellation of the registration of a child-minder or a provider of day care; to removal, variation or imposition of a requirement on a child- minder or a provider of day care

**Press Releases:**

**Information Manager:**

Kristin Ebanks

**Information Manager Designate:**

Millant Hydes-Brown

**Physical address:**

Department of Children and Family Services  
(Administrative Office)  
3<sup>rd</sup> Floor Commerce House  
7 Genesis Close, George Town,  
Grand Cayman.

**Mailing Address:**

P.O. Box 10653  
Grand Cayman KY1 – 1006

**Telephone:** (345) 949-0290  
**Facsimile:** (345) 949-4167  
**Email:** [foi.chd@gov](mailto:foi.chd@gov)



## Department of Commerce and Investment

### 2015 Publication Scheme

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

#### CONTENTS:

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2. Information that may be withheld
3. Methods of access
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  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
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  - Our Services

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#### 1. About the Publication Scheme

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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 Commerce and Investment (DCI) to making information available to the public as part of its normal business activities.

The Department of Commerce and Investment will:

- specify the information held by the Department, 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 Commerce and Investment will generally not publish:

- information in draft form;
- information that is not held by the Department of Commerce and Investment 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 Commerce and Investment (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.

#### 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.investcayman.gov.ky](http://www.investcayman.gov.ky). If you are still having trouble locating information listed under our scheme, please contact; Lolita Bodden – [lbodden@dc.gov.ky](mailto:lbodden@dc.gov.ky) or [lolita.bodden@gov.ky](mailto:lolita.bodden@gov.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 [investcayman.gov.ky](mailto:investcayman.gov.ky) or [lbodden@dc.gov.ky](mailto:lbodden@dc.gov.ky) or [foidci@investcayman.gov.ky](mailto:foidci@investcayman.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 main line at 948-2400 or 945 0943 to request information from one of our FOI staff.

#### Post

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

Mrs. Lolita Bodden (Arch)  
Information Manager  
Department of Commerce and Investment  
Stake Bay Road  
Bodden & Bodden Building  
P.O. Box 232  
Cayman Brac KY2-2101  
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: Lolita Bodden, Information Manager at 345 948 2400 direct or c/o DCI main office number 945-0943. Or you can visit the DCI office at the Bodden & Bodden Building, Stake Bay Road, P.O. Box 232 Cayman Brac KY2-2101. You may also request to see one of our FOI trained staff at the DCI main office in Grand Cayman, 3<sup>rd</sup> floor, Government Administration Building, George Town.

The *Department of Commerce and Investment* 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 Commerce and Investment is legally required to translate any information, it will do so.

## **4. Fees and charges**

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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 Commerce and Investment 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 Department of Commerce and Investment 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 Commerce and Investment has received your payment.

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

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Information held by the Department of Commerce and Investment 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. Lolita Bodden (Arch)  
Information Manager  
Department of Commerce and Investment  
Bodden & Bodden Building  
Stake Bay Road  
P.O. Box 232  
Cayman Brac KY2-2101  
CAYMAN ISLANDS

Tel: 345 945 0943  
Fax: 345 945 0941  
Direct Tel: 345 948-2400  
Email: [lbodden@dc.gov.ky](mailto:lbodden@dc.gov.ky)  
**Online:** [www.investcayman.gov.ky](http://www.investcayman.gov.ky)

## **6. Complaints**

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The Department of Commerce and Investment 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 Lolita Bodden at 948-2400 or email at [lbodden@dc.gov.ky](mailto:lbodden@dc.gov.ky) or contact Renee Rankin or Ian Charlery at 945-0943 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.

### **ICO CONTACT INFORMATION**

|                   |  |
|-------------------|--|
| Telephone:        | (345) 747-5402   |
| Fax:              | (345) 949-2026   |
| Email:            | <a href="mailto:info@infocomm.ky">info@infocomm.ky</a> or <a href="mailto:appeals@ico.gov.ky">appeals@ico.gov.ky</a> |
| Website:          | <a href="http://www.INFOCOMM.ky">www.INFOCOMM.ky</a>   |
| Physical Address: | Elizabethan Square<br>2nd Floor, Building C, George Town<br>Grand Cayman, Cayman Islands                             |
| Mailing Address:  | P.O. Box 1375<br>Grand Cayman KY1-1108<br>CAYMAN ISLANDS   |
| Hours:            | Monday to Friday, 9:30am - 4:00pm  |

## **7. Categories of information**

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- About Us
- Strategic Management
- Finance & Administration
- Laws & Regulations
- Organization & Function
- DCI Policies & Procedures
- DCI Laws & Regulations
- Board & Committees
- Our Services

## **ABOUT US**

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The Department of Commerce and Investment is a one stop shop for information, expertise and guidance in relation to business opportunities in the Cayman Islands. The agency provides technical advice to local small businesses and investment climate data and support to potential foreign investors. The DCI also oversees the operations of the Cayman Islands Film Commission which was set up to develop the local film industry and attract media projects and the Trade and Business Licensing Secretariat which is responsible for issuing different categories of business licensing

### **Ministry**

The Department of Commerce and Investment (DCI) operates as an agency under the Ministry of Financial Services, Commerce & Environment (FSC&E)

### **The Minister for Financial Services, Commerce & Environment**

Hon. Wayne Panton

### **Chief Officer**

Dr. Dax Basdeo, PHD (Finance), JP

Physical Address:  
Ministry of Financial Services, Commerce &  
Environment (FSC&E)  
5<sup>th</sup> Floor, Government Administration  
Building, George Town  
Grand Cayman

Mailing Address:  
5th Floor, Government Administration  
Building, George Town  
Grand Cayman – KY1-1001  
CAYMAN ISLANDS  
Tel: 345 949-7900  
Email:

### **DCI PRINCIPLE OFFICERS**

#### **Director (DCI) & Head of Business Licensing**

Mr. Ryan Rajkumarsingh  
Department of Commerce and Investment  
P.O. Box 10087  
Cayman Islands  
Direct Line: 345 244 2260  
Office Line: 345 945 0943

**Information Manager**

Mrs. Lolita Bodden (Arch)  
Information Manager  
Department of Commerce and Investment  
P.O. Box 232, Stake Bay  
Cayman Brac- KY1-1001  
Cayman Islands

Direct Line: 345 948-2400

Head Office Line: 345 945 0943

Email: lbodden@dc.gov.ky

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

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

**Designates**

Mrs. Renee Rankin  
Information Manager Designate  
Department of Commerce and Investment  
P.O. Box 10087  
Cayman Islands

Direct Line: 345 244 2086

Office Line: 345 945 0943

Email: rrankin@dcicayman.gov.ky

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

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

Mr. Ian Charlery  
Information Manager Designate  
Department of Commerce and Investment  
P.O. Box 10087  
Cayman Islands

Direct Line: 345 244 2093

Office Line: 345 945 0943

Email: icharlery@dcicayman.gov.ky

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

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

**Organisation and functions**

The Department of Commerce and Investment (DCI) was established in November 2003 as an agency under the Cayman Islands Government, the DCI provides a central point for the coordination of resources and information, which investors, entrepreneurs and/or developers can access regarding business opportunities in the Cayman Islands.

Our vision is to contribute to sustainable economic development for the Cayman Islands through the encouragement of investment and entrepreneurial venture, which generate income, employment, innovation, linkages and domestic competitiveness.

As an economic development agency, the DCI works to stimulate and facilitate appropriate long-term, inward and local investment in the Cayman Islands in partnership with other Government agencies and the private sector.

The Department of Commerce and Investment, scope of activities includes:

- Develop and implement marketing campaigns that enhance the image and profile of the Cayman Islands as an investment location of choice.
- Arrange and participate in conferences and events that showcase the strength of the jurisdiction and which will encourage investor interest.
- Lead investors through the business establishment process by providing information on incentives, legislation or regulatory requirements, and steps in the approval process.
- Link potential investors with potential customers, suppliers and other business partners.
- Provide technical assistance to local entrepreneurs and small businesses.
- Conduct primary research and investigation into the Cayman Islands business climate with a view to developing recommendations on policy as it relates to investment and commerce.
- Grant approvals to conduct business activities allowed by law through administration of the issuance of Trade and Business Licences and Local Company (Control) Licences.
- Grant approvals to conduct business activities allowed by law through administration of the issuance of Liquor and/or Music & Dancing Licences.
- Grant approvals to conduct business activities allowed by law through administration of the issuance of Tobacco (sales) Licences.
- Grant approvals to conduct business activities allowed by law through administration of the issuance of Licences under the Cinematograph Law.

The Cayman Islands' recently passed Special Economic Zone Law international companies looking for business opportunities in the Cayman Islands now have more options.

The administrative functions of SEZA are handled by the Special Economic Zone Secretariat, which falls under the Cayman Islands Department of Commerce and Investment.

The law sets areas of specialised economic activity in the Cayman Islands, and the firms that meet the criteria for domiciling in these zones.

## **Contact Information:**

### **Grand Cayman Office Address:**

Physical Address:  
Government Administration Building  
Elgin Avenue, GT  
Mailing Address:  
P.O. Box 10087  
George Town  
Grand Cayman- KY1-1001  
Tel: 345 945 0943  
Fax: 345 945 0941  
Email: [investcayman.gov.ky](mailto:investcayman.gov.ky)  
Website: [www.investcayman.ky](http://www.investcayman.ky)  
Hours of Work: 8:30am – 5:00pm / Monday thru Friday

### **Cayman Brac Office Address:**

Physical Address:  
Bodden & Bodden Building, Stake Bay  
P.O. Box 232  
Cayman Brac - KY2-2101  
Tel: 345 948 2400  
Fax: 345 948 2409  
Email: [lbodden@dc.gov.ky](mailto:lbodden@dc.gov.ky)  
Hours of Work: 8:30am- 5:00pm / Monday thru Friday

## **Boards and Committees**

The Department of Commerce and Investment oversees the following boards:

- Special Economic Zone Authority (SEZA) (Board)
  - David Kirkaldy – Chairman
  - Glen Daykin – Deputy Chairman
  - Marcus Cumber – Board Member
  - Sophia Harris – Board Member
  - Director of DCI or Designate (ex officio) - -
  - Director of Planning or Designate (ex officio)- -
  - Director of Labour or Designate (ex officio) - -
  - Chief Surveyor of Lands and Survey or Designate (ex officio) - -
  - Collector of Customs or Designate (ex officio) - -
  - Chief Immigration Officer or Designate (ex officio) - -

- Grand Cayman Liquor Licensing Board
  - Mr. Mitchell Welds, Chairman
  - Mr. Noel Williams, Deputy Chairman
  - Mr. Neil Bryington, Member
  - Mrs. Bernice Richards, Member
  - Ms. Tammy Welds, Member
  - Ms. Marva Scott, Secretary (Non-voting)
  
- Cayman Islands Cinematograph Board
  - Stephen I. McTaggart - Chairman
  - Heather D. Bodden - Member
  - W. H. Parchment - Member
  - S. D. J. Bodden - Member
  - Felix Manzanares - Member
  
- Cayman Islands Trade and Business Licence Board
 

|                         |                        |
|-------------------------|------------------------|
| Mr. Garth Arch          | Chairman               |
| Mrs. Lynn Bodden-Smatt  | Deputy Chairman        |
| Mr. Marcus Cumber       | Member                 |
| Mrs. Kriste Rankin      | Member                 |
| Mr. John Thompson       | Member                 |
| Mr. Michael Belfoure    | Member                 |
| Mr. Audley Scott        | Member                 |
| Mrs. Lisa Powell-Ebanks | Member                 |
| Mr. Stuart Bostock      | Member                 |
| Mrs. Renee Rankin       | Secretary (Non-voting) |

## **STRATEGIC MANAGEMENT**

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Administering the 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.

### **Laws and Regulations**

The following are several of the main laws affecting the establishment of a new business in the Cayman Islands and are provided for informational purposes only. Official copies of the laws and regulations can be obtained from the Legislative Department of the Cayman Islands. Note: There may be other amendments to the laws listed below. Some of these amendments may be found on the Cayman Islands Government website.

## **Financial Services**

- Banks & Trust Companies Law (2009 Revision) and Banks & Trust Companies (Amendment) Bill 2012
- Banks & Trust Companies (Licence Applications and Fees) Regulations (2011 Revision)
- Building Societies Law (2010 Revision)
- Companies Law (2010 Revision)
- Companies Management Law (2003 Revision)
- Exempted Limited Partnership Law (2012 Revision)
- Insurance (Amendment) Law 2012
- Insurance (Forms) Regulations (2003 Revision)
- Insurance (Exemption) Regulations, 2004
- Monetary Authority Law (2011 Revision)
- Mutual Funds Law (2012 Revision)
- Mutual Funds (Fees) Regulations (2012 Revision)
- Partnership Law (2011 Revision)
- Exempted Limited Partnership Law (2012 Revision)
- Land Holding Companies Share Transfer Tax Law (2007 Revision)

## **Customs**

- Customs Law (2012) Revision
- Customs Tariff Law 2012 and Customs Tariff (Amendment) Law, 2012

## **E-Commerce**

- Electronic Transactions Law (2003 Revision)
- Computer Misuse Law, 2000
- Information & Communications Technology Authority Law (2011 Revision)

## **Immigration**

- Immigration Law (2010 Revision)
- Immigration Regulations (2010 Revision)

## **Tourism**

- Hotels Aid Law (1995 Revision)
- Hotels Aid Regulations (1996 Revision)
- Tourism Law (1995 Revision)
- Tourism Regulations (2002 Revision)
- Tourist Accommodation (Taxation) Law (2003 Revision)
- Liquor Licensing Law (2000 Revision)

## **Employment**

- Health Insurance Law (2005 Revision)
- Health Insurance Regulations (2005 Revision)
- National Pensions Law (2010 Revision)
- Labour Law (2007 Revision)
- Workmen's Compensation Law (1996 Revision)
- National Pensions Law (2010 Revision)



**Others**

- Patents and Trademarks Law (2010 Revision)
- Patents and Trademarks Regulations, 1999
- Development and Planning Law (2011 Revision)
- Development and Planning Regulations (2011 Revision)
- Registered Land Law (2004 Revision)
- Trade and Business Licensing Law (2007 Revision)
- Trade and Business Licensing Regulations (1999 Revision)
- Local Companies (Control) Law (2007 Revision)
- Local Companies (Control) Regulations (1998 Revision)
- Special Economic Zones Law, 2011

**FINANCE & ADMINISTRATION**

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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.

**LAWS & REGULATIONS FOR CIVIL SERVICE****Financial Management**

- Public Management and Finance Law (2012 Revision) and the Financial Regulations (2010 Revision) Annual Salary Scale for Salaried Staff (September 1, 2012)
- Financial Regulations (2008 Revision)
- Public Management and Finance Law (2012 Revision)

**Administration & Human Resource Management**

- Public Service Management Law (2011 Revision) & Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2011 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants (December 2007)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)

**Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law, 2007
- The National Archive and Public Records Law (2010 Revision)

## **POLICIES & PROCEDURES**

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In addition to the Laws and Regulations listed above the following policies and procedures are utilized within the DCI organization.

- Employees Handbook
  - Complaint Policy and Procedures (Code of Conduct)
- Service Standards Manual
- Disaster Control Plan

## **INFORMATION COMMISSIONER'S OFFICE**

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The following are laws and regulations which help to direct the functions and activities of the ICO:

- 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 (2011) & Public Service Personnel (Regulations) (2011)
- Public Management and Finance Law (2012 Revision)
- Financial Regulations (2008 Revision)
- Public Service Pensions Law (2011 Revision) & Public Service Pensions Regulations (2011 Revision)
- Public Holidays Law (2007 Revision)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- Health Insurance Law (2011 Revision)
- The Bill of Rights, Freedoms and Responsibilities, as mandated by the Cayman Islands Constitution Order 2009

## **OUR SERVICES**

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Our professional staff provide a broad range of consultation, liaison, and coordination services, to help business owners and investors, proceed smoothly, with their ventures in the Cayman Islands.

### **For Local Entrepreneurs**

#### **Business Counselling:**

We offer technical assistance to an individual or business that deals with the formation, management, marketing, financing, and/or operation of a small business enterprise.

The Agency is a safe and confidential environment in which entrepreneurs can test and formalize their business ideas before making a resource commitment.

#### **Training**

Our workshops and seminars cover a range of subject areas of interest to businesses such as Accounting, How to Start a Business and Raise Financing, HR and Marketing techniques.

## **Events**

From time to time the agency co-ordinates other special events, that create opportunities for business networking.

## **Access to Financing**

Through partnerships with organizations such as the Cayman Islands Development Bank and the Cayman Angel Investors Network, we assist our clients to prepare business cases for funding through outside agencies and organizations.

## **For Foreign Investors**

|             |   |
|-------------|---|
| Guidance    | We advise on the regulatory requirements of setting up a business in Cayman and provide useful information on establishing a new enterprise. We also assist with the provision of relevant forms and fee schedules. |
| Site Visits | Staff members can assist with the organization of site visits for potential investors and broker meetings with stakeholders and other critical partners.  |
| Incentives  | The agency negotiates incentives and other benefits for an investment proposal.   |

## **General**

**Business Licensing** We process applications for all individuals or companies that wish to carry out business in the Cayman Islands. The law dictates that they need a Trade and Business License or a Local Company (Control) License (or both in some instances) to operate.

In addition we also administer licensing functions for Tobacco sales and Liquor and/or Music and Dancing Licenses.

**Cayman Islands Government**  
**Department of Community Rehabilitation**  
**Publication Scheme 2015**  
**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 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

Normally, many of our documents would be published electronically on our website and therefore can be downloaded in PDF format, @ [www.dcr@gov.ky](http://www.dcr@gov.ky). 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), Melissa Rivas*  
[Melissa.rivas@gov.ky](mailto:Melissa.rivas@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[Lisa.hill-malice@gov.ky](mailto:Lisa.hill-malice@gov.ky)
- *Senior Probation Officer (Programs) Sonia Wallace*  
[Sonia.wallace@gov.ky](mailto:Sonia.wallace@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 Melissa Rivas 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  
FOI 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), Melissa Rivas*  
[Melissa.rivas@gov.ky](mailto:Melissa.rivas@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[lisa.hill-malice@gov.ky](mailto:lisa.hill-malice@gov.ky)
- *Senior Probation Officer (Programs) Sonia Wallace*  
[Sonia.wallace@gov.ky](mailto:Sonia.wallace@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 Melissa Rivas @ [Melissa.rivas@gov.ky](mailto:Melissa.rivas@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), Melissa Rivas*  
[Melissa.rivas@gov.ky](mailto:Melissa.rivas@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[lisa.hill-malice@gov.ky](mailto:lisa.hill-malice@gov.ky)



- *Senior Probation Officer (Programs) Sonia Wallace*

[Sonia.wallace@gov.ky](mailto:Sonia.wallace@gov.ky)

- *Administrative Manager, Evalee McField*

[evalee.mcfield@gov.ky/foi.dcr@gov.ky](mailto:evalee.mcfield@gov.ky/foi.dcr@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 available for information and can be accessed by [www.dcr.gov.ky](http://www.dcr.gov.ky) . 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**

*Home 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), Melissa Rivas*  
[melissa.rivas@gov.ky](mailto:melissa.rivas@gov.ky)
- *Senior Probation Officer (Through/After Care), Lisa Malice*  
[lisa.hill-malice@gov.ky](mailto:lisa.hill-malice@gov.ky)
- *Senior Probation Officer (Programs) Sonia Wallace*  
[Sonia.wallace@gov.ky](mailto:Sonia.wallace@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)*

*Melissa Rivas – Information Manager Designate: [melissa.rivas@gov.ky](mailto:melissa.rivas@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.*

### **General Nature of Activities**

The Goal of the Department of Community Rehabilitation (DCR) is “To develop and implement effective strategies that will reduce recidivism and victimization; enabling offenders to become law abiding citizens”. Assessments, Rehabilitation, Supervision, and Prevention are key components in the works of the DCR. A significant focus of this Department is to supervise and assist adult offenders towards becoming more productive citizens. The efficiency and effectiveness of DCR services 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*

### **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 cases
- Empower and facilitate the Rehabilitation of offenders through Individual and Group Sessions/Counseling.
- Supervision of adult offenders in the Community on Court Orders and Parole Licenses
- Provide public awareness on the Department’s role and responsibilities to engage the general community in the re-integration of offenders
- Advocate for services 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 policies and laws related to Probation and Parole services
- Advocate for the rights and needs of both victim and perpetrator.

### ***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. These services are independent as well as in conjunctions with various other agencies.*

### **Customers and Location of Activities**

The Department of Community Rehabilitation's main clientele are adult offenders (17 and older). However, services to offenders cannot be done independently and therefore support and services are inevitably provided to persons directly connected with the offenders, such as family members.

Services are provided throughout the Grand Cayman and Cayman Brac community and when necessary to Little Cayman. These services are independent as well as in conjunction with various other agencies.

### **VISION**

To be a leading organization in the field of community rehabilitation and offender management.

### **MISSION**

The Department of Community Rehabilitation is committed to fulfilling the Rehabilitative function of the Criminal Justice System through:

- Offender Management
- Evidence based practices and
- A Multi-agency frameworks

To influence positive behavioural changes while reducing offending behaviours, promoting victim interest and enhancing public safety in the Cayman Islands.

### **GOAL**

To develop and implement effective strategies that will reduce recidivism and victimization; enabling offenders to become law abiding citizens

| Location and hours   | Matters handled   |
|--|---|
| <p><b>Grand Cayman</b><br/> 19 Cayman Center<br/> Dorcy DR, George Town<br/> Grand Cayman, Cayman Islands<br/> (345) 949-1693 Office<br/> (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><br/> 277 West End<br/> (345) 948-1521 Office<br/> (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>   |

### 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 for supervising 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 the DCR make sentencing or release decisions.
  
- **Question: Is DCR responsible for an individual being recalled back to Prison?**
- **Answer:** No. DCR is responsible for reporting non-compliance to the Secretary of the Parole Board regarding persons on Parole Licences. Her 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 groups 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 focus 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. On the website @ [www.dcr.gov.ky](http://www.dcr.gov.ky) Department of Community Rehabilitation's, request for these documents may be made by contacting Evalee McField @ [evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky) or Melissa Rivas @ [melissa.rivas@gov.ky](mailto:melissa.rivas@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. [www.dcr.gov.ky](http://www.dcr.gov.ky) or by contacting Evalee McField @ [evalee.mcfield@gov.ky](mailto:evalee.mcfield@gov.ky) or Melissa Rivas @ [meliss.rivas@gov.ky](mailto:meliss.rivas@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 Her 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. This information will also be available online on the website.*

## **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 required to have at least a Bachelor's Degree in Social Work, Criminal Justice or similar fields to hold such a post.

Information on vacancies can be viewed at [dcr-recruitment@gov.ky](mailto:dcr-recruitment@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

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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.

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

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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.

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<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, Dept. of Education Services, P.O. Box 910, Grand Cayman KY1-1103, CAYMAN ISLANDS 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**

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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**

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- About Us
- Administration
- Attendance, Registration & Communications
- Business Services
- Data and Records Unit
- School Improvement
- Student Services
- Teaching and Learning
- Testing and Exams Unit

## **ABOUT US**

---

### **Ministry**

*The Department of Education Services operates under the Ministry of Education, Training and Employment.*

### **Principal Officers are as follows:**

#### **Mrs. Shirley Wahler, MA BA Cert. Hon**

Chief Education Officer

#### **Ms. Jo Richards**

Chief Human Resources Manager

#### **Mr. Wingrove Hunte**

Head of Testing and Exam

#### **Dr. Philip Palmer, PHD - BSC**

Senior Manager Data Service

#### **Mr. Mark Ray**

Head of Business Services

#### **Mr. David Bodden**

Facilities Manager

#### **Mrs. Tammy Hopkins**

Senior School Improvement Officer – Cayman Brac & Little Cayman, – Layman E. Scott High School, Creek and Spot Bay Infant School, Creek and Spot Bay Junior School, West End Primary School, Little Cayman Education Centre (Temporarily In charge of: BTPS, EEPS, EMMPS)

#### **Mr. Roger Morris**

Senior School Improvement Officer – George Town Primary School, Cayman Islands Further Education Centre (CIFEC), Savannah Primary School, Clifton Hunter High School, John Gray High School, Prospect Primary School, Red Bay Primary School, Sir John A. Cumber Primary School)

#### **Mrs. Barbara Peace-Ebanks**

Senior School Improvement Officer – SEN – Lighthouse School (LHS), All Special Needs throughout our Schools

#### **Mr. James Truman Watler, M. Ed., JP**

Senior Client Service Manager/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](mailto:foi.des@gov.ky)

**Hours of Work: 8:30 a.m. – 5:00 p.m. Monday – Friday**

### **Information manager**

|   |  |
|---|--|
| James T. Watler, M. Ed. JP<br>Senior Customer Service & Information<br>Manager<br>130 Thomas Russell Ave.<br>P.O. Box 910 GT<br>Grand Cayman KY1-1103<br>CAYMAN ISLANDS<br>Phone: 945-119<br>Direct Line : 244-1841<br>Email: james.watler@gov.ky | Maria Bodden<br>Information Manager (Designate)<br>130 Thomas Russell Ave.<br>P.O. Box 910 GT<br>Grand Cayman KY1-1103<br>CAYMAN ISLANDS<br>Phone: 945-119<br>Direct Line : 244-1831<br>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**

#### **CPS: Ms. Claudette**

##### **Lazzari**

Principal (Sec: Amory  
Smith)

##### **Creek Primary School**

P.O. Box 03, Creek, CB  
KY2-2300

**Claudette.Lazzari@gov.ky**

TEL: 948-0226

#### **BTPS: Mrs. June Elliott**

Principal (Sec: Cingdy Banks)

##### **Bodden Town Primary School**

P.O. Box 50, GC KY1-1600

June.Elliott@gov.ky

TEL: 947-2288

CELL: 925-5464 FAX: 947-8870

#### **LESHS: Mr. Adrian Jones**

Principal (Sec: Cheryl Christian)

##### **Layman E. Scott Sr. High School**

P.O. Box 251, CB KY2-2102

**Adrian.Jones@gov.ky**

TEL: 948-2226

CELL: 925 7233 FAX: 948-2254

CELL: 925-7232

**EEPS: Mrs. Allison Wallace**

Principal (Sec: Ileea Moore)  
**East End Primary School**  
General Delivery East End  
GC KY1-1800

**Allison.Wallace@gov.ky**

TEL: 947-7428

CELL: 929-8289 FAX: 947-8869

**CHHS: Ms. Pauline Beckford**

Principal (Sec. Akira Spence)  
**Clifton Hunter High School**  
P.O. Box 1809, GC KY1-1109

**Pauline.Beckford@gov.ky**

TEL: 949-9488

CELL: 516-0471 FAX: 949-9490

**GTPS: Miss. Marie Martin**

Principal (Sec: Fay Taylor)  
**George Town Primary School**  
P.O. Box 1099, GC KY1-1102

**Marie.Martin@gov.ky**

TEL: 949-2689

CELL: 925-5439

**CIFEC: Mrs. Delores Thompson**

Director (Sec: Rochelle Terry)  
**Cayman Islands Further Education Centre**

P.O. Box 1809, Grand Cayman  
KY1 – 1109

Tel: 949 – 3285 CEL: 925 – 6386

FAX: 946 - 6876

Delores Thompson

**dthompson@cifec.edu.ky**

**JACPS: MR. Joseph Wallace**

Principal (Sec: Melissa Smith)  
**John A Cumber Primary School**  
P.O. Box 405 WB, GC KY1-1302

**Joseph.Wallace@gov.ky**

TEL: 949-3314

CELL: 916-7584 FAX: 949-1096

**JGHS:**

**Ms. Lyneth Monteith**

Principal  
Secretary – Patsy Jackson  
**John Gray High School**  
P.O. Box 1108, GC KY1-1102

**Lyneth.Monteith@gov.ky**

TEL: 949-9444

CELL: 938-8555

**EMMPS: Ms. Marcia Rennie**

**Principal**

**(Sec: Adira Kelly)**

**Edna M. Moyle Primary School**  
GC KY1-1701

**Marcia.Rennie@gov.ky**

TEL: 947-9516 CELL: 925-5436

FAX: 947-8868

**LHS: Ms. Carla Macvicar**

Principal (Sec: Tarji Manderson)  
**Lighthouse School**  
P.O. Box 1834, GC KY1-1110

**Carla.Macvicar@gov.ky**

TEL: 947-5454

CELL: 925-5470 FAX: 947-5406

**PPS: Mrs. Gloria Bell**

Principal (Sec: Kathy Parchment)  
**Prospect Primary School**  
c/o DoES, P.O. Box 910,  
GC KY1-1103

**Gloria.Pollard@gov.ky**

TEL: 947-8889

CELL: 925-8641

**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

CELL: 926-1400 FAX: 947-6642

**SBPS: Ms. Claudette Lazzari**

Principal (Sec: Amory Smith)  
**Spot Bay Primary School**  
P.O. Box 142, Spot Bay, CB  
KY2-2400

**Claudette.Lazzari@gov.ky**

TEL: 948-0225

Short Dial: 122  
CELL: 925-7238 FAX: 948-0637

**Carol.Nyack@gov.ky**  
Principal (Sec: Tricia  
Skyers-Palacio)

**Savannah Primary  
School**  
P.O. Box 435, GC KY1-  
1500  
TEL: 947-1344  
925-546 FAX: 947-8871

**TCCB: Mrs. Tammy  
Banks-Hopkins**  
(Sec: Carolyn Branch)  
**SSIO:** CBHS, SBPS,  
CPS, WEPS, LCES,  
EEPS, EMMPS, BTPS  
P.O. Box 24, CB KY2-  
2301

**Tammy.Banks-  
Dacosta@gov.ky**  
TEL: 948-0356  
CELL: 916-6287 FAX:  
948-0381

**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

**WEPS: Mrs. April Tibbetts**  
Acting Principal (Sec: Amory  
Smith)

**West End Primary School**  
P.O. Box 104, CB KY2-2000  
**April.Tibbetts@gov.ky**  
TEL: 948-1425  
CELL: 925-2432 FAX: 948-1539

**Mr. Roger Morris**  
**SSIO:** CIFEC, SPS, CHHS,  
JGHS, PPS, RBPS, SJACP,  
GTPS  
Department of Education  
Services

**Roger.Morris@gov.ky**  
TEL: 945 - 1199  
CELL: 916-6314  
FAX: 945-9244

I:

**STUDENT SERVICES**  
TEL: 926-8469

**PREGNANT & PARENTING  
TEEN UNIT**  
TEL: 926-8469

**DEPARTMENT OF EDUCATION  
SERVICES (DoES)**  
P.O. Box 910, GC KY1-1103

TEL: 945-1199 (Receptionist)  
FAX: 946-2194 (Business  
Services)  
FAX: 945-1457 (CEO's Office)

**Mrs. Barbara Peace-Ebanks**  
**SSIO:** LHS, SEN – All Special  
Needs throughout our Schools

Department of Education  
Services

**Barbara.Peace-Ebanks@gov.ky**  
TEL: 945-1199  
CELL: 926 - 2614  
FAX: 945 - 9244

## **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 around March and runs through Mid -June each year. 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 taken to the Department of Education Services (DES) Room 102 for processing and confirmation of school catchment area.

#### ▪ **My child's 5<sup>th</sup> birthday is on November 14<sup>th</sup>. When should I register him/her?**

For Reception Program, all children must be 4 years of age on or before August 31<sup>st</sup> and must register by June 30<sup>th</sup>

All children who are 5 years of age on or before August 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 birth certificate
- Copy of complete immunization records
- Proof of School Medical (First Time Entrants/Outside system transfers)
- RS 101 Immigration Form, Passport or letter (Non-Caymanian students)
- Past School Report or Transcript (if admission from other school years 1-12)
- Proof of Address in school catchment area/block (utility bill, notarized lease or DoES Parent Affidavit of Residency Form duly notarized)

#### ▪ **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:**

Edna M. Moyle Primary School – 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 fee or fees must I pay when registering?**

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 enrolled for September.

▪ **Where do I purchase school uniforms?**

Contact your principal or the school's Secretary for all information regarding uniforms.

## **STRATEGIC MANAGEMENT**

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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**

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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 Department and its satellite schools with their Accounts.

### **Financial Management**

The Ministry of Education is responsible for the collection of the following fees which are collected at the Ministry of Education Offices located in the Government Administration

Building -

- School Fees
- Examination Fees
- Use of Facilities Fees
- Transcripts
- Miscellaneous purchases i.e. Social Studies Textbooks, Festival of the Arts Publications, 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](http://www.des.gov.ky), and if the information that you are seeking cannot be found on this site please e-mail James T. Watler at: [foi@des.ky](mailto:foi@des.ky)

## **POLICIES & PROCEDURES**

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- Professional Development Policy 2014
- Professional Development Handbook 2014
- Educational Visits and Field Trips (Excursions)
- C.I. School Uniform and Dress Code – Revised
- National School Uniform and Dress Code Summary
- C.I. Special Education Needs Code of Practice
- Curriculum Policy
- Donations Policy
- Graduation Policy Criteria

- National School Discipline and Student Behaviour Policy
- National School Misuse of Drugs Policy
- National Teaching and Learning Policy
- Policy Use of Student Images
- Religious Instruction and Devotions During School Hours Policy
- School Starting Age for Reception and Year 1 in Govt. Schools
- School-Age Pregnant and Parenting Young Persons
- Sex and Relationship Education
- Staff Information and Communication Technology (ICT) Use Policy
- Student Information and Communication Technology (ICT) Use.
- Volunteers Policy

## **DECISIONS & RECOMMENDATIONS**

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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**

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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 and Staff ratios and teachers and Department staff generally work collaboratively to provide an orderly environment for teaching and learning.

### **The Department of Education Services has overall responsibilities for the following:**

- Administering a wide range of student support services which help address a wide variety of challenges faced by students, including but not limited to Occupational Therapy Services, Speech and Language Therapy Services, Educational Psychology Services, support for the Visually Impaired, Support for the Hearing Impaired
- Administering the Special Needs Code of Practice which supports students with learning challenges
- Operating the Early Intervention Programme to provide support for children with developmental difficulties aged birth-school entry age through interventions which aim to improve their developmental outcomes
- Supporting Comprehensive inclusion programme which supports children with emotional and behavioural challenges in accessing mainstream or alternative education services
- Transporting nearly 4000 students on a daily basis

- Maintaining facilities which are occupied on a daily basis by more than 5500 people
- Purchasing approximately \$1 Million of specialist supplies every year, including providing a wide range of specifically selected educational resources for 15 schools chosen by several hundred professional staff members to serve nearly 500 students
- Monitoring and approving applications for home-schooling
- Processing and managing teachers' licenses for approval by Educational Council
- Provision of testing services to support schools and the wider community through internal and external examination and assessment processes
- Extensive data management and analysis services to support schools, inform DES and Ministry decision making, and enable the Cayman Islands to comply with national and international reporting requirements

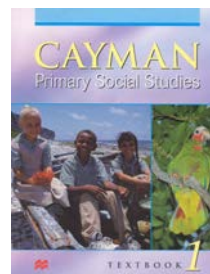
#### **FORMS:**

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](mailto:www.des@gov.ky)

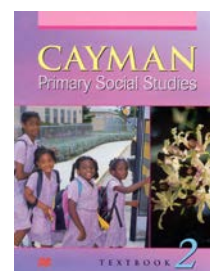
- *Request for Release and Application for Transfer Form*
- *General Complaints Form*
- *Licence to Teach Form*
- *Student Registration Form*
- *Home Schooling Application Form*
- *Student Immigration Form (RS101)*
- *Application for the Registration of a Private School*
- *Home Schooling Approval Standards 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 Resource Documents that may be purchased. Corresponding Workbooks 1 – 6 are also available -.**

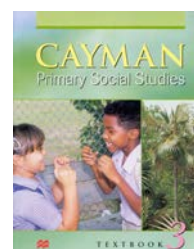
- *Cayman Primary Social Studies Textbook 1*



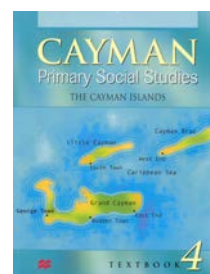
- *Cayman Primary Social Studies Textbook 2*



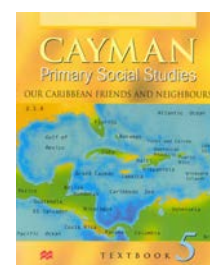
- *Cayman Primary Social Studies Textbook 3*



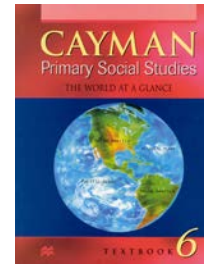
- *Cayman Primary Social Studies Textbook 4*



- *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*



## 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

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#### 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

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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*.

## 3. Methods of access

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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

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<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 [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**

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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.

*"Flora of the Cayman Islands"* by George R. Proctor, \$30.00 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) 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
  - a. (b) Black and white (photocopy or standard print-out) - \$1.00
  - b. (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

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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; or email: [foi.env@gov.ky](mailto:foi.env@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  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

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

## ABOUT US

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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 Financial Services, Commerce & Environment

### Minister

Hon. Wayne Panton

### Chief Officer

Mr. Dax Basdeo  
3<sup>rd</sup> Floor Government Admin. Building  
PO Box 110  
Grand Cayman KY1-9000  
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

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**Information Officer**

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CIG- Dept. of Environment

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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><br>Cayman Islands Environmental Centre<br>580 North Sound Road<br>George Town<br><br>8:30am to 5:00pm Monday to Friday | Main staff office & administration<br>Laboratories & workshops<br>Conference Room<br>Library (open by appointment)<br><br>Terrestrial Concerns<br>MCB licences<br>Lion fish control program & licenses |
| <b>Little Cayman:</b>  |  |
| <b>Blossom Village</b><br>(next to the public park)<br><br>No scheduled hours – phone 916-7021   | Marine Parks Office<br>Marine Enforcement<br>Visiting Scientist accommodation<br>Workshop  |
| <b>Cayman Brac:</b>  |  |
| <b>Creek</b><br>256 Creek Road<br><br>No scheduled hours – phone 926-0136  | Marine Enforcement Office<br>Marine Parks Office   |

**Organisation and functions**

The Department of Environment (DoE), under the Ministry of Financial Services, Commerce & Environment 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 programme has resulted in a number of properties successfully achieving Green Globe status.

The Departmental Organisational Chart and job descriptions are available upon request.

### **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 Terrestrial Resources Unit Research Officer. 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 Financial Services, Commerce & 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 Financial Services, Commerce & Environment, when preparing their own Reviews to Cabinet, which assists in Cabinet's determination of each coastal works project.

### **Boards and Committees**

#### **National Conservation Council**

The newly formed National Conservation Council will take over, and expand upon, the duties of the Marine Conservation Board.

## **Marine Conservation Board**

The Marine Conservation Board (MCB) is a statutory authority, appointed under section 3 of the Marine Conservation Law that functioned to generally administer the Marine Conservation Law and associated regulations, and to issue various licences as specified under the law. Members were appointed by the Governor with representation from Grand Cayman and the Sister Islands. The administrative work of the MCB is the responsibility of the DoE through the MCB Secretary and the department's clerical staff.

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'
- Application for Lionfish Spear gun Owners license

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 past 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 nor strange odours. For any such enquiries please contact: [evh@gov.ky](mailto: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?***

No license is required for catch and release fishing.

Please see our [website](#) for current rules and regulations relating to Marine Activities.

<http://www.doe.ky>

- ***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 few 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**

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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 (2013 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]
- 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-polution-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**

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### **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
- FOI services

\*Copies can be obtained upon request from Information Manager

## Human Resource Management

- Annual Salary Scale for Salaried Staff (September 1, 2012)
- \* Public Service Management Law (2011 Revision)  
Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)
- Public Servant Code of Conduct for Civil Servants (December 2007)

(\* These laws/regulations are available for viewing at our offices by appointment.)

## CLASSES OF INFORMATION HELD FOR ADMINISTRATION SECTION

| Classes of Information  | Restrictions & Accessibility to information   |
|---|---|
| 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 Financial Services, Commerce & Environment.  |
| 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<br>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 Archives and Public Records Law

## **POLICIES & PROCEDURES**

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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**

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- Marine Conservation Board – meeting minutes
- Fisheries Licencing permits
- TRC reviews & recommendations for Coastal Works and Planning applications
- Ocean Disposal Permit

## **OUR SERVICES**

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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 complement of 31 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 inquiries 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 Conservation 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**

| <b>Classes of Information</b>                                 | <b>Restrictions &amp; Accessibility to information</b>  |
|---|---|
| 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**

| <b>Classes of Information</b> | <b>Restrictions &amp; Accessibility to information</b>                      |
|-------------------------------|---|
| 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      |

## **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 (TRU) is a growing and dynamic unit. It focuses on the monitoring and management of species and habitats on land and the conservation and protection of our unique biodiversity. TRU is thus overseeing a vast array of species and ecosystems and since the passing of the NCL one of the main tasks at hand is establishing a framework from which illegal destruction and taking of terrestrial biodiversity can be controlled and the law enforced. The TRU promotes transparency and public education is high on the agenda. Environment breaks, radio interviews and the bimonthly magazine 'Flicker' is ongoing to display the findings and results from visiting scientists as well as from TRU's research and project updates. 'Flicker' is aimed at promoting terrestrial environmental awareness in the Cayman Islands and gives people the opportunity to make their work publicly accessible and citable. Anyone undertaking research (students, interns, visiting scientists) is invited to submit their findings and several overseas scientists, who have carried out work in Cayman, have already submitted papers. 'Flicker' has a multinational readership, and interest is growing. All issues are made freely available on the web, check [www.doe.ky](http://www.doe.ky) or DoE on Facebook for further information.

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.<br>Diversification.<br>Water Quality/Pond surveys/Quarry pit monitoring. Fish kills. Conch surveys.<br>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 Financial Services, Commerce & Environment.            |
| 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 Financial Services, Commerce & Environment.            |
| 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
  - 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
  - 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 are 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.

(Please note: this is a periodic publication produced when resources allow.)

## 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 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.



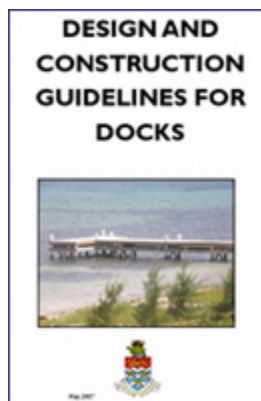
[doemarineresearchnewsvol11](http://doemarineresearchnewsvol11)



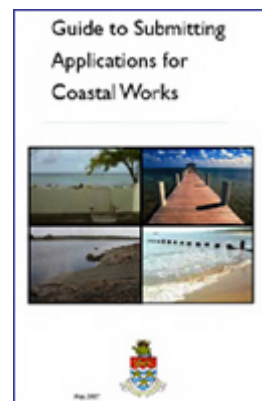
## Examples of DOE Literature



Marine Brochure



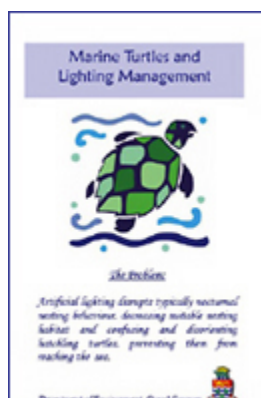
Guidelines Brochure



Coastal Works Brochure



DOE - DEH



Marine Turtles & Lighting



Wildlife Interaction Zones



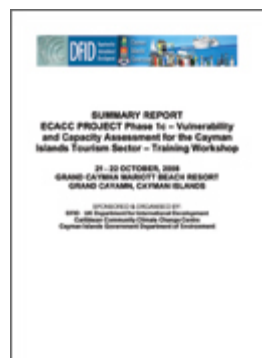
Cayman  
Climate Change Work Group



Climate  
Change Workshop Report



ECACC Project –  
Launch



ECACC Project –



Tyndall Center,



Tyndall Center,

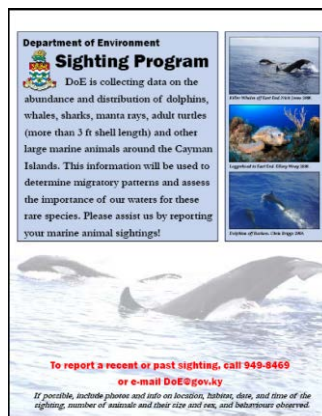
## Report



## Lessons Learned - Report



## Natural Hazards – Report





## Department of Environmental Health (DEH)

### Publication Scheme 2015

*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

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#### 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 (DEH) 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**

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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.

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**

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

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<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 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

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#### 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.evh@gov.ky](mailto:foi.evh@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**

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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.evh@gov.ky](mailto:foi.evh@gov.ky).

#### **6. Complaints**

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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.evh@gov.ky](mailto:foi.evh@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.evh@gov.ky](mailto:foi.evh@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 of Work: Monday to Friday, 9:30am - 4:00pm

## 7. Categories of information

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- 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

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The Department of Environmental Health (DEH) protects the public from environmental health related hazards through measures and activities including management of food hygiene and safety, laboratory services, district sanitation and rodent control, engineering and developmental control, solid and hazardous wastes including waste collection, recycling and disposal; and public education and promotion programmes.

## MINISTRY

The Department of Environmental Health operates under the Ministry of Health, Sport, Youth & Culture (HSY&C).

## **STRATEGIC MANAGEMENT**

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The Ministry of Health, Sport, Youth & Culture (HSY&C) 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**

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The Ministry of Health, Sport, Youth & Culture (HSY&C) administrates the authority's internal functions and manages 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**

- Annual Salary Scale for Salaried Staff (September 1, 2012)
- Financial Regulations (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Public Management and Finance Regulation (2013 Revision)
- Public Holidays Law

### **Administration & Human Resource Management**

- Health Insurance Law (2013 Revision) Health Insurance Regulations (2013 Revision)
- Public Service Management Law (2013 Revision)
- Public Servant Code of Conduct for Civil Servants
- Public Service Pensions Law (2013 Revision)
- Public Service Pensions Regulations (2013 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)

### **Records Management**

- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- The Freedom of Information Law, 2007 (Commencement) Order (2008)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007



**Ministry of Health, Sports, Youth & Culture (HSY&C).**

**Minister**

Hon. Osbourne Bodden

**Permanent Secretary**

Mrs Jennifer Ahearn

**Address**

5<sup>th</sup> Floor, Government Administration Building, 133 Elgin Avenue, George Town, Grand Cayman

**Mailing Address**

Government Administration Building, Box 107  
Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2318 **Fax:** (345) 949-1790

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

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

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

**DEH Principle officers**

**Mr. Roydell Carter B.Sc. (Hon), M.Sc., DBA (Doctoral Candidate), MIIRSM**

Director / Chief Environmental Health Officer / Head of Department:

**Dr. Paulino Rodrigues, Ph.D.**

Assistant Director, Environmental Health

**Dr. Maysson Sallam, Ph.D.**

Assistant Director, Solid Waste

**DEH Contact Details**

**Grand Cayman Office Address:**

**Physical address:**

Cayman Islands Environmental Centre, 580 North Sound Rd, Grand Cayman, Cayman Islands

**Mailing Address:**

P.O Box 1820,  
Grand Cayman KY1-1109

Tel: 345-949-6696

Fax: 345-949-4503

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

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

Hours of Work: 8.30am-5:00pm, Monday-Friday

**Cayman Brac Office Address:**

**Physical address:**

211 Stake Bay Road, Cayman Brac, Cayman Islands

**Mailing Address:**

P.O Box 212  
Cayman Brac KY2-2101

Tel: 345-948-2321

Fax: 345-948-2543

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

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

Hours of Work: 8.30am-5:00pm, Monday-Friday

**DEH 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)

**RESPONSIBILITIES & FUNCTIONS OF DEH**

**Environmental Engineering**

Buildings can have an impact on a person's health, and the Engineering section of the department evaluates and examines all buildings (except for residential homes) from an Environmental Health perspective to ensure the safety and health of the population.

The following Environmental Health activities are covered under the regulations:-

- Air quality
- Hazardous waste
- Industrial hygiene
- Lighting and ventilation
- Noise pollution control
- Sanitary facilities
- Solid waste management
- Swimming pools
- Water supply

**Public Cemeteries Management**

Public cemeteries in the Cayman Islands are managed by the DEH. The department is responsible for the allocation of land for burial, design and construction of burial vaults. The maintenance of the grounds and landscaping is carried out by the Recreations, Parks & Cemeteries Unit (RPCU). The construction and maintenance of headstones and other grave monuments is usually the private responsibility of families of the deceased.

**Engineering Policy, Advice, & Project Management**

The Engineering section also provides technical support for government projects that may need technical advice from an environmental health perspective. Also, this section provides project management for engineering projects undertaken by the department.

### **District Sanitation**

District Sanitation section of the department has responsibility for the management of all district environmental health sanitation which includes the inspecting, monitoring and enforcement of the Public Health Laws and DEH guidelines in the following areas: -

- Auto garages/petrol service stations.
- All Schools (including day care and tertiary schools).
- Collection of water/sewage samples for laboratory analysis.
- Cosmetology industry which includes Barber shops, beauty salons, tattoo parlors, and other health care centres.
- Environmental Health nuisances and pests.
- Environmental health promotion and special projects.
- Public sanitary facilities.
- Private dwellings and public buildings.
- Retirement facilities, foster homes and other public institutions.
- Recreational waters such as swimming pools and spas.
- Tourist accommodations such as hotels, condominiums, guest houses & tenement houses, etc.

### **Food Hygiene and Safety**

The DEH employs Environmental Health Officers (EHOs) in the Food Safety Team whose task is to ensure that all food businesses operate in a safe and hygienic way.

In order to ensure that these duties are met, the Food Safety Team undertakes the following activities:-

- Condemnation of foods that do not meet food safety requirements.
- Food premises inspections.
- Food hygiene training.
- Inspection of imported foods.
- Inspection of locally slaughtered animals for public consumption.
- Investigation of cases of food borne illness.
- Sampling of food and water.
- The recall/ withdrawal of unsafe food products.
- The investigation of consumer complaints concerning food and/or food premises.

### **Environmental Health Laboratory**

The DEH Laboratory services provide analytical services in support of the Department of Environmental Health in its mandate of monitoring and controlling environmental conditions that may adversely affect human health. The DEH Lab ensures that such information obtained is accurate, precise, legally defensible and produced in a timely fashion.

The DEH Laboratory performs the following functions:-

- Conduct analytical services that form part of the DEH monitoring programs relating to environmental health to ensure the safety of human health. Example of analytical services offered are potable water, bathing water, sewage, marine, ground water, building air quality, environmental noise and food safety monitoring.
- Conduct environmental impact assessments with relation to environmental health issues.
- Provide assistance in the preparation of disaster preparedness plans and plans for the

mitigation of accidental environmental disasters.

- Provide analytical services to the food sanitation monitoring program to improve the Islands' food hygiene practices.
- Response to HAZMAT emergencies.

### **Education and Promotions**

The Public Education & Promotions officers' role is to support the work of the DEH by generating and maintaining a high level of public awareness regarding all aspects of environmental health and solid waste matters. This includes the following activities:-

- Conduct presentations on anti-littering and recycling in all schools.
- Keep the community informed about DEH activities through press releases and other media.
- Participate in national events to raise awareness of DEH matters.
- Produce educational material on DEH topics.
- Promote recycling and other waste reduction activities.
- Promote the anti-littering message.
- Provide assistance to the community for clean-ups.

### **Solid and Hazardous Waste Management**

Solid waste management is the collection, transport, processing or disposal, managing, and monitoring of solid waste materials. These are materials produced by direct or indirect human activity, and the process is generally undertaken to reduce their effect on health, the environment, and aesthetics.

Under the Public Health Law, the department is responsible for providing and operating waste disposal facilities which are capable of dealing with waste arising from within the Cayman Islands.

The solid waste section is responsible for the following activities:-

- Collections of residential and commercial waste.
- Collection and disposal of infectious waste.
- Disposal of hazardous waste.
- Litter collection / roadside cleaning.
- Recycling.
- Removal of abandoned motor vehicles.

### **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 (2002 Revision)
- Public Health Law (2002 Revision) Public Health (Infectious Waste) Regulations (2002 Revision)

- Public Health Law (2002 Revision) (Garbage and Refuse Disposal) Regulations (2011 Revision)
- Public Health Law (2002 Revision) (Miscellaneous Fees) Regulations (2011 Revision)
- Public Health Law (2002 Revision) (Quarantine) (Amendment) Regulations 2011
- Public Health Law (2002 Revision) The Ships (Sanitation Control) Regulations 2011

### **The Tobacco Law (2008)**

- The Tobacco Law 2008 The Tobacco Regulations 2010

### **DEH GUIDELINES**

- Complaints & Requests Procedure Guidelines.
- Guidelines of Bonfires.
- Guidelines of Burial at Sea
- Guidelines for Development Control
- Guidelines of the Examination of Imported Foods.
- Guidelines for Food Safety at Outdoor Events
- Guidelines for Indoor Mould Prevention and Remediation in Buildings.
- Guidelines for the Importation and Disposition of a Deceased body or Human Ash
- Guidelines for the Operation of Barbershops & Beauty Salons.
- Guidelines for the Operation of Tourist Accommodation Properties (Hotel, Condominiums & Guesthouses).
- Guidelines for the Operation of Temporary / Itinerant Food Facilities.
- Guidelines for the Production and Supply of Bottle Water in the Cayman Islands.
- Guidelines for Schools & Preschools.
- Guidelines for Tattooing, Body Piercing & Body Art Establishments & Procedures.

### **BOARDS AND COMMITTEES**

Currently, (As of November 2014) there are no (appointed) boards 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**

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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 for Swimming Pool / Spa Review
- Application Form for Environmental Health Related Business (New Business)
- Application Form for Environmental Health Related Business (Renewal)
- Basic Food Hygiene Training Course application Form
- Collection and Disposal Service Contract Form
- Complaints/ Request Investigation Form
- Community Clean-up Assistance Form
- Derelict Vehicles Removal Form
- Food Premises Inspection Report Form
- Food Safety Advice and Consultation Form
- Food Safety Risk Assessment Score Sheet
- Horse Stables and Animal Pens Inspection Form
- Hotel / Condominium Inspection Report Form
- Laboratory Chain of Custody and Analysis Request Form
- Public Facilities Inspection Form
- School Inspection Report Form (Pre-School & Day Care Centre)
- Waste Disposal Contracts for Incinerator Services

### **List of Brochures at DEH**

- |   |   |
|---|---|
| • A Common Pest: House Flies                        | • How to Disinfect Water                |
| • Aluminum Can Recycling                            | • Lead Poisoning: What you need to know |
| • Battery Recycling                                 | • Leftovers                             |
| • Camping Tips                                      | • Litter                                |
| • Careers in the Department of Environmental Health | • Lunch Box Safety                      |
| • Child Safety Tips                                 | • Natural Christmas Tree Recycling      |
| • Cigarette Litter                                  | • Recycling Used Cooking Oil            |
| • Cistern Safety Maintenance                        | • Responsibilities of DEH               |
| • DEH Recycling Services                            | • Rodent Control                        |
| • Food Safety in the kitchen                        | • Solid Waste Management                |
| • Facts on Mould                                    | • Starting Your Own Recycling Program   |
| • Garbage Disposal Flyer                            | • Used Motor Oil Recycling              |
| • Garbage Dumps                                     | • Water Cooler Maintenance              |
| • Get a Grip on Litter                              |   |
| • Guidelines of Bonfires                            |   |

### **PERMITS GRANTED**

The DEH issues the following:-

- Permits to import and export human remains.
- Permits for bonfires on public beaches.

Request for information concerning permits not issued by DEH should be directed to the public authority that has responsibilities for issuing a particular permit.

## **DECISIONS & RECOMMENDATIONS**

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Inspections by Environmental Health Officers (EHOs) 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 the DEH**

- Liquor Licensing inspections
  - Inspections of establishments serving alcohol such as bars and restaurants.
- Food Safety inspections
  - Inspections of food establishments such as restaurants and grocery stores.
  - Post-mortem meat inspections, food container inspections, and temporary food stalls.
- Tourist Accommodation inspections
  - Inspections of hotels, condos, and guest houses.
- Government Buildings inspections
  - Inspections of Government offices and private & public schools.
- Cosmetology industry & other consumer facilities inspections
  - Inspections of beauty salons, barbershops, tattoo parlours, mobile beauty & barbershops.
- District Sanitation inspections
  - Inspection for rodents and district complaints.
  - Inspections of mobile car wash service vehicles.
- Environmental Engineering Inspections
  - Inspections of apartments, commercial buildings, and industrial businesses.
  - Inspections of recreation facilities such as parks, swimming pool, spas.
- Laboratory Analysis reports
  - Laboratory reports on the analysis of samples such as food, drinking water, beaches, pools, spas, wastewater, ground and surface water, landfill leachate, used oil, unknown substances, mould, 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 Ministry of Health, Sports, and Youth & Culture.  |
| 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.   |
| Laboratory 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 Health, Sports, Youth & Culture or to the Central Tenders (Procurement) Committee.   |





## 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

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#### 1. About the Publication Scheme

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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**

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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

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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**

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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**

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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**

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

## **ABOUT US**

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**Ministry**

The Department of Immigration operates under the Portfolio of Internal & External Affairs

**Deputy Chief Secretary//Chief Officer**

Eric Bush

**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**

Chastine Rankine  
Information Manager Designate  
Department of Immigration  
P.O. Box 1098  
Grand Cayman, KY1-1102

chastine.rankine@gov.ky or 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<br>#94A Elgin Avenue<br>George Town<br>Grand Cayman<br>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<br>District Administration Building,<br>Stake Bay<br>Cayman Brac<br>8:30 am – 4:00 pm<br>Tel: (345) 948-2222<br>Fax: (345) 948-2337 | All Cayman Brac/Little Cayman Immigration matters.  |
| Cayman Center Location<br>Cayman Center #14<br>(Across from the Airport Post Office)<br>Grand Cayman<br>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<br>#94 Elgin Avenue<br>George Town<br>8:30 am – 4:00 pm (Mon – Fri)   | Visa applications   |

|  |                   |
|--|-------------------|
| Tel: (345) 949-8344  |                   |
| Cayman Islands Visa Office – Jamaica<br>Suite 2, Winchester Business Park<br>8:30am – 4:00 pm<br>Tel: (876) 906-5336 or (876) 906-7866<br>Fax: (876) 929-1356<br>Email: caymanvisa2@cwjamaica.com          | Visa Applications |
| Cayman Islands Visa Office – Honduras<br>Edificio Carib Local No. 203<br>La Ceiba Atlantida,<br>Honduras<br>8:30am – 2:30pm<br>Tel: (504) 440-1015<br>Fax: (504) 443-0053<br>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><br><br><div> <div>Mr Waide DaCosta</div> <div>Chairman</div> </div> <div> <div>Mr Adrian Briggs</div> <div>Deputy Chairman</div> </div> <div> <div>Mr. Roy Grant</div> <div>Member [West Bay]</div> </div> <div> <div>Mrs. Louise C. Burke</div> <div>Member [George Town]</div> </div> <div> <div>Lizbeth Waltont</div> <div>Member [Sister Islands]</div> </div> <div> <div>Wendy Watler</div> <div>Member [Bodden Town]</div> </div> <div> <div>Thelda Whittaker</div> <div>Member [North Side]</div> </div> <div> <div>Terry-Ann Archer Duncan</div> <div>Member</div> </div> <div> <div>Dennis DeMercado</div> <div>Member</div> </div> <div> <div>Brent McLean</div> <div>Member [East End]</div> </div> <div> <div>Vacant</div> <div>Member</div> </div> <div> <div>The Chief Immigration Officer or Deputy</div> <div>Member (non-voting)</div> </div> | The CS&PR Board meets twice weekly at the Department of Immigration. The meetings are not open to the public. |



|   |  |
|---|--|
| <p>The Director of Boards &amp; Work Permits or Designate<br/>Secretaries of the CSPR Board<br/>Assistant Secretary of the CSPR Board</p> <p>Member (non-voting)<br/>Member (non-voting)<br/>Member (non-voting)</p>  |  |
| <p><b>Work Permit Board</b></p> <p>Mrs. Sheena Westerborg      Chairman<br/>Mrs. Sarah Barnett              Deputy Chairman<br/>Mr. Edward Hessing            Member<br/>Ms Lavern Daykin               Member<br/>Mr. Gary Rutty                   Member<br/>Ms. Judy Ann Ebanks           Member<br/>Christine Archer-Solly          Member<br/>Ms Irma Arch                     Member<br/>Ms. Elizabeth Walton           Member<br/>The Chief Immigration Officer or Deputy      Member (non-voting)<br/>The Director of Boards &amp; Work Permits or Designate      Member (non-voting)<br/>The Director of Employment Relations Designate      Member (non-voting)<br/>Secretary of the Work Permit Board              Member (non-voting)<br/>Assistant Secretary of the Work Permit Board      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<br/>Chairman<br/>Mr. Temple Tatum<br/>Deputy Chairman<br/>Mr. Burnard Tibbetts, MBE<br/>Member<br/>Mr. Holroy Walton<br/>Member<br/>Mr. Franklin Bodden<br/>Member</p>   |  |

|  |  |
|--|--|
| <p>The Assistant Chief Immigration Officer<br/>Member (non-voting)<br/>Ms. Sherry Scott<br/>Secretary (non-voting)</p>   |  |
| <p><b>Business Staffing Plan Board (BSP)</b></p> <p>Mr. Charles Kirkconnell<br/>Chairman<br/>Mr. Philip Jackson<br/>Deputy Chairman<br/>Ms. Tammy Seymour<br/>Member<br/>Mr. Ken Thompson<br/>Member<br/>Ms. Rhonda Ebanks<br/>Member<br/>Ms. Christopher Goddard<br/>Member<br/>Mr. Edward Chisholm<br/>Member<br/>Mrs. Ruth Williams<br/>Member<br/>Mr. Olson Anderson<br/>Member<br/>The Director of Employment Relations<br/>or Deputy<br/>Member (non-voting)<br/>The Chief Education Officer or Deputy<br/>Member (non-voting)<br/>The Chief Immigration Officer or Deputy<br/>Member (non-voting)<br/>The Director of Boards &amp; Work Permits<br/>or Designate<br/>Member (non-voting)<br/>Secretary of the Business Staffing Plan Board<br/>Member (non-voting)<br/>Assistant Secretary of the Business Staffing<br/>Board<br/>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> |

**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 Worker is nine (9) 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 (2014 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 (2014 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 (2014 Revision) requires you to first obtain the approval of the relevant Board before promoting or re-designating an employee.

## **STRATEGIC MANAGEMENT**

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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 (2014 Revision) - available at [www.immigration.gov.ky](http://www.immigration.gov.ky)

Immigration Regulations (2014 Revision) – available at [www.immigration.gov.ky](http://www.immigration.gov.ky)

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**

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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  
2013 – 2014 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**

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Internal Complaints Procedure  
Refusal of Leave to Land (Law & Procedure)  
Policy on the implication of Administrative Fines



**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



## **Department of Labour and Pensions 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 Labour and Pensions to making information available to the public as part of its normal business activities.

The Department of Labour and Pensions 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 Labour and Pensions will generally not publish:

- information in draft form;
- information that is not held by the Department of Labour and Pensions 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.
- Information which under the National Pensions Law is not available to the general public
- Information which under the Labour 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 Department of Labour and Pensions (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*.

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<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.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, Japhia Loyal Linwood 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 Japhia Loyal Linwood 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:

Department of Labour and Pensions  
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 Japhia Loyal Linwood at 945-8960 or email [foi.npo@gov.ky](mailto:foi.npo@gov.ky).

The Department of Labour and Pensions 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 Labour and Pensions 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 Labour and Pensions 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 Department of Labour and Pensions 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 Labour and Pensions has received your payment.

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

Information held by the Department of Labour and Pensions 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, Japhia Loyal Linwood at 945-8960 or [foi.npo@gov.ky](mailto:foi.npo@gov.ky).



**DEPARTMENT OF  
LABOUR & PENSIONS**  
CAYMAN ISLANDS GOVERNMENT

2<sup>nd</sup> Floor MidTown Plaza  
273 Elgin Avenue  
P.O. Box 2182  
KY1-1105  
Grand Cayman  
Tel: 345- 945-8960 Fax: 345- 945-8961

## **6. Complaints**

The Department of Labour and Pensions 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, Japhia Loyal Linwood 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 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 and Background Information**

The Department of Labour and Pensions (DLP) is a Department established to oversee the employer compliance aspects of the work previously undertaken by both the Department of Employment Relations and the National Pensions Office. The unit is intended to provide a more effective one-stop shop for all labour services and enable a system of proactive workplace inspections to be instituted. This will promote compliance with both Labour and Pensions legislation while at the same time causing good employers minimum inconvenience.

The DLP has a Director of Labour and Pensions who is assisted by a Deputy Director (Labour) and a Deputy Director (Pensions). The Deputy Director (Labour) oversees the Labour Investigations Unit and the Deputy Director (Pensions) oversees the Pensions Investigations Unit. Both Deputies are responsible for recommending prosecutions for non-compliance with the Law and for assisting the Director of Public Prosecutions with prosecutions in criminal court.

The Labour and Pensions Inspections Unit, which is headed by the Head of Inspections, deals mainly with proactive workplace inspections that are seeking compliance with any and all labour-related legislation. In the first instance, this will mean the various components of the Labour Law and the employer compliance aspects of the National Pensions Law. Where an infringement has been established and the employer refuses to remedy the infringement, or where an offence has been committed under the Labour Law or under the National Pensions Law, the Head of Inspections will refer the infringement or offence to the relevant Deputy. These would include infringements such as non-payment of overtime or gratuities or non-payment of contributions to a pension plan.

This Unit will contribute to the training of private sector employers on all areas of the Labour Law and the National Pensions Law in an effort to continually improve employers' understanding of the Law as well as their compliance.

The administration of Labour and Pensions by the Department is to be governed by the Labour Law (2011 Revision) and the National Pensions Law (2012 Revision).





**DEPARTMENT OF  
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CAYMAN ISLANDS GOVERNMENT

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273 Elgin Avenue  
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KY1-1105  
Grand Cayman  
Tel: 345- 945-8960 Fax: 345- 945-8961

## **Ministry**

The Department of Labour and Pensions operates under the Ministry of Education, Employment & Gender Affairs.

### **Acting Chief Officer**

Mr. Christen Suckoo  
Ministry of Education, Employment & Gender Affairs  
Cayman Islands Government Administration Building,  
George Town, Grand Cayman

### **Name and Title of Department Head**

**Director and Acting Superintendent of Pensions:** Mr. Mario E. Ebanks

**Physical Address:** 2<sup>nd</sup> Floor Midtown Plaza, Elgin Avenue, George Town, Grand Cayman

**Mailing Address:** P.O. Box 2182, Grand Cayman KY1-1105, 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:** 9am to 4pm, Monday to Friday

### **Information Manager**

**Information Manager:** Mrs. Japhia Loyal Linwood

**Information Manager Designate:** Vacant

**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**

### **Vision**

To be a valued and trusted partner in supporting excellence in employee-employer relations and compliance with labour and pensions legislation for the private sector in the Cayman Islands.

### **Mission**

To provide, through education, engagement and the enforcement of labour and pension legislation, a one-stop shop for private sector labour and pensions services and support, delivered by competent and caring staff, operating in a prompt, fair and impartial manner and with the highest integrity.

### **Values:**

The Department of Labour & Pensions (DLP) is committed to being a Department which is:

- Professional, pro-active and ethical
- Fair, consistent and impartial in our decision-making
- Research and fact-driven
- Resourced with well-trained, dedicated, honest, and attentive staff
- Client-focused, communicates well and delivers timely and thorough services.

### **Statutory Duty**

The National Pensions Office, a division of the Department of Labour and Pensions and 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 responsibility 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.



### **National Pensions Board**

| <b>Members</b>   | <b>Meetings</b>   | <b>Minutes</b>   |
|--|---|--|
| Mr. John Bryan Bothwell, Chairman<br>Mr. Sean Glidden, Deputy Chairman<br>Mr. William Adam, Member<br>Mr. Vijayabalan Murugesu, Member<br>Mr. Stephen Price, Member<br>Mr. John Pitcairn, Member<br>Mrs. Philippa McFarlane-Ebanks, Member | Meetings are usually held every other 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 |

The Labour Unit (Department of Human Resources) of the Department of Labour and Pensions and formerly a division of the Department of Employment Relations, was established by section 71 of the Labour Law (2011 Revision), comprising the Director of Labour, the Deputy Director and such labour inspectors and other staff as may be necessary for the due administration and enforcement of this Law.

***Section 72 of the Labour Law establishes the responsibility of the Director and states:***

Whether or not a complaint has been filed the Director shall be charged with securing the proper observance of this Law.

***Section 73 (1) of the Labour Law establishes the powers of the Director, Deputy Director and inspectors and states:***

The Director, Deputy Director and any labour inspector shall, for the performance of their functions under this Law have power to-

- (a) Enter any workplace without previous notice at any time during the working hours of that particular workplace;
- (b) Carry out any examination, test or inquiry which he may consider necessary to satisfy himself that this Law is being observed;
- (c) Question, alone or in the presence of witnesses, any employer or employee on any matters concerning the application of the Law; and
- (d) Require the production of any records or documents required to be maintained by this Law and to copy or make abstracts of any such records or documents.



## **Frequently Asked Questions**

### **National Pensions Law (2012 Revision)**

#### **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 certified MultiEmployer Pension Plans.

#### **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 utilized. 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.

### **Who offers a Pension Plan?**

Employers may register their own plan with the NPO or participate in one of the following certified Multi-Employer Pensions Plans:

- [BAF Pension Plan](#) - (345) 949-5811
- [British Caymanian](#) - (345) 949-8699
- [Cayman National Trust](#) - (345) 640-9263
- [Chamber of Commerce](#) - (345) 914-5599
- [Fidelity](#) - (345) 949-7822
- [Silver Thatch](#) - (345) 943-7770

## **Labour Law (2011 Revision)**

### **When should an employee expect to receive a written statement of working conditions once he/she has commenced employment?**

Within 10 working days (Please refer to s6 of the Labour Law for conditions and offence)

### **What has the Law defined as the initial probation?**

A term not more than 6 months initially, which can be extended to a further 6 months provided that such agreement is in writing and signed by both the employee and employer? Unless otherwise stated in a contract i.e. 3 months.

### **When does an employee begin accruing benefits?**

At the commencement of employment; however, not payable until after the probation period has been satisfied and the employee's employment is confirmed.



**What is the notice period required for termination of employment?**

The Law requires that both parties give written notification of termination of employment of at least 24 hours if on probation.

With respect to all other employees, both parties are required to give written notice at least equal to the interval of time between the employee's pay days.

**What is the vacation entitlement as defined by the Labour Law?**

up to 4 years - 2 weeks

4-10 years - 3 weeks

Exceeding 10 years - 4 weeks (*Section 14*)

**Are Part-time employees entitled to leave benefits?**

Yes, PT employees earn leave benefits i.e. vacation, at the ratio that their actual hours of employment bear to the standard work week.

**What is the maternity entitlement as defined by the Labour Law once an employee has completed 12 months of employment?**

Every female employee is entitled to twelve calendar weeks' in any twelve month period.

First 20 days - Employee's basic wage

Next 20 days - At half the employee's basic wage (*Section 19*)

**Does the Labour Law address Paternity leave?**

No it does not

**If an employee works on a public holiday what payment is he entitled to?**

Double his normal rate of pay for the hours actually worked and where he works less than the full day he shall, in addition, be entitled to be paid his normal rate for the remaining hours. (*Section 17*)

**How is an employee compensated for public holidays not worked by the employee?**

The employee is to receive the normal wage he would have received had it not been a public holiday and given the employee has worked his **scheduled** day before the PH and his scheduled day after the PH. (*Section 16*)

**What is the sick leave entitlement as defined by the Labour Law?**

10 days per annum at the employee's basic rate of pay, for actual sickness. Sick leave is not cumulative and may be challenged. (*Section 17*)

**When is an employee required to produce a Doctor's certificate?**

In respect of the third and any subsequent consecutive days of such leave. (*Section 17*)

**In the event the employee resigns is sick leave unused payable to the employee?**

No it is not. Sick leave is available to the employee in the event he is ill or otherwise physically incapacitated for work.



**What is the rest period permitted to each employee as per the Law?**

24 consecutive hours in every 7 day period. (*Section 23*)

In addition to the above, every employer who is classified as construction, manufacturing, heavy equipment operators, hospitality, gardening or landscaping is to permit each hourly paid employee the following breaks:

- (a) 3-5 hours—a minimum of 15 minute break
- (b) 5 and above—a minimum of (2) 15 minute breaks
- (c) 5 and above and in addition to (a) & (b) a meal

Break of (30) minutes

**Are employees to whom the foregoing applies entitled to be paid for the 30 minute meal break?**

Employees who are entitled as per the foregoing would be entitled to receive payment for the 15 minute breaks, however, not for the meal break.

**What is the maximum standard work day and work week as defined by the Labour Law?**

9hrs a day and 45hrs a week (*Section 24*)

**When is overtime payable and at what rate?**

When an employee's work day has exceeded the maximum 9 hours per day or work week of 45 hours, he is entitled to be paid at a rate of at least one and one half times the employee's basic hourly wage. Unless the contractual agreement indicates a standard work day and work week other than the above. The standard work day/work week is not to exceed the above as stipulated by the Labour Law. (*Section 25 and 27*)

**When are wages payable?**

Wages shall be paid on a regular periodic basis on ordinary working days with not more than one month between pay days. (*Section 30*)

**Are employees entitled to a statement of wage?**

Yes, within one week of receipt of payment. (*Section 33*)

**What should the pay statement include?**

The statement should show precisely how the payment is made up i.e. hours worked, any deductions from salary (health/pension etc.)

**How long does an employee have to file a complaint of "Unfair Dismissal"**

Within 90 days of the dismissal date

**When is an employee entitled to severance pay?**

Upon termination for any reason other than a dismissal pursuant to s51 (1) (a-c), providing the employee has exceeded one year of continuous employment.

**How is severance pay calculated?**

Severance pay shall consist of one week's wages, at the employee's latest basic wage, for each completed twelve month period of his employment with his employer and any predecessor-employer with no cap.



**Is it acceptable for an employer to charge employees for drinking water and withhold seating from an employee?**

No it is not. The employer is to ensure that there is adequate drinking water available to all employees and to also provide and maintain seating facilities, reasonable under the circumstances for employees to sit during the course of their employment. This is addressed fully in PART 8 of the Labour Law & the DLP “Health & Safety in the workplace” brochure.

**Is my employer obligated to provide and maintain a first aid kit at work?**

Yes, the Law obligates the employer to do so and to ensure that it is maintained.

**Are employees entitled to compassionate leave under the Labour Law and if so, what is the entitlement and what are the conditions that apply?**

Every employee to whom Part II (Leave) of the Labour Law applies shall, in addition to any entitlement to earned vacation leave, be entitled (During each twelve month period of employment) to a maximum of five days compassionate leave on the occurrence of a death or serious illness in the employee’s immediate family provided reasonable evidence of such serious illness or death is provided to the employer; and for the purposes of this entitlement the employee’s immediate family means the spouse, parents and children of the employee.





## **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.*

- [National Pensions Law](#) (2012 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](#) (2011 Revision) <sup>2</sup>
- Confidential Relationships (Preservation) Law (2009 Revision)
- Labour Law (2011 Revision)
- The Labour (Occupational Safety and Health) (Construction Industry) Regulations, 2008

### **Corporate management**

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

- National Hurricane Plan – National Pensions Office Hazard Management Plan (May 2009) <sup>1</sup>
- National Hurricane Plan – National Pensions Office Continuity of Operations (2006) <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>4</sup>
- National Pensions Board Annual Report (July 2007 – June 2008) <sup>4</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 Department of Labour and Pensions

• <sup>2</sup> - Information can be found on the Department of Labour and Pensions 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)

• <sup>4</sup> - Information which is not currently available to the public



**DEPARTMENT OF  
LABOUR & PENSIONS**  
CAYMAN ISLANDS GOVERNMENT  
**FINANCE & ADMINISTRATION**

2<sup>nd</sup> Floor MidTown Plaza  
273 Elgin Avenue  
P.O. Box 2182  
KY1-1105  
Grand Cayman  
Tel: 345- 945-8960 Fax: 345- 945-8961

### **Financial management**

*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. Principle accounting policies and procedures are exercised in accordance with the Public Management and Finance Law and the Financial Regulations.*

- Public Management and Finance Law (2013 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, Youth Sports & Culture Human Resources Manual (2006) <sup>1</sup>
- Public Service Management Law (2011 Revision)
- Public Service Management Law, Personnel Regulations (2012 Revision)
- Public Servant Code of Conduct
- Scale Salary effective September 2012 <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 <sup>1</sup>

#### **Communication:**

- Press Releases <sup>2</sup>



## **POLICIES & PROCEDURES**

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

- [National Pensions Law](#) (2012 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](#) (2011 Revision) <sup>2</sup>
- Labour Law (2011 Revision)
- Confidential Relationships (Preservation) Law (2009 Revision)
- National Pensions Office - Standard Operating Procedures <sup>1</sup>
- Ministry of Education, Training, Employment, Youth, Sports & Culture – Human Resources Manual (2006) <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**

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

- 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>4</sup>
- National Pensions Board Annual Report (July 2007 – June 2008) <sup>4</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 Department of Labour and Pensions

<sup>2</sup> - Information can be found on the Department of Labour and Pensions 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)

<sup>4</sup> - Information which is not currently available to the public



## **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>
- FOI disclosure log <sup>2</sup>

## **OUR SERVICES**

As the regulatory body of private pension plans in the Cayman Islands, the National Pensions Office, a division of the Department of Labour and Pensions, 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>**

- Guidance notes - The National Pensions Law
- Brochures
  - 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
- Preliminary Enquiry Form
- Conciliation and Mediation Confidential Complaints form
- Application for Registration of a Charitable Organization
- Business Registration form
- Plan for distribution of Gratuity Registration form

<sup>1</sup> - Information located at the Department of Labour and Pensions

<sup>2</sup> - Information can be found on the Department of Labour and Pensions 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)

<sup>4</sup> - Information which is not currently available to the public



## **Classes of Information Held**

A Class of Information is a way of collecting together similar types of information. The Department of Labour and Pensions 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 and Labour Law– accessible by FOI Request
- **Administration of the National Pensions Law and Labour Law**  
Activities relating to the general administration of the National Pensions Law and Labour 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



## Department of Planning

### Publication Scheme 2015

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

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
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#### 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 Designate Mr. Jon-Andrew Japal (345-244-6508) or Information Manager Charles Brown (345-244-6537) to request information. The Department's telephone number is 345-244-6501, 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 Jon-Andrew Japal (jon.japal@gov.ky or 345-244-6508), or Information Manager Charles Brown (charles.brown@gov.ky or 345-244-6537). 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              | 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 in electronic formats, 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 Regulations (2014 Revision)
  - Current Planning Application Fees (per First Schedule)  
*[http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Library/Application\\_Fees\\_Information.pdf](http://www.planning.gov.ky/HTML_BODY/CP/CP_Library/Application_Fees_Information.pdf)*
  - Building Permit Fees Map (per Second Schedule)  
*[http://www.planning.gov.ky/HTML\\_BODY/BCU/BCU\\_Library/BP\\_Fee\\_Map\\_-\\_and\\_Fee\\_Structure\\_-\\_Jan2014.pdf](http://www.planning.gov.ky/HTML_BODY/BCU/BCU_Library/BP_Fee_Map_-_and_Fee_Structure_-_Jan2014.pdf)*
  - Infrastructure Fees Map (per Sixth Schedule)  
*[http://www.planning.gov.ky/HTML\\_BODY/CP/CP\\_Library/Infrastructure\\_Fee\\_Map\\_Jan2014.pdf](http://www.planning.gov.ky/HTML_BODY/CP/CP_Library/Infrastructure_Fee_Map_Jan2014.pdf)*
  - Miscellaneous Fees can be found in Schedule 5 of the Regulations
- Electricity Regulations (2011 Revision)  
*[http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Library/Electricity\\_Regulations\\_-\\_2011\\_Revision.pdf](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Library/Electricity_Regulations_-_2011_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 63 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 244-6501 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](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**

*(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 Planning, Lands, Agriculture, Housing and Infrastructure

### **Principle officer [or Key staff]**

Haroon Pandohie (Director of Planning), Tel. 345-244-6501

Ron Sanderson (Assistant Director of Planning, Current Planning), Tel. 345-244-6504

John Levien (Plans Examiner Supervisor, Building Control), Tel. 345-244-6539

Suzanne Larson (Inspectors Supervisor, Building Control), Tel. 345-244-6517

Linda McLean (Human Resource Manager), Tel. 345-244-6503

Joy Watson (Executive Officer), 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)

Information Manager Designate Jon-Andrew Japal (jon.japal@gov.ky; 345-244-6508)

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](http://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 four 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. The front counter of the Grand Cayman office in the Government Administration Building closes at 4:00PM daily to allow for one hour of administrative processing.

### **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

Building Control (BC) 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 (2014 Revision)  
The Development and Planning Regulations (2014 Revision)  
The Development and Planning (Appeals) Rules

### **Building Control Laws and Regulations**

The Building Code Regulations (2006 Revision)  
The Electricity Law (2008 Revision)  
The Electricity Regulatory Authority Law (2010 Revision)  
Electricity Regulations (2011 Revision)

### **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 notified (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:

| Type/size of Proposed Development | Zone        | Notice Radius |
|-----------------------------------|-------------|---------------|
| Commercial                        | Commercial  | 300 ft        |
| Non-residential uses              | Residential | 500 ft        |
| Industrial                        | Industrial  | 300 ft        |
| Institutional                     | Any         | 500 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 6 lots)        | Any         | 150 ft        |
| Subdivision (7 - 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 244-6501.

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 FAQs**

Building Control 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. Building Control 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 (2014 Revision). This law determines what the Government can regulate, powers of enforcement, and how decisions can be appealed.

The Development and Planning Regulations (2014 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 is a list of documents that are available in 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

2004 Department of Planning Annual Report

2005 Department of Planning Annual Report

2006 Department of Planning Annual Report

2007 Department of Planning Annual Report

2008 Department of Planning Annual Report

2009 Department of Planning Annual Report

2010 Department of Planning Annual Report

2011 Department of Planning Annual Report

2012 Department of Planning Annual Report

Sign Guidelines

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

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 (AD) is responsible for the processing of Planning Fees, and provides support services for Building Control (BC), 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 Finance, Tourism and Development,  
5th floor Government Administration Building,  
133 Elgin Avenue,  
George Town, Grand Cayman KY1-9000  
CAYMAN ISLANDS

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)

### **Building Control 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\\_Jan\\_2014.pdf](http://www.planning.gov.ky/HTML_BODY/ADMIN/ADMIN_Library/Visio-Staff_Complement_Jan_2014.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**

CPA Meeting Agendas and Minutes (2015)  
CPA Meeting Agendas and Minutes (2014)  
CPA Meeting Agendas and Minutes (2013)  
CPA Meeting Agendas and Minutes (2012)  
CPA Meeting Agendas and Minutes (2011)  
CPA Meeting Agendas and Minutes (2010)  
CPA Meeting 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 \(2015\)](#)  
[DCB Meeting Minutes \(2014\)](#)  
[DCB Meeting Minutes \(2013\)](#)  
DCB Meeting Minutes (2012)  
DCB Meeting Minutes (2011)

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**

Building Control (BC), 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) 244-6501.

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)*

Electrical License Form

Electrical License Renewal Form

2012 Cayman Islands Electrical Examination Application

## **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 Government Administration Building. Meetings are open to invited applicants, objectors or other interested parties.</i>           | <i>Minutes and agendas of CPA meetings from 2001 to date are available for free at the following link:<br/><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><br/>Refer to section 3 for accessing Minutes of meetings prior to 1999 and for the year 2000.</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 2011 to date are available for free at the following link:<br/><br/><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 Government Administration Building.</i>  | <i>Minutes and agendas of EBE meetings from 2008 to 2009 are available for free at the following link:<br/><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)*

### **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.

#### **Access to Information related to Applications in Process by the Authority**

The Authority shall, in the course of processing an application for planning permission grant the public access to records relating to that application via an inspection in accordance with the 3 provisions below. Access to that record/s shall be obtained in accordance to these provisions:

1. Any member of the public may contact the Department of Planning and request to inspect the site plan and/ or elevations of a "project" and it shall be shown to them. The rationale is that the exterior of the finished structure will be visible to the public (a file retrieval fee of \$25 will apply if the planning file is at the warehouse and needs to be collected). Any member of the public may inquire to know if a project has been granted planning permission related to a "Project", or a Certificate of Occupancy or equivalent related to a "Permit".
2. If the proposed project required that a public notice be placed in the newspaper, then any member of the public can inspect the application, the applicant's submissions and government responses. Similarly, if a member of the public received a "Notice of Application for Planning Permission" under section 15(4) of the Development and Planning Law (As Revised) they can also inspect the application, the applicant's submissions and government responses.
3. If a member of the public wants access to records of a project other than the site plan and elevations drawings, and they did not receive a "Notice of Application for Planning Permission" under the Development and Planning Law (As Revised), nor was the project required to be advertised in the newspaper, then that individual may make an FOI application for access to the desired records under the FOI Law 2007.
4. Access to a record shall be granted to any member of the public that possess a letter from the property owner stating that access to the record maybe granted by that individual.

The authority may at its discretion require or request that certain records relating to an application be published via a secure website for a specified amount of time during the processing of the application. This website must mitigate as best as possible a balance between public viewing and loss of commercial value from publication and reproduction.

Grant of access to records via a notice shall be contained to only those records that relate to the project outlined in the notice. Access to other applications in a planning file may be granted via a separate notice or FOI request.

## **Exemptions and Reproductions of records of Commercial Value or Copyright Protected**

1. Where access is provided to a record via an inspection, the individual shall be notified when personal information has been redacted from the record or the record withheld from the interview, because it was considered an unreasonable release.
2. Where access is provided to a record via an inspection, the individual shall be notified when legal advice has been redacted from the record or the record withheld from the interview.
3. Where access is provided to a record via an inspection, the individual shall be notified when drawings have been withheld because of their interiors content to protect the safety of individuals.
4. Reproductions may be requested of any record that is not exempted from release or copyright protected. An example of a record that is copyright protected under the UK Copyright protection Act, 1956 are drawings submitted to the Authority in connection with an application.

## **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 Department of Planning can be found in the Forms and Document section of the Policy Development webpage. The list of reports will be updated in early 2015.

## **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>. All building inspection information is managed by the Online Planning System (OPS). Only businesses and individuals that work, own or manage a project have access to this information via <https://dop.secure.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 Department of Planning 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 is 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.

**OPS** – The Department's Inspection requests and management system. Contractors, architects, agents and applicants are able to log into this portal and view inspection activity and request new inspections, while automatic email notifications keep all parties abreast of the status of the project.

**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 is a list of documents available in the Current Planning document library, which consists of 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 Fees 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  
Storage Tanks - Application Information  
Subdivision - Application Information  
Tents - Application Information  
Walls and Fences - Application Information

## **Current Planning Other Documentation**

File Request Form

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

Tree Preservation Order – Review Process

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)

## **Zoning Inquiry**

The link below 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 (2014 Revision), the Development and Planning Regulations (2013 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) 244-6501

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)

## **Building Control Overview**

Building Control 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)

## **Building Control Statistics of Permits Issued**

Since January 2013, monthly lists of all Building Permits issued have been posted to the Department's website. This serves to keep the public informed on which projects have permission to commence construction. These lists can be found at the following link:

[http://www.planning.gov.ky/HTML\\_BODY/BCU/Permits\\_Issued.html](http://www.planning.gov.ky/HTML_BODY/BCU/Permits_Issued.html)

## **Building Control Forms & Documents**

Below is a list of documents that are available in the Building Control document library, which consists of 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.

### **Building Control Application Forms**

Building Permit - Application Form  
Building Permit Extension of Time Request – 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  
Alternate Methods / Materials – Application Form  
Foundation Permit – Application Form  
Special Permission to Occupy – Application Form  
Refund Request – Application Form

### **Building Control Inspection Forms**

Grand Cayman Building Inspection Request Form  
Sister Islands Building Inspection Request Form  
Typical BCU Inspection Process  
Procedure to Obtain a CO  
Government Agency Final Inspection Form  
General Building Inspection Checklist  
Final Building Inspection Checklist  
Interim Building Inspection Checklist  
Final Electrical Inspection Checklist  
Interim Electrical Inspection Checklist  
Mechanical Inspection Checklist  
LPG Inspection Checklist  
Accessibility Inspection Checklist  
Liquor License Form with Electrical Checklist  
Liquor License Form with Plumbing Checklist

OPS Business Registration Form  
OPS Contractor (Person) Registration Form  
OPS Deposit Form  
Out of Hours Inspections – Application Form

### **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

### **Building Control 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

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)



## **Building Control E- Permit (ETrak-iT and OPS)**

The Department of Planning is currently using a permit tracking system called ETrakit that allows applicants to follow their application online through the Plan Review stage.

The system can be accessed 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 BC.

During the Inspection Phase of a permit (post red card), the Department of Planning is currently using a separate inspection tracking system called OPS (Online Planning System). Contractors, architects, agents and applicants are able to log into this portal and view inspection activity and request new inspections, while automatic email notifications keep all parties abreast of the status of the project. To sign up for this service, simply email [info@planning.gov.ky](mailto:info@planning.gov.ky) for details.

In mid-2015, all of the Department's online file tracking and management will be handled through the Online Planning System.

For telephone inquiries regarding Building Permit status, please call Building Control at (345) 244-6501. 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)

## **Building Control Links**

Below is a list of websites which may be of interest for BC 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, or an email stating what records are desired.

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)

**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*.

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<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 [FOI.DVE@GOV.KY](mailto:FOI.DVE@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#24 or Ms. Charlene Simpson at (345) 9495644 Ext #26 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#24 or Ms. Charlene Simpson at (345) 949-5644 Ext#26 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 Planning, Lands, Agriculture, Housing & Infrastructure (P L A H & I).

### **Chief Officer**

Mr. Alan Jones, Ministry of Planning, Lands, Agriculture, Housing & Infrastructure.  
4<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands

### **Head of Department**

Mr. Richard Simms, Director (Acting) -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 #24  
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 4:30pm<br>Monday to Friday. | Fleet Management Services<br>Acquisition<br>Disposal<br>Fuel & Oil Sales<br>Maintenance & Repairs<br>Technical Advice<br>Maintenance of Capacity for Emergencies |
|  |  |
|  |  |

### Boards and committees

| Name   | Meetings   | Minutes   |
|--|--|---|
| Departmental Tenders Committee<br><br>Richard Simms<br>Stephen Quinland<br>Ernest Ebanks | When acquisition in > \$50K<br><\$250K are made. | Contact Members in writing for<br>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?

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#### What is the size of Government's Fleet?

The total amount of units: 1000plus include Grand Cayman, Cayman Brac and Little Cayman.

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#### 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

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### **What is the operating cost on a yearly basis?**

The operating costs nets: \$5.3M per annum

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### **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.

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### **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 (2012 Revision) and Regulations ( 2012 revision).
- FOI Law Regulations 2008
- National Archive & Public Records Law 2010 Revision
- 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.



## District Administration 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

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#### 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 District Administration Department to making information available to the public as part of its normal business activities.

The District Administration 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 District Administration Department will generally not publish:

- information in draft form;
- information that is not held by the District Administration 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 District Administration 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*.

## **3. Methods of access**

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

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<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.districtadmin.gov.ky](http://www.districtadmin.gov.ky). If you are still having trouble locating information listed under our scheme, please contact Mrs. Connie Godet, 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.dad@gov.ky](mailto:foi.dad@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. Connie Godet at (345) 948-2222 to request information.

#### Post

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

Mrs. Connie Godet  
Information Manager  
District Administration  
PO Box 240  
Cayman Brac KY2-2101  
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. Connie Godet at (345)948-2222.

The District Administration 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.

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

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The District Administration 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 District Administration Department has received your payment.

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

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Information held by the District Administration 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.

For further details please contact Mrs. Connie Godet at (345)948-2222 or [foi.dad@gov.ky](mailto:foi.dad@gov.ky) or <http://districtadmin.foi.gov.ky>.

#### **6. Complaints**

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The District Administration 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 Mr. Ernie Scott (District Commissioner) at (345) 948-2222, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained by contacting Mr. Ernie Scott on the above phone number or by emailing [DCOffice@gov.ky](mailto:DCOffice@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**

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

## **ABOUT US**

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### **Name of public authority**

District Administration Department Cayman Brac

### **Ministry**

Ministry of District Administration, Tourism & Transport

### **Chief Officer**

Mr. Stran Bodden JP, Chief Officer, Ministry of District Administration, Tourism & Transport, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS

### **Name and Title of Head**

Mr. Ernie Scott JP, District Commissioner, District Administration Building, Cayman Brac KY2-2101, CAYMAN ISLANDS

### **Information Manager**

Mrs. Connie Godet  
Information Manager  
District Administration  
PO Box 240  
Cayman Brac KY2-2101  
CAYMAN ISLANDS  
Direct Line: (345) 244-4436

Office: (345) 948-2222  
Email: [connie.godet@gov.ky](mailto:connie.godet@gov.ky)  
FOI Email: [foi.dad@gov.ky](mailto:foi.dad@gov.ky)  
Website: [www.districtadmin.gov.ky](http://www.districtadmin.gov.ky)  
Freedom of Information Website: [www.foi.gov.ky](http://www.foi.gov.ky)

### Organisation and functions

District Administration Department is the main Government Office within the Sister Islands. It is headed by the District Commissioner and the Deputy District Commissioner. The office is located in Stake Bay, the island's capital. The Mission Statement of District Administration Department is to administer and support the business of government in Cayman Brac and Little Cayman, ensuring the timely and efficient implementation of government policies. This is achieved by providing the functions of the following departments:

- District Commissioner's Office
- Computer Services
- Customs
- Day Care Centre
- District Office (Little Cayman)
- Heritage House
- Immigration
- Marketing & Promotions
- Museum
- Public Works
- Sports
- Department of Treasury/Vehicle Licensing

District Administration  
PO Box 240  
Cayman Brac KY2-2101  
CAYMAN ISLANDS  
Phone: (345) 948-2222  
Email: [bracdc@gov.ky](mailto:bracdc@gov.ky) or [DCOffice@gov.ky](mailto:DCOffice@gov.ky)  
Website: [www.districtadmin.gov.ky](http://www.districtadmin.gov.ky) or [www.itsyourstoexplore.com](http://www.itsyourstoexplore.com)

| Location and hours   | Matters handled   |
|--|---|
| <b>District Commissioner's Office</b><br>District Administration Building<br>8:30am – 4:00pm Monday - Friday | Administration, Official Visits & Ceremonial Events, Human Resources & Recruitment, Special Marriage Licences, Bi-weekly Payroll, Firearm Licences, Compilation & Distribution of Registers & Flyers, Public Service Pension issues, Hurricane & Disaster Preparedness, Response & Recovery, Passports, US Waivers/Visas & Emergency ID Travel Documents, Naturalisation/Registration as a British Overseas Territory Citizen/British Citizen Applications & Pledge Ceremony, Birth, Death & Marriage Registration & Certificates, Revenue Collection, Accounts Payable, Government Houses Rental Collection, Government Furniture & Office |

|   |  |
|---|--|
|   | Supplies, Remembrance Day Service, Cemetery Vault sales, Community Calendar, Government Pool Bookings, Conference Room Bookings, Speargun/Turtle/Fish Pot/Fishing Licence Applications, Veteran & Seaman's Grant Applications, Notary Public Renewal Fees, Law Library |
| <b>Computer Services</b><br>District Administration Building<br>8:30am – 5:00pm Monday - Friday   | Maintaining all Computers, Networks, Printers, Photocopiers and Phone Systems for District Administration and its substations.   |
| <b>Customs</b><br>District Administration Building<br>8:30am – 4:30pm Monday – Friday<br><br>Charles Kirkconnell International Airport<br>8:30am – 4:00pm Monday – Friday<br>8:30am – 12noon Saturday<br><br>Stake Bay Post Office<br>8:30am – 4:00pm Monday – Friday<br>9:00am – 11:30am Saturday<br><br>Port Authority Warehouse<br>8:30am – 4:00pm Monday – Friday | Protection and collection of government revenue and the facilitation of trade - including the control of vessels/aircraft, goods, and passengers and crew - with special emphasis on the prevention and control of prohibited and restricted goods.                    |
| <b>Cayman Brac Day Care Centre</b><br>Day Care Centre<br>7:30am – 5:30pm Monday – Friday  | Public Childcare   |
| <b>District Office (Little Cayman)</b><br>District Officer's House<br>9:00am – 4:00pm Monday – Friday<br>9:00am – 12noon Saturday   |  |
| <b>Heritage House</b><br>9am– 1pm & 2pm -5pm Monday – Friday<br>10:00am – 12:30pm Saturday  | Space Rental, Cultural & Heritage Programmes   |
|   |  |



|  |   |
|--|---|
| <p><b>Immigration</b><br/> District Administration Building<br/> 8:30am – 4:00pm Monday – Friday</p> <p>Charles Kirkconnell International Airport<br/> 8:30am – 4:00pm Monday – Friday</p> | <ul style="list-style-type: none"> <li>• Process International Passengers/ Visitors arriving and departing from Cayman Brac &amp; Little Cayman</li> <li>• Monitor the activities of Visitor and Migrant Workers</li> <li>• Monitor and ensure that Local Businesses are Duly Licensed.</li> <li>• Monitor the arrival of Illegal Migrants (e.g. Cubans) and process them in accordance to Government Policies and UNHCR guidelines</li> <li>• Collect and account for all Immigration and Business License fees.</li> <li>• Receive Work Permit applications and disseminate information on the decisions (made by the Immigration Board or the Chief Immigration delegate in respect of Temporary Work Permits.)</li> </ul> |
| <p><b>Marketing &amp; Promotions</b><br/> District Administration Building<br/> 8:30am – 5:00pm Monday - Friday</p>  | <p>Marketing Support to the public and private sector &amp; Nature Tours</p>  |
| <p><b>Cayman Brac Museum</b><br/> Cayman Brac Museum Building<br/> 9:00am – 4:00pm Monday – Friday<br/> 9:00am – 12noon Saturday</p>   | <p>Acquisition, conservation, documentation, interpretation, research, exhibits and sale of souvenirs.</p>  |
| <p><b>Public Works Department</b><br/> Public Works Compound<br/> 8:30am – 5:00pm Monday - Friday</p>  | <p>Maintain and preserve Government investment in buildings, public facilities, and road infrastructure.</p>  |
| <p><b>Sports</b></p>   |   |
| <p><b>Treasury &amp; Vehicle Licensing</b><br/> 8:30am – 4:00pm Monday – Friday</p>  | <p>Processing of Monthly/Bi-weekly Payrolls, Accounts Payable, Accounts Receivable, Capital Expenditure, Vehicle Licensing, Garbage fees, Court Funds, and Court Fines.</p>   |

## Boards and committees

| Name  | Meetings  | Minutes   |
|---|-----------|---|
| <b>Liquor Licensing Board of Cayman Brac and Little Cayman</b><br>Chairman, Dennis Ebanks JP<br>Deputy Chairman, District Commissioner Ernie Scott JP<br>Member, Jason McLaughlin<br>Member, Siobhan Scott<br>Member (Vacant)<br>Executive Secretary, Dave Tatum<br>Ex-Officio, Cayman Brac and Little Cayman Fire Division<br>Ex-Officio, O/ic - Cayman Brac Police Station<br>Ex-Officio, O/ic Environmental Health | Quarterly | All 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:<br><br>Mrs. Connie Godet<br>Information Manager<br>District Administration<br>PO Box 240<br>Cayman Brac KY2-2101<br>CAYMAN ISLANDS<br>Direct Line: (345) 244-4436<br>Office: (345) 948-2222<br>Email: <a href="mailto:connie.godet@gov.ky">connie.godet@gov.ky</a><br>FOI Email: <a href="mailto:foi.dad@gov.ky">foi.dad@gov.ky</a><br>Website:<br><a href="http://www.districtadmin.gov.ky">www.districtadmin.gov.ky</a><br>Freedom of Information<br>Website: <a href="http://www.foi.gov.ky">www.foi.gov.ky</a> |
| <b>Cayman Brac Park Committee</b><br>B. L. (Mark) Tibbetts JP, Chairman<br>Bernard Watson, Treasurer<br>L. Kenny Ryan MBE JP, Member<br>Odetta Dixon, Member<br>Yvonne Walton, Member<br>Trudy McLean, Member   |           |   |
| <b>Sister Islands Annual Agriculture Show Committee</b><br>B. L. (Mark) Tibbetts JP, Chairman<br>Marcia Rankine, Deputy Chairman<br>Pauline Tibbetts, Secretary<br>Darlene Robinson, Treasurer<br>Janet Gates, PR<br>Claudette McKenzie, Member<br>Valden Scott, Member<br>Garfield (Teddy) Ritch, Member<br>Jeffrey Jaeger, Member<br>Judith Oyog, Member<br>Justin Bodden, Member                                   |           |   |
| <b>Civic Centre Management Committee</b><br>E. Ashton Bodden JP, Chairman<br>Burnard Tibbetts MBE, Member<br>Joel Scott Sr., Member<br>Stephanie McCoon, Secretary<br>Ernie Scott JP, Ex-Officio (District Commissioner)<br>Emmanuel (Noli) Cruz, Ex-Officio  |           |   |

|   |           |  |
|---|-----------|--|
| (Works Manager  |           |  |
| <b>SIEC</b><br>Ernie Scott JP, Chairman<br>B. L. (Mark) Tibbetts JP, Deputy Chairman<br>Juliana O'Connor-Connolly Hon. Speaker, MLA, JP, Member<br>Moses Kirkconnell III Hon. Deputy Premier, MLA, JP, Member<br>Emmanuel Cruz, Member<br>Justin Bodden, Member<br>Dale Christian, Member<br>Jeffrey Jaeger, Member<br>Dave Tatum, Member<br>Delroy Bodden, Member<br>Yvette Dilbert, Member<br>Dr. S. Velusamy, Member<br>Rohendis Britton, Member<br>Chief Insp. Owens, Member<br>Roger Scott, Member<br>Kennedy Douglas, Member<br>Larry Foster JP, Member<br>Paul Connolly, Member<br>Delroy Bodden, Member<br>Pamela Harper-Givens, Member<br>Andrea Stevens, Member<br>Derry Martin-Rankin, Member<br>Raymond A. Scott, Member<br>Neila Jones, Member<br>Wanda Tatum Cert. Hon. JP, Secretary<br>Connie Godet, Assistant. Secretary |           |  |
| <b>Cayman Brac &amp; Little Cayman Immigration Board</b><br>Sybil Jackson, Cert. Hon. JP, Chairman<br>Temple Tatum, Deputy Chairman<br>Burnard Tibbetts MBE, Member<br>Mary Verna Banks, Member<br>Franklin Bodden, Member<br>Assistant Chief Immigration Officer, Member<br>Sherry Scott, Secretary  | Bi-weekly |  |

## **Frequently asked questions**

- **How much does it cost to get a new or to renew a Cayman Islands passport ?**  
The cost for a new or to renew a Cayman Islands passport for is CI \$100.00 (adults) and \$75 (children)
- **How long does it take for the passport to be processed?**  
The issuance of a passport takes a minimum of (2) business weeks

## **Customs**

### **1. Taking Up Cayman Island Residence**

Persons who were previously permanent residents abroad, who are entering the islands on a bona fide change of residence for a period of one year or more, may import Duty Free –

#### **Baggage and Personal effects accompanying the passenger:**

Clothing and other wearing apparel, articles of personal adornment and other normal personal effects, new or used;

In regards to the items listed below, it must be proven by the persons taking up residence, to have been in use and ownership abroad by them, for a period of not less than six months and not imported for sale or commercial exchange.

#### **Instruments and tools of trade:**

To be used for the purpose of the person's trade or profession.

#### **Household Goods:**

Linens, towels, rugs, toiletries, art, framed pictures, toys, strollers, crafts, fans, washers, dryers, VCR/DVD players, TVs, stereos, radios, records, tapes , DVDs, books, personal records, photo albums, etc.

#### **Home Office Equipment:**

Computers (CPU, monitor, printer, etc), filing cabinets, shredders, fax machines, telephones, calculators, books, etc.

#### **Kitchenware:**

Silverware, glassware, chinaware, pots, pans, utensils, electrical kitchen appliances, etc.

#### **Furniture:**

Tables, chairs, sofas, bedroom, living room, desks, lamps, mirrors, etc.

Other personal effects not noted above should be individually described.

All of the articles noted above may be imported before or within six months of the arrival of the persons taking up residence. The Collector of Customs in special circumstances may extend the import period beyond the six months. A request for an extension will have to be made to the Collector of Customs in writing.

## **2. Returning Residents**

Passengers returning home from an overseas visit may bring with them personal and household goods, at the discretion of the Collector, to a value of CI\$350.00.

## **3. Building Materials and Gasoline Concession**

All physical components and substances, whether solid or liquid, complex or simple, large or small, for use in the construction, renovation or restoration, and, forming a permanent part of any building or related structure on Cayman Brac. A full listing of items which qualify under this concession is available at all Cayman Brac Customs Offices.

Import duties on gasoline has been reduced by 75%.

## **4. Goods exported with the intention of being re-imported.**

These goods are required to be examined by Customs prior to their departure and a Re-Import document completed. Failure to comply renders the goods liable to import duty upon their return. Goods exported for further processing (repair, renovation or exchange) must be accompanied by an invoice detailing any costs, upon which import duty will be charged.

## **Day Care**

- **Question:** How many children are enrolled at the Centre?
- **Answer:** There are approximately 55 children registered at the Centre.
  
- **Question:** At what age can children begin attending the Centre?
- **Answer:** Children are accepted at the Centre from Six Weeks of age.
  
- **Question:** What is the ratio of Teacher to children?
- **Answer:** Currently our ratio is 1 Teacher to 4 children.
  
- **Question:** What are the requirements for registration at the Centre?
- **Answer:** Before a child can be accepted at the Centre, a Registration Form must first be filled out. The Medical Appraisal must be completed by a MD or the Public Health Nurse.

## **How can cargo be cleared in Little Cayman and what is the process?**

### **Port:**

The District Officer will be present to clear cargo when the barge is offloading and is available by appointment at other times.

### **Air:**

Persons must pay any applicable duties at the District Officer's Office before cargo can be sent over to Little Cayman.

## **Immigration**

[http://www.immigration.gov.ky/portal/page?\\_pageid=1608,2524506&\\_dad=portal&\\_schema=PORTAL](http://www.immigration.gov.ky/portal/page?_pageid=1608,2524506&_dad=portal&_schema=PORTAL)

## Marketing & Promotions

- **Question: How do I book a Nature Tour?**
- **Answer:** Tours can be booked by calling our office, via email or by contacting us through one of our website. Tours can also be booked through your front desk staff.
- **Question: What is included in the Nature Tour?**
- **Answer:** There are over 30 nature & heritage sites; caves, trails and historic landmarks. The tours are customizable depending on what you would like to see and experience and generally last 2-4hours. Tour length depends on the visitor.
- **Question: What times are the Nature Tours available?**
- **Answer:** Tours are conducted Monday – Friday (Check for availability on Saturdays, there are no tours on Sundays). Normal working hours are 8:30am – 5pm but we can arrange for tours outside of these times.
- **Question: How do I book the Heritage House and what are the fees?**
- **Answer:** The Heritage House can be booked by contacting Assistant Programme Coordinator, Saskia Edwards at the Heritage House or through Chevala Burke, Marketing & Promotions Manager. The fees are 15.00 an hour or 100.00 for a day rental. There is a 25.00 optional cleaning fee. *Religious institutions, Government entities and Non-profit organizations are free.*

## Public Works

- **Question:** Does PWD rent heavy equipment?
- **Answer:** We rent heavy equipment, only if it is not available from another source. Our aim is not to take away business from the private sectors. If the person is not successful in acquiring the necessary equipment elsewhere we will rent under the conditions that our Operator will be the person to operate the equipment.
- **Question:** Who is in charge of your office?
- **Answer:** Mr. Emmanuel Cruz, the Works Manager and Mr. Justin Bodden, the Assistant Works Manager.
- **Question:** Do you provide tents, tables and chairs for private functions?
- **Answer:** Please contact the District Commissioner's office @ 948-2222

## Treasury & Vehicle Licensing

[www.dvdl.gov.ky](http://www.dvdl.gov.ky)

A full listing of all Frequently Asked Questions can be obtained from our website at <http://districtadmin.foi.gov.ky>.

## STRATEGIC MANAGEMENT

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The Ministry of DAWL&A 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**

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The Ministry of DAWL&A 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.

### **Financial management**

- Annual Salary Scale for Salaried Staff (September 1, 2012)
- Financial Regulations (2008 Revision)
- Public Management & Finance Law (2012 Revision)
- Public Management & Finance Regulations (2010 Revision) PMF
- Public Holidays Law (2007 Revision)
- 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

### **Administration & Human Resource Management**

- Health Insurance Law (2011 Revision)
- Public Service Management Law (2011 Revision & Complete set of laws for Cayman Islands Civil Service & Personnel Regulations (2011 Revision)
- Public Servant Code of Conduct for Civil Servants (December 2007)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Schedule One of the Personnel Regulation: A document describing Employment Terms & conditions (2011 Revision)
- Insurance policies
- Press releases
- Job vacancies; career opportunities

### **Records Management**

- Chief Secretary's Code of Practice on Record Management
  - Freedom of Information (General) Regulations (2008)
  - Freedom of Information (Information Commissioner) Regulations (2008)
  - National Archive & Public Records Law (2010 Revision)
  - National Archive & Public Records (Regulations) 2007
  - The Freedom of Information Law, 2007 (Commencement) Order (2008)
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## **POLICIES & PROCEDURES**

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- Complaints-handling procedure
- HR policies and procedures
- Information management policy; Disposal schedule (records retention policy)
- Hurricane Preparedness Plan
- Labour Law
- Public Service Management Law
- Operating policies and procedures; Standards of service

## **DECISIONS & RECOMMENDATIONS**

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- Board Meetings & Minutes of meetings
- Public consultations
- Permits granted or refused (where publication is required by law, enactment or practice)
- Evaluation procedures
- Assessment criteria

## **LISTS & REGISTERS**

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- FOI disclosure log
- Asset Register

## **OUR SERVICES**

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As specified in our Mission Statement of District Administration Department is to administer and support the business of government in Cayman Brac and Little Cayman, ensuring the timely and efficient implementation of government policies. This achieved by providing the following services:

- General Administration, Policy Formulation, Coordination and Implementation
- Treasury Services
- Vehicle, Electrical and other Inspection and Licensing Services
- Customs and Immigration Services and Controls
- Public Works Implementation and Management
- Disaster Management
- Coordination of VIP Visits and Hosting Official Ceremonial and Social Functions
- Administering Museum/Cultural/Heritage Awareness Services
- Providing Pre-School and Child Care Services
- Marketing and Promotions
- IT Services
- Responding to the needs of other government (client) departments and agencies

District Administration  
PO Box 240  
Cayman Brac KY2-2101  
CAYMAN ISLANDS  
Phone: (345) 948-2222  
Email: [bracdc@gov.ky](mailto:bracdc@gov.ky) or [DCOffice@gov.ky](mailto:DCOffice@gov.ky) or [foi.dad@gov.ky](mailto:foi.dad@gov.ky)  
Website: [www.districtadmin.gov.ky](http://www.districtadmin.gov.ky) or [www.itsyourstoexplore.com](http://www.itsyourstoexplore.com)





## **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 (2011 Revision). 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 (2011 Revision) ;
- constitutes an actionable breach of confidence, for example an opinion, advice or recommendations prepared for another party;

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<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 (2011 Revision) 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 \(2011 Revision\)](#)

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 at [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky) or 244-4600
- Shanna Saunders at [Shanna.Saunders@gov.ky](mailto:Shanna.Saunders@gov.ky) or 244-4622

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 |
| 2010 Cayman Islands Census              | 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](#) (345)-244-4600 or email [foi.eso@gov.ky](mailto:foi.eso@gov.ky) or [Shanna Saunders](#) 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 Finance and Economic Development

#### **Chief Officer:**

Mr Kenneth Jefferson, JP, Ministry of Finance and Economic Development, 3<sup>rd</sup> 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)

Vacant, Deputy Director

Tel:(345) 244-1621, Email:

Adolphus Laidlow, Senior Economist – Economics Unit

Tel:(345) 244-4618, Email: [Adolphus.Laidlow@gov.ky](mailto:Adolphus.Laidlow@gov.ky)

Julietta Beaupierre, Senior Statistician Balance of Payments Unit

Tel:(345) 244-4600, Email: [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky)

Selburn Christian, Senior Statistician System of National Accounts Unit

Tel:(345) 244-4676, Email: [Selburn.Christian@gov.ky](mailto:Selburn.Christian@gov.ky)

Andrelene Royal, Senior Statistician Social Statistics Unit

Tel:(345) 244-4602, Email: [Andrelene. Royal@gov.ky](mailto:Andrelene.Royal@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) 244-4600

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) 244-4622

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  
Elgin Avenue, 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

| Name   | Meetings  | Minutes  |
|--|---|--|
| <p>National Statistical Coordination Committee (NSCC)</p> <ul style="list-style-type: none"> <li>▪ Department of Education</li> <li>▪ Department of Environment</li> <li>▪ Department of Environmental Health</li> <li>▪ Cayman Islands Monetary Authority</li> <li>▪ General Registry</li> <li>▪ Information and Communication Technology Authority</li> <li>▪ Immigration Department</li> <li>▪ Health Services Authority</li> <li>▪ Lands and Survey Department</li> <li>▪ Planning Department</li> <li>▪ Treasury Department</li> <li>▪ Department of Tourism</li> <li>▪ Statistical units of Ministries and other departments</li> </ul> <p>Where possible, key users of statistics in the private sector may also be invited, such as business associations and schools.</p> | <p>Quarterly</p>  | <p><u>Terms of Reference</u></p> <p><a href="http://www.eso.ky/UserFiles/page_documents/files/uploads/ci_national_statistical_coordination_com-1.pdf">http://www.eso.ky/UserFiles/page_documents/files/uploads/ci_national_statistical_coordination_com-1.pdf</a></p> <p><i>Minutes can be requested or accessed</i></p> <p><u>by telephone :</u><br/>Tel: (345) - 949-0940</p> <p><u>by mail :</u><br/>Economics &amp; Statistics Office<br/>Government Office Administration Building<br/>P.O. Box 127, KY1-9000<br/>Grand Cayman, Cayman Islands</p> <p><u>or by visiting the office:</u><br/>Economics &amp; Statistics Office<br/>3rd Floor, Government Office Administration Building,<br/>Elgin Avenue, George Town, Grand Cayman, Cayman Islands</p> |
| <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</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><br/>Tel: (345) - 949-0940</p> <p><u>by mail :</u><br/>Economics &amp; Statistics Office<br/>Government Office Administration Building</p>   |

|  |   |   |
|--|---|---|
| <p>Employment Relations</p> <ul style="list-style-type: none"> <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>P.O. Box 127, KY1-9000<br/>Grand Cayman, Cayman Islands</p> <p><u>or by visiting the office:</u><br/>Economics &amp; Statistics Office<br/>3rd Floor, Government Office<br/>Administration Building,<br/>Elgin Avenue, George Town, Grand Cayman, Cayman Islands</p> |
| <p><i>Public Sector Investment Committee -</i></p>   | <p><i>Not yet convened by the Financial Secretary</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=esothecomunity> 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 include:

- 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 2012-2015 is available on our website: [www.eso.ky](http://www.eso.ky).

## **Governance**



Public Service Management Law (2011 Revision)



Personnel Regulations (2011 Revision)



Public Service Code of Conduct



The Freedom of Information Law, 2007



Statistics Law (2011 Revision)



The Statistics (System of National Accounts and Balance of Payments) Regulations 2010



The Census (Cayman Islands) Order 2010



The Census (Cayman Islands) Regulation 2010



National Archive and Public Records Law (2010 Revision)



Evidence Law (2011 Revision)



UN Fundamental Principles of Official Statistics



Cayman Islands Census Order 1999



Electronic Transactions Law (2003 Revision)

## **Corporate management**



ESO Strategic Plan 2014-2017



Ministry of Finance, Tourism & Development (Public Finance) Awards Criteria-  
Deputy Governor's Award "Most" Theme



ESO Continuity Plan, April 2013



Cayman Islands Government Email Policy



ESO Succession Plan September 2011

## **FINANCE & ADMINISTRATION**



ESO Policies and Procedures May 2012



Financial Regulations (2012 Revision)

## **POLICIES & PROCEDURES**

### **Administrative Policies and Procedures**



ESO Customer Feedback and Complaints Procedure



ESO Open Door Policy



Guidelines for the Selection of Census Enumerators and Field Supervisors



HR Policies and Procedures



ESO Policies and Procedures May 2012

### **Manuals:**



1999 Census Field Manual



2010 Population and Housing Census: Census Information PowerPoint



2010 Population and Housing Census Enumerator's Manual



2014 Labour Force Field Manual



2008 Consumer Price Index Basket



2013 Labour Force Survey and Pilot Census Interview Field Manual



Cayman Islands Classification of Individual Consumption According to Purpose (COICOP)



International Standard Classification of Occupation 2008

## **International Manuals, Principles, Methodologies & Classification**



International Standard of Industrial Classification Rev.4



International Standard Classification of Education



Balance of Payments Manual 6<sup>th</sup> Edition



System of National Accounts 1993

## **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 (2011 Revision)
- Household Register – Not covered by FOI Law and disclosure is barred under S.8 (2) and S. (17) of the Statistics Law (2011 Revision)
- Enumeration Area Maps
- Organizational Chart

## **OUR SERVICES**

### **1) Census & Surveys**

- Labour Force Survey
- Census (every 10 years)
- Business surveys

- Household expenditure surveys
- Consumer Price Index Survey
- Survey of Living Conditions and Household Budget Survey
- Other special surveys

2) Official Publications:

- Consumer Price Index Report
- Labour Force Survey Report
- Overseas Trade Report
- Quarterly Trade Bulletin
- Compendium of Statistics
- 1999 and 2010 Census Reports
- National Accounts
- Balance of Payments
- Annual & Quarterly Economic Reports
- Special reports

3) Compilation of Administrative Data from Government and Other Sources

- Trade
- Education
- Monetary
- Fiscal
- Others

4) Studies, Advice & Recommendations for Cabinet – Exempt S. 19 (1) FOI Law

5) Technical Assistance to Agencies





## **ELECTIONS OFFICE OF THE CAYMAN ISLANDS**

### **Publication Scheme**

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

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## **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, 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.

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

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.

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 <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, George Town.

- 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, or electronically. 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 *sheena.glasgow@elections.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 Office Staff at **(345) 949-8047** or e-mail us at ***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***

## 7. Categories of information

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

## 8. About the Elections Office

**Ministry** - Office of the Deputy Governor / (POCS)

### **Key Staff**

- Wesley Howell, Supervisor Of Elections
- Ernie Scott, Deputy Supervisor of Elections
- Sheena Glasgow, Deputy Supervisor of Elections
- Suzanne Bothwell, Deputy Supervisor of Elections
  
- TOSCA CONNOR, HEO, [electionsoffice@candw.ky](mailto:electionsoffice@candw.ky), (345) 949-8047

### **Information Manager**

- Sheena Glasgow, Deputy Supervisor of Elections, email:  
Sheena.glasgow@elections.ky

### **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 organization dedicated to serving the people of the Cayman Islands through free and fair elections with integrity, impartiality, without 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 Officer;
- Reporting to the Governor and Deputy Governor on electoral matters.

*P.O. BOX 10120  
GRAND CAYMAN KY1-1001  
CAYMAN ISLANDS*

*(345) 949-8047*

*ELECTIONSOFFICE@CANDW.KY*

*<http://www.electionsoffice.ky>*

| <b><u>Location and hours</u></b>  | <b><u>Matters handled</u></b>  |
|---|--|
| ELECTIONS OFFICE<br>2 <sup>ND</sup> Floor, Smith Road Centre<br>150 Smith Road<br>George Town<br>Monday-Friday<br>8:30 a.m.-5:00 p.m. | Hold the General Elections every 4 years, and the By-Elections and Referenda as required<br>Produce 4 Official Registers of Electors each year<br>Produce Electors I.D Cards |

**A History of Elections in the Cayman Islands can be viewed on the Elections Office website, or by clicking on the link below:**

**<http://electionsoffice.ky/index.php/general-information/62-a-brief-history-of-elections-in-the-cayman-islands>**



## **9. Frequently Asked Questions:**

### **9.1. 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 4 candidates
- West Bay you may vote for up to 4 candidates
- George Town you may vote for up to 6 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.

### **9.2. 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.

### **9.3. 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.

#### **9.4. 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. Applications for postal ballots must be made in advance of Election day.

#### **9.5. To view more FAQ's, please insert the link below:**

<http://electionsoffice.ky/index.php/faq>

## **10. Strategic Management**

This category applies to the governance and management of the department.

### **Governance**

- Organisation chart – [www.gov.ky](http://www.gov.ky)
- Elections Law (2013 Revision)
- The Referendum (Single Member Constituencies) Law, 2012 (Law 4 of 2012)
- The Referendum (Constitutional Modernisation) Law, 2009
- The Referendum (Constitutional Modernisation) (Referendum Day) Notice 2009
- The Referendum (Constitutional Modernisation) Law, 2009 (Amendment of Schedule 2) (No.2) Order, 2009
- Freedom of Information Law, 2007 (Law 10 of 2007)
- Freedom of Information (General) Regulations (2008)
- The Freedom of Information Law, 2007 (Commencement) Order (2008)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- Public Service Management Law (2011 Revision)
- Public Service Personnel (Regulations) (2013 Revision)
- Public Management and Finance Law (2012 Revision)

### **Corporate Management**

- Governor's Office
- Office of the Deputy Governor/ Portfolio of the Civil Service
- Supervisor of Elections
- Deputy Supervisors of Elections

## 11. Finance & Administration

This category applies to internal support functions within the Department, relating to finance, personnel and business administration.

- Approved Budget FY14/15 *[electionsoffice@candw.ky](mailto:electionsoffice@candw.ky)*
- Approved Budget FY13/14 *[electionsoffice@candw.ky](mailto:electionsoffice@candw.ky)*
- Approved Budget FY12/13 *[electionsoffice@candw.ky](mailto:electionsoffice@candw.ky)*
- Approved Budget FY11/12 *[electionsoffice@candw.ky](mailto:electionsoffice@candw.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)*

## 12. Policies & Procedures

- *See Elections Law (2013 Revision)*
- *Cayman Islands Constitutional Order (2009)*

## 13. Decisions & Recommendations

- *Supervisor of Elections – Report on Elections*
- *Elections Law (2013 Revision)*
- *Grand Court – Cayman Islands*
- *International Observer Mission report*
- *Domestic Observer team report*

## 14. 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**

Accessed on <http://www.electionsoffice.ky>

## 15. Our Services

Our services include registering qualified voters and to provide them with the necessary forms and information to vote.

- **Elections Office Forms**

Accessed on <http://www.electionsoffice.ky>

Electricity Regulatory Authority of the Cayman Islands  
2015 Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice  
(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 obligation 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. Publication schemes are intended to encourage authorities to proactively publish information and to develop a culture of openness and participation.

The Electricity Regulatory Authority of the Cayman Islands (ERA) publication scheme lists information which is readily available to the public. It is divided into seven (7) different categories of information, to help you find the documents you are looking for.

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

The ERA will:

- Specify the information it holds;
- Proactively publish and routinely make available information which 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 the publication scheme;
- Publish and make information available in accordance with the methods and fees stated in this scheme;
- Make the ERA publication scheme available to the public;
- Regularly review and update the information within the ERA publication scheme

Electricity Regulatory Authority of the Cayman Islands  
2015 Publication Scheme

## 2. INFORMATION THAT MAY BE WITHHELD

The ERA will not publish the following information:

- 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 (e.g. 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 *Freedom of Information Law (2007)* or otherwise protected from disclosure (e.g. personal information or commercially sensitive information as defined under the Law in Part III Section 21 as well as records containing exempt matter to be published in a redacted<sup>1</sup> form whenever it is practical to do so)

In maintaining the ERA Publication Scheme it is the aim of the ERA to be as transparent as possible. However, there may be circumstances where information will be withheld from one of the categories of information (listed in Section 7). Information will only be withheld where the *Freedom of Information Law (2007)* expressly permits it (e.g. where disclosure would breach the law of confidentiality; infringes personal privacy; harms the commercial interests of the ERA or an entity whose confidential information the ERA is entrusted with; or endangers the protection of the environment)

Whenever ERA information is withheld the Information Manager will inform you and explain why the information cannot be released. Even when information is withheld it may be possible to provide a redacted copy, at a fee, with the exempt matter edited out.

If you believe the ERA has withheld information inappropriately, please refer to Section 6 of this document.

## 3. METHODS OF ACCESS

Information available within the ERA Publication Scheme is accessible to the public through the methods described below.

### Online

ERA information is available electronically on the ERA website at <http://www.caymanera.ky> and can be downloaded in PDF format. Please email [foi.era@gov.ky](mailto:foi.era@gov.ky) or telephone the Information Manager at +1 (345) 949-8372 if you have difficulty accessing this information.

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



Electricity Regulatory Authority of the Cayman Islands  
2015 Publication Scheme

## Email

If information is listed in the ERA Publication Scheme but is not published on the website, the ERA may be able to send it to you by email. You can email the ERA in English at [foi.era@gov.ky](mailto:foi.era@gov.ky) to request information. Please provide a telephone number so that the Information Manager can telephone you to clarify details if necessary.

## Telephone

Documents listed in the ERA Publication Scheme can also be requested by telephone. Please telephone the Information Manager at +1 (345) 949-8372 to obtain copies of a document.

## Mail

Information listed in the ERA Publication Scheme may be available in hard copy. Requests for hard copies of information in English may be addressed to:

Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
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 wish to receive. You may also provide a telephone number or email address so that the ERA can contact you quickly to clarify details if necessary. For faster processing, please also include any applicable fee (see Section 4). Any fee submitted via mail should be in the form of a Bank Draft in Cayman Islands Dollars.

## Personal visits to ERA Offices

You may be required to make an appointment to view information listed in the ERA Publication Scheme during normal business hours (Monday through Friday - 8:30 a.m. to 5:00 p.m.). Appointments to view information may be made by contacting the Information Manager by email at [foi.era@gov.ky](mailto:foi.era@gov.ky) or by telephone +1 (345) 949-8372.

## Advice and assistance

If you experience any difficulty identifying information you wish to access, please contact the Information Manager by email at [foi.era@gov.ky](mailto:foi.era@gov.ky) or by telephone +1 (345) 949-8372. The ERA will adhere to its obligations under Section 10 of the *Freedom of Information Law (2007)* and any requirements relating to disability or discrimination when providing information in accordance with this publication scheme. Access to guidance on adhering to the *Freedom of Information Law (2007)* can be obtained at <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, at a fee (see Section 4).

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#### **4. FEES AND CHARGES**

The purpose of the ERA 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 requested which is published online or sent to you via e-mail will be provided free of charge.

Fees may be charged for providing information in paper copy or via 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 of the Legislative Assembly and can be attained as follows:

Physical Address:           Laws Section  
                                     Legislative Assembly Building  
                                     33 Fort Street  
                                     George Town, Grand Cayman

Mailing Address:           Laws Section  
                                     P.O. Box 890  
                                     Grand Cayman KY1-1103  
                                     CAYMAN ISLANDS

Telephone:                   +1 (345) 949-4236

Please see further details on access to copies of the relevant laws in Section 7 under the title "Governance of the ERA".

#### **Reproduction Fees**

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 (color; any size). Computer discs will be charged at a rate of CI\$25.00 per disc.

#### **Postage Fees**

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 are provided in Section 7.



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If a fee applies, you will be advised in writing of the amount and how it has been calculated. The information will be provided once the ERA has received payment.

### **Redaction Fees**

The ERA may be able to provide redacted copies of information that would otherwise be withheld in accordance with the *Freedom of Information Law (2007)*. ERA Management reserves the right to determine whether or not resources are available to provide redacted copies of information at the time of the request.

A fee of CI\$50 per page will be charged for redacting services.

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

Information held by the ERA that is not published within the ERA Publication Scheme can be requested in writing. Requests will be considered and handled in accordance with the provisions of the *Freedom of Information Law (2007)* and accompanying Regulations.

Requests must be submitted in writing (i.e. letter, e-mail or facsimile or via an FOI Application Form). This form can be downloaded at <http://www.foi.gov.ky> or a printed copy of this form can be collected from ERA Offices during normal business hours.

Requests for records from the ERA made under the provisions of the *Freedom of Information Law (2007)* should be addressed in writing to the Information Manager and can be submitted as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing Address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

When making a request under the provisions of the *Freedom of Information Law (2007)* please be specific about the information you are requesting. A daytime contact telephone number should be included in your request.

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In your written request you must to state the following:

- Whether you wish to inspect or view the information; or
- In which format you wish to receive a copy of the information (e.g. photocopy, compact disc, transcript); and
- The number of copies required for each record

More information detailing how to request information under the terms of the *Freedom of Information Law (2007)* can be found in the pamphlet *"Your guide to the Freedom of Information Law 2007 Cayman Islands"* published by the Cayman Islands Freedom of Information Unit. This pamphlet is available from all Government agencies in the Cayman Islands.

Additional information is available on the ERA website at <http://www.caymanera.ky/freedom-of-information>.

## 6. COMPLAINTS

The ERA does not pursue anonymous complaints or complaints made by telephone.

The ERA aims to make its publication scheme easy to use and accessible to the public. If you wish to make a complaint about any aspect of the ERA Publication Scheme, please contact the Information Manager in writing via the following:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

Further information about complaints procedures and access to the "ERA Complaint Form" is available on the ERA website at <http://www.caymanera.ky/complaints>. Printed copies of the "ERA Complaints Procedure" and of the "ERA Complaint Form" are also available for collection from the ERA Offices during normal business hours.

You have legal rights to access information under the ERA Publication Scheme and a right to complain to the Information Commissioner if you are dissatisfied with the response you receive from the ERA or the outcome of an internal review carried out by the ERA.

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**Contacting the Information Commissioner's Office**

If you are dissatisfied with the internal review of an ERA 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:

Physical address: Elizabethan Square  
2nd Floor, Building C  
George Town, Grand Cayman

Mailing address: Information Commissioner  
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 ERA website at <http://www.caymanera.ky/freedom-of-information>.

**7. CATEGORIES OF INFORMATION**

The ERA maintains the following categories of information:

- a. 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
- b. Classes of Information Held by the ERA
  - ERA Operational Records
  - ERA Administrative Records
- c. Policies and Procedures of the ERA
- d. Decisions and Recommendations of the ERA
- e. ERA Lists and Registers
- f. Services of the ERA
- g. Frequently asked questions submitted to the ERA

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## **a. About Us**

The ERA is a statutory authority of the Government of the Cayman Islands and operates under the Ministry of Planning, Lands, Agriculture, Housing and Infrastructure (PLAHI). A Board of Directors, appointed by the Governor in Cabinet of the Cayman Islands, directs the work of the ERA.

### *Establishment of the ERA*

The 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 ERA are defined under Section 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 *Electricity Regulatory Authority 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.

The ERA issued two new licenses for the generation and transmission and distribution of electricity on Grand Cayman to Caribbean Utilities Company, Ltd (CUC) in April 2008. Copies of both licenses are available on the ERA website at <http://www.caymanera.ky>.



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The Government of the Cayman Islands issued an exclusive licence to Cayman Brac Power and Light Company Limited (CBP&L) for the generation and transmission and distribution of electricity on Cayman Brac and Little Cayman. The Licence was awarded in December 2003.

CUC and CBP&L are both subject to the regulations of the *Electricity Regulatory Authority Law (2010 Revision)*. The ERA regulates both utilities.

To gain further understanding of ERA functions, visit the ERA website at <http://www.caymanera.ky>.

### Organization of the ERA

The following full-time staff members conduct the day-to-day business of the ERA, as outlined in the *Electricity Regulatory Authority Law (2010 Revision)*:

|                          |                        |
|--------------------------|------------------------|
| Managing Director        | Mr. Charles Farrington |
| Deputy Managing Director | Mr. Louis Boucher      |
| Administrative Analyst   | Mr. Jason Abraham      |

All personnel matters affecting ERA staff are dealt with under the terms of the *Public Service Management Law (2011 Revision)*. A hard copy of this law is available from the Laws Section of the Legislative Assembly at a cost of CI\$9.60 per copy. An electronic copy of this law is available from the Cayman Islands Government Gazettes website <http://www.gazettes.gov.ky>.

### Board and Committees 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 August 21, 2013 until August 21, 2016:

|                          |             |
|--------------------------|-------------|
| Mrs. Sherri Bodden-Cowan | Chairperson |
| Mr. Derrick Tibbetts     | Member      |
| Mrs. Dara Flowers Burke  | Member      |
| Ms. Anna Rose Washburn   | Member      |
| Mr. Kenny Ryan           | Member      |
| Mr. Reginald Nixon       | Member      |
| Mr. Alee Fa'amoe         | Member      |
| Mr. Gregg Anderson       | Member      |

A representative of the Ministry of PLAHI and the Managing Director of the ERA also sit on the ERA Board as Ex Officio members.

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**Governance of the ERA**

The *Electricity Regulatory Authority Law (2010 Revision)* defines the responsibilities of the ERA (and its Licensees) and guides regulation for the generation and transmission and distribution of electricity in the Cayman Islands.

The ERA is also bound by the laws and regulations of all Statutory Authorities and Government Agencies in the Cayman Islands. The ERA and its Board of Directors strive to ensure all ERA decisions are made within the legal framework of the Cayman Islands and do not usurp the authority of another public agency.

The following table highlights laws and regulations under which the ERA is compliant:

| Cayman Islands' Laws                                    | Availability of Hard Copy                                     | Availability of Electronic Copy  |
|---|---|--|
| Electricity Regulatory Authority Law (2010 Revision)    | Laws Section of the Legislative Assembly (CI\$14.40 per copy) | <a href="http://www.caymanera.ky">www.caymanera.ky</a><br>(free of charge)       |
| Electricity Law (2008 Revision)                         | Laws Section of the Legislative Assembly (CI\$7.20 per copy)  | <a href="http://www.caymanera.ky">www.caymanera.ky</a><br>(free of charge)       |
| Freedom of Information Law, 2007                        | Laws Section of the Legislative Assembly (CI\$6.40 per copy)  | <a href="http://www.foi.gov.ky">www.foi.gov.ky</a><br>(free of charge)           |
| Freedom of Information (General) Regulations, 2008      | Laws Section of the Legislative Assembly (CI\$4.80 per copy)  | <a href="http://www.foi.gov.ky">www.foi.gov.ky</a><br>(free of charge)           |
| National Archive and Public Records Law (2010 Revision) | Laws Section of the Legislative Assembly (CI\$4.00 per copy)  | <a href="http://www.gazettes.gov.ky">www.gazettes.gov.ky</a><br>(free of charge) |
| National Archive and Public Records Regulations, 2007   | Laws Section of the Legislative Assembly (CI\$2.40 per copy)  | <a href="http://www.gazettes.gov.ky">www.gazettes.gov.ky</a><br>(free of charge) |
| The Public Management and Finance Law (2010 Revision)   | Laws Section of the Legislative Assembly (CI\$14.40 per copy) | <a href="http://www.cimoney.com.ky">www.cimoney.com.ky</a><br>(free of charge)   |

\*Pricing of laws and regulations may be subject to change

**b. Classes of Information Held by the ERA**

The ERA has grouped its classes of information into two broad categories which reflect the major areas of function for the ERA: operational records and administrative records.

**Operational Records**

The main operational functions of the ERA are to license and regulate the generation and transmission and distribution of electricity by its two Licensees: Caribbean Utilities Company, Ltd. (CUC) and Cayman Brac Power and Light Company Limited (CBP&L). Another important function for the ERA, in accordance with Sections 9(2)(e)(iii) and 9(2)(q) is promote the use of renewable or alternative energy from its Licensees, Consumers and potential licensees.

The ERA manages operational records under the following headings:

- Advising;
- Complaints related to Electricity Providers Licensed by the ERA;

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- Dispute Resolution;
- Enforcement;
- Granting Licenses;
- Guidance;
- Monitoring of Existing Licenses;
- Policy;
- Promoting the use of Renewables;
- Research and Development;
- Tendering.

Written requests for access to ERA operational records held under the headings listed above may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

Administrative Records

The ERA manages administrative records under the following headings:

- Financial Management
- Human Resources Management
- Information Management
- Secretariat Support
- Strategic Management

Financial Management

The financial management records managed by the ERA deal with the following: administering ERA monetary resources; managing funds allocated through Cabinet-purchased outputs; regulatory fees and other revenues; establishing internal controls and procedures for financial management; operating accounting systems; financial planning; and budget management.

ERA financial management records are organized under the activities listed in the table below.

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| Activity   | Record Series        |
|------------|----------------------|
| Accounting |                      |
|            | Accounts payable     |
|            | Accounts receivable  |
|            | Banking              |
|            | Ledgers and Journals |
|            | Financial Secretary  |
|            | Revenue Collection   |

| Activity             | Record Series                     |
|----------------------|-----------------------------------|
| Acquisition          |                                   |
|                      | Asset Management                  |
|                      | Asset Register                    |
|                      | Depreciation Schedules            |
|                      | Computer Services                 |
| Auditing             |                                   |
|                      | Audited Financial Statements      |
| Budgeting            |                                   |
|                      | Budgets                           |
|                      | Ownership and Purchase Agreements |
| Funds Administration |                                   |
|                      | Equity Investments                |
| Policy               |                                   |
|                      | Financial Management Policies     |
|                      | Financial Management Procedures   |
| Remuneration         |                                   |
|                      | Payroll                           |
|                      | Health Insurance                  |
|                      | Pensions                          |
| Reporting            |                                   |
|                      | Monthly FM Reports                |
|                      | Annual FM exports                 |

Annual ERA audited financial statements are available on the ERA website at [www.caymanera.ky/era-accounts](http://www.caymanera.ky/era-accounts).

Written requests for access to ERA financial management records held under the headings listed above may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman





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Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
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E-mail: [foi.era@gov.ky](mailto:foi.era@gov.ky)

Human Resources

ERA human resources records related to recruitment, personnel, performance management and training are organized under the activities 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    |

Written requests for access to ERA human resources records held under the headings listed above may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands



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P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

Information Management

Records held by the ERA under information management cover the following items:

- Administering the ERA's information resources and systems;
- Procuring and implementing systems for managing 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 via community events, the media and official functions;
- Designing and producing publications in any media format; and
- ERA website

ERA information management records are organized under the activities listed 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                  |
| Activity              | Record Series                           |
| Handling FOI Requests |   |
|                       | Implementation guidance                 |
|                       | Correspondence with the FOI Unit        |
|                       | Requests for Information                |
|                       | Disclosure Log                          |
|                       | Requests for FOI data from the Ministry |

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|                    |  |
|--------------------|--|
|                    | Communication with the FOI Information Commissioner's Office |
| Records Management |  |
|                    | File Plan  |
|                    | Disposal Schedules   |
|                    | Electronic Records Management                                |
|                    | Storage of Records   |

Written requests for access to ERA information management records held under the headings listed above may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

#### Secretariat Support

Records held by the ERA under secretariat support include any administrative functions (or services provided) by the ERA to its Board of Directors (including appointment of members, terms of reference, proceedings, agendas and the taking of minutes).

ERA secretariat support records are organized under the activities listed 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                  |

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|               |   |
|---------------|---|
|               | 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<br>The National Energy Policy Committee Meetings |

Written requests for access to ERA secretariat support records held under the headings listed above may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

### Strategic Management

Records held by the ERA under strategic management 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 the improvement of business processes and service delivery;
- Preparing and revising laws and other regulatory instruments that affect ERA functions and responsibilities;
- Obtaining legal advice from external sources;
- Executive support, internal policy development, planning and annual reporting activities;

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- Obtaining advice from consultants

ERA strategic management records are organized under the activities listed 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        |

Written requests for access to ERA strategic management records held under the headings listed above may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

### c. Policies and Procedures of the ERA

The ERA has the following written procedures for carrying out its responsibilities and functions:

- Complaints Procedure – the ERA has a complaints-handling procedure in accordance with recommendations from the Office of the Complaints Commissioner. The complaints handling procedure is available on the ERA website at <http://www.caymanera.ky/complaints>.

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- Human Resources Policies and Procedures – The ERA has implemented human resources policies and procedures in accordance with guidelines put forth by the Portfolio of the Civil Service. For more information visit the document library at <http://www.pocs.gov.ky>.
- Records Management Policy – The ERA has implemented a 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*.
- Records Disposal Schedule – The ERA abides by a records retention policy in accordance with the regulations issued by the Cayman Islands National Archive. For more information on the regulations being followed by the ERA for the disposal of records, visit the document library at <http://www.cina.gov.ky>.

#### **d. Decisions and Recommendations of the ERA**

All ERA proposals, recommendations, resolutions and decisions are recorded in the meeting minutes for each gathering 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 online.

Written requests for hard copies of ERA meeting minutes may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

#### **e. ERA Lists and Registers**

The ERA maintains an "Assets Register", "Register of Directors and Officers" and a "Freedom of Information Disclosure Log". The "Register of Directors and Officers" is available on the ERA website at <http://www.caymanera.ky/about-us>. In compliance with the implementation guidelines of the Freedom of Information Unit, the ERA maintains an up-to-date "Freedom of Information Disclosure Log" on the ERA website at <http://www.caymanera.ky/freedom-of-information>.



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Written requests for hard copies of these documents may be made to the Information Manager as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands  
Suite 14, Grand Pavilion Commercial Centre  
West Bay Road, Grand Cayman

Mailing address: Information Manager  
Electricity Regulatory Authority of the Cayman Islands  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

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

#### **f. Services of the ERA**

The principal functions of the ERA are defined under Section 9(2) of the *Electricity Regulatory Authority Law (2010 Revision)*. Most notably, the ERA licences and regulates electricity generation, transmission and distribution.

The ERA is committed to protecting the rights of electricity Consumers in the Cayman Islands, and, under Section 9(5) of the *Electricity Regulatory Authority 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.

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, CUC. Consumers are billed on a monthly basis as defined in the Transmission and Distribution Licence. Regulatory fees are paid quarterly to the ERA.
2. Fees billed to Cabinet for outputs provided in accordance with the purchase agreement signed with Cabinet. These are listed in the Cayman Islands' Government budgets for each year.



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**g. 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 *Electricity Regulatory Authority Law (2010 Revision)* and any applicable information published on the ERA website at <http://www.caymanera.ky>.





# GENERAL REGISTRY

## Publication Scheme

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

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### 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

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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

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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

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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, Government Administration Bldg., Box 123, 133 Elgin 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, Government Administration Bldg., Box 123, 133 Elgin 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**

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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

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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

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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, Government Administration Bldg., Box 123, 133 Elgin 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

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- 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, Deputy Registrar General, [donnell.dixon@gov.ky](mailto:donnell.dixon@gov.ky) or (345) 946 7922

##### **Information Manager**

Grace A. Watson  
General Registry Department  
Ground Floor, Government Administration Building,  
133 Elgin Avenue, Grand Cayman KY1-9000  
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, Commerce & Environment

## 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, Births, Deaths, Marriages, Public Records, Patents, Trademarks, Friendly Societies, Co-operatives, 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 Financial Services, Commerce & Environment and Cabinet

Mailing address: General Registry Department,  
Ground Floor, Government Administration Building  
133 Elgin Avenue  
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><br>Ground Floor, Government<br>Administration Building.<br>133 Elgin Avenue<br>Grand Cayman<br>CAYMAN ISLANDS<br><br>Office Hours: Mon-Fri. 8:30am - 5:00pm<br>Closed on Public Holidays | Registration and maintenance of Companies,<br>Partnerships, Trusts, Births, Deaths, Marriages,<br>Public Records, Patents, Trademarks, Friendly<br>Societies, Co-operatives, Building Societies,<br>Trade Unions. |

## **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 (2013 Revision)

Companies Winding Up Rules (2008)

Exempted Limited Partnership Law (2014 Revision)

Exempted Limited Partnership Regulations (2014 Revision)

Partnership Law (2011 Revision)

Trust Law (2011 Revision)

Public Recorder Law (2007 Revision)

Patents & Trade Marks Law (2011 Revision)

Patents & Trade Marks Regulations, 2012

Births and Deaths Law (2007 Revision)

Marriage Law (2010 Revision)

Cooperative Societies Law (2001 Revision)

The Trade Union Law (1998 Revision)

Building Societies Law (2010 Revision)

Local Companies (Control) Law (2007 Revision)

The Friendly Societies Law (1998 Revision)



**Legislations Administered by the Authority under Review:**

Patents & Trade Marks Law (2011 Revision)

Marriage Law (2010 Revision)

**Legislations Administered by the Authority under Development:**

Exempted Limited Liability Companies Law

Limited Liability Partnerships Law

**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**

Public Management and Finance Law (2010 Revision)

The Financial Regulations, 2004

Annual Salary Scale for Salaried Staff (September 1, 2012)

[\*Annual Budget\*](#)

**ADMINISTRATION**

Public Service Management Law (2011 Revision)

Personnel Regulations - Public Service Management Law, 2011

Public Service Code of Conduct FOR Civil Servants– December 2007

Confidential Relationships (Preservation) Law (2009 Revision)

Interpretation Law (1995 Revision)

## **RECORDS MANAGEMENT**

Chief Secretary's Code of Practice on Record Management

Freedom of Information Law, 2007

The National Archive and Public Records Law (2010 Revision)

[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 [Services Provided](#)



## 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

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#### 1. About the Publication Scheme

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- 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**

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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**

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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's 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](mailto: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**

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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**

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Information held by HMCI that is not published under this scheme can be requested in writing to [simon.boxall@gov.ky](mailto:simon.boxall@gov.ky); your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

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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.

PO Box 105,  
Grand Cayman KY1-9000,  
CAYMAN ISLANDS  
Telephone: +1 345 244 3609  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## 7. Categories of information

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

## ABOUT US

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### **Name of public authority**

Hazard Management Cayman Islands

### **Ministry**

*Home Affairs*

### **Principle Officer**

*Mr McCleary Frederick (Director)*

*Telephone 945-4624*

*Email: [mccleary.frederick@gov.ky](mailto:mccleary.frederick@gov.ky)*

### **Chief Officer Home Affairs**

*Mr Eric Bush*

### **Information Manager**

*Mr Simon Boxall*

*Telephone: 244-3145 or 526-2027.*

*Email: [simon.boxall@gov.ky](mailto:simon.boxall@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](mailto:simon.boxall@gov.ky);  
Website address: [www.caymanprepared@gov.ky](http://www.caymanprepared@gov.ky)*

| <b>Location and hours</b>  | <b>Matters handled</b>  |
|--|---|
| <i>Hazard Management Cayman Islands<br/>133 Elgin Ave<br/>4<sup>th</sup> Floor, Government Administration Building<br/><br/>Regular hours of Operation:<br/>Monday to Friday 8:30 am to 5pm<br/><br/>National Emergency Operation Centre<br/>Fire Station George Town<br/><br/>Duty Officer on call 24 hours</i> | <i>All Hazards – Natural and man-made.<br/>(Including Hurricane, Earthquake, Hazardous Material, Flood, Fire etc)</i> |

## **Boards and committees**

| <b>Name</b>                                 | <b>Meetings</b>   | <b>Minutes</b>  |
|---|---|---|
| <i>National Hazard Management Council</i>   | <i>At least quarterly and more frequently when needed or during a threat, hazard or impact.<br/><br/>(Closed to the Public)</i> | <i>Deliberations of the Council may deal with national security issues and may not be accessible or available for viewing</i> |
| <i>National Hazard Management Executive</i> | <i>Meet at least twice annually to review progress of</i>   | <i>Deliberations of the Executive may deal with national security</i>   |



|  |  |  |
|--|--|--|
|  | <i>national disaster risk management programme and provide policy guidance.</i><br><br><i>(Closed to the Public)</i> | <i>issues and may not be accessible or available for viewing</i> |
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## **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
- Provide a telecommunication system infrastructure that supports the Government Agencies

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
- Telecommunications

## **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, Ministry of Home Affairs  
 Cabinet Secretary  
 Director, Hazard Management Cayman Islands  
 Commissioner, RCIPS  
 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 Home Affairs (Deputy Chairman)  
 Cabinet Secretary  
 Deputy Financial Secretary  
 Chief Officers  
 Commissioner of Police  
 Chief Fire Officer  
 Red Cross Director  
 ADRA  
 Chamber of Commerce  
 Director Cayman Islands National Weather 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 Cayman Islands National Weather Service?**  
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 agencies to ensure that the shelters are prepared, functional and managed before 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.

- **Is the Office of Telecommunication (OFTEL) now with HMCI?**  
Yes, OFTEL merged with HMCI in June 2013. All of OFTEL services can now be accessed through HMCI.

## **ADMINISTRATION & FINANCE**

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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**

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### **Administration & Human Resource Management**

- Health Insurance Law (2011 Revision)
- Public Service Management Law (2011 Revision) & Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2011 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants (December 2007)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)
- Portfolio of Internal & External Affairs Human Resources Management Policies and Procedures

## **Financial Management**

- Annual Salary Scale for Salaried Staff (September 1, 2012)
- Financial Regulations (2008 Revision)
- Public Management and Finance Law (2012 Revision)
- Public Management and Finance Regulations (2010 Revision)
- Public Holidays Law (2007 Revision)

## **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- The Freedom of Information Law, 2007 (Commencement) Order (2008)

## **National Hurricane Plan 2014**

## **DECISIONS & RECOMMENDATIONS**

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- Board/Council Meetings
- Minutes of meetings
- Assessment/Evaluations

## **LISTS & REGISTERS**

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- Asset Register
- Volunteers/Members emergency contact list
- Approved Shelters list (Cayman Islands)

## **OUR SERVICES**

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Because a disaster can strike at anytime and 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.

**Information and Communications Technology (“ICT”) Authority’s  
Publication Scheme 2015  
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.

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<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 Deputy Director Industry Affairs  
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 Planning, Lands, Agriculture, Housing and Infrastructure (PLAH&I).

**Principle officer**

Alee Fa'amoe  
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 Deputy Director Industry Affairs  
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)

**Deputy Information manager**

Sonji Myles  
Licensing and Compliance Officer  
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)

Complaints:

[complaints@icta.ky](mailto:complaints@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 19<sup>th</sup> August 2013 and consists of:

- |                      |  |
|----------------------|--|
| • Mr. Dale Crighton  | - Chairperson                            |
| • Mr. Gene Banks     | - Director                               |
| • Mr. Daniel Ebanks  | - Director                               |
| • Ms. Jean Gordon    | - Director                               |
| • Mr. Chris Gourzong | - Director                               |
| • Mr. John Thompson  | - Director                               |
| • Mr. Ian Tibbetts   | - Director                               |
| • Mr. Paul Tibbetts  | - Director (appointed Oct 2013)          |
| • Mr. Alea Fa'amoe   | - Managing Director (appointed May 2014) |

### **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



## Information Commissioner's Office

### Publication Scheme

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

*Effective: 1 January 2015  
To be reviewed: November 2015*

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#### 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
  - 7.1 About Us
  - 7.2 Strategic Management
  - 7.3 Finance & Administration
  - 7.4 Policies & Procedures
  - 7.5 Decisions & Recommendations
  - 7.6 Lists & Registers
  - 7.7 Our Services

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#### 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 and 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 (see section 7);
- 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

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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 ICO, 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 resolved informally at the investigation stage, when practicable, the ICO will publish a short summary of the facts on the ICO website under the **Appeals** section, headed *Appeal Investigation 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; and
- records relating to an ongoing investigation being conducted by the ICO. Instead where appropriate, a copy of the final decision will be published on the website as well as available in hard copy.

In maintaining this publication scheme, the ICO's 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**

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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 the ICO website. Alternatively, any records listed will also be available in hardcopy from the Information Commissioner's Office. 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 there may be a reproduction charge for physical copies of records. See *Section 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 the ICO's documents are published on the ICO 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 the ICO website for the information you seek at [www.infocomm.ky](http://www.infocomm.ky). If you are still having trouble locating information listed under this scheme, please contact the Information Commissioner's Office at (345) 747-5402 or by email at [info@infocomm.ky](mailto:info@infocomm.ky).

#### Email

If information is listed in this publication scheme but is not published on the website, the ICO may be able to send it to you by email. You can email the ICO at **[foi.ico@gov.ky](mailto:foi.ico@gov.ky)** to request information. You may also wish to provide a telephone number so that you can be contacted 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 (real name or a pseudonym is acceptable), mailing 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 you can be contacted 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**

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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 compact disc (CD). 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).

CDs 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 the ICO website under the section **Laws and Regulations**.

## 5. Requests for information outside the publication scheme

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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 the ICO website under the **FOI** section.

## 6. Complaints

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The Information Commissioner's Office (ICO) strives to satisfy the needs of its visitors and clients, but recognises that there may be occasions when actions carried out by the office or its' staff will not meet the reasonable expectations of the public. The policy and procedures set out below and summarized in our Customer Service Policy are to be used to deal with general customer service issues about the office or the service it provides. If you have a complaint and are not satisfied with the results you receive from the ICO you can contact the Office of the Complaints Commissioner for further advice. Please note that complaints regarding FOI requests are handled through the Internal Review Process.

*(The following information is all available on the ICO website.)*

### What is meant by a complaint?

A complaint is an expression of dissatisfaction that relates to the standard of service, actions or inaction by the Information Commissioner's Office or its staff. Complaints can be made by an individual person or group of people verbally or in writing. All complaints will be formally recorded.

As a matter of policy, the Information Commissioner's Office will not accept complaints from third parties as issues of confidentiality may arise. An exception will be made for individuals who are unable to submit a complaint personally because of disabilities or otherwise, in which case complaints will be accepted from individuals acting on their behalf.

### How to make a complaint?

Complaints Form: [Customer Service Policy and Procedure and Customer Service Form](#)

Formal complaints can be made in the form of a letter to the Information Commissioner's Office or alternatively, people may wish to fill in and submit a Customer Service Form in person, or by mail. Verbal submissions may also be made by phone.

Written submissions 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 Information Commissioner's Office is unclear about any part of the formal submission we may need to contact you to provide further clarification before a full investigation can be conducted.

### How ICO handles complaints?

When your complaint has been received it will be processed in the following manner:

- An acknowledgement letter will be sent out within 5 business days of receiving a complaint.
- The matter will be investigated and a full response will be sent out within 15 business days of receiving the complaint.
- Where a full response cannot be made within 15 business days, the person 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 ICO 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.

#### How is a complaint resolved?

The ICO will send a response in writing, to advise of the outcome of the complaint process. Correspondence will be clearly written providing details of the investigation and the decision made. Complaints may be resolved in various ways including:

- Clarification of a misunderstanding
- Issuing a formal apology
- Provision of a particular service to client
- Changing or implementing procedures to prevent similar issues arising in the future

#### Anonymous Complaints

Not accepted.

#### Complaints Commissioner

If you are not satisfied with the ICO's response to your complaint you can contact the Office of the Complaints Commissioner. The Complaints Commissioner is an independent person who investigates allegations of maladministration causing injustice to the complainant. The Complaints Commissioner can be contacted at:

Address: Office of the Complaints Commissioner  
PO Box 2252, KY1-1107  
4th Floor, Anderson Square, Shedden Road  
George Town, Grand Cayman  
Telephone: (345) 943-2220

Fax: (345) 943-2221

Email: [caymancomplaints@yahoo.com](mailto:caymancomplaints@yahoo.com)

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

## 7. Categories of Information

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- 7.1 About Us
- 7.2 Strategic Management
- 7.3 Finance & Administration
- 7.4 Policies & Procedures
- 7.5 Decisions & Recommendations
- 7.6 Lists & Registers
- 7.7 Our Services

### 7.1 About Us

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#### Contact Details

Physical Address: Information Commissioner's Office  
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)

Hours: Monday to Friday, 9:30am - 4:00pm

#### Staff

*Acting Information Commissioner*  
Mr. Jan Liebaers

*Senior Appeals & Policy Analyst*  
Mr. Cory Martinson



*Appeals & Compliance Analyst*

Mrs. Clara Smith

*Office Manager and Information Manager*

Ms. Shelly-Ann Davis

*Registrar of Hearings and Deputy Information Manager*

Mrs. Nadira Lord

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, and
- e. Publicise the requirements of the Law and the right of individuals under it.

*Boards and committees*

The Information Commissioner's Office does not oversee any boards at this time.

*Frequently asked questions (FAQ's)*

1. Who can request information?
2. Who should I address my request to?
3. What qualifies as a request for information under the Freedom of Information Law?
4. What information can I ask for?

5. Is there a difference between asking for “records” and “information”?
6. Can I make an anonymous request?
7. Do I have to tell the government why I want the information?
8. How quickly will I get a response to my request?
9. What will be in the response?
10. How much does it cost to make an FOI Request?
11. What are my options if I don't get a response to my request?
12. What if I don't like the response from the Public Authority?
13. How do I make an Appeal with the Information Commissioner's Office?
14. Do I need a lawyer to file an Appeal with the ICO?
15. How long does an ICO appeal take?
16. If my appeal becomes a Hearing, do I need to appear before the Commissioner in person?

### **1. Who can request information?**

Anyone can request information under the Freedom of Information Law, regardless of their nationality, physical location or age.

### **2. Who should I address my request to?**

You should direct your request to the Information Manager (“IM”) of the public authority that holds the records. You can find out who the IM is by:

1. Calling, emailing or visiting the public authority concerned;
2. Looking up the name of the IM on the list of the public authorities (can be found on the ICO website);
3. Looking up the contact details on ‘*The 2013 FOI Publication Schemes*’ compilation of all public authority’s publication schemes (can be found on the ICO website).

If you make your request to the wrong public authority, the Law requires the IM to transfer your request within 14 days to the public authority that holds the record(s) or whose functions are more closely connected with the subject matter of your request.

### **3. What qualifies as a request for information under the FOI Law?**

In order for your request 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. Your request must contain enough information to enable the public authority to identify the records.

You do not need to mention the FOI Law, but it may help to do so.

For further information on how to make a request please visit the FOI section of the ICO website. You can also download a copy of the standard FOI Request form, however use of this form is not mandatory.

#### **4. What information can I ask for?**

You can ask for any information that the Government holds, however in some cases the Government may legitimately withhold information from you according to certain limited exemptions under the FOI Law. Government may also defer disclosure of the information in certain circumstances.

For example, government may withhold information if its disclosure 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.

For more on the exemptions that are allowed, please see sections 15 to 25 of the FOI Law.

#### **5. Is there a difference between asking for “records” and “information”?**

An example of a request for records would be: “I want access to the travel receipts for the month of December”.

An example of a request for information would be: “I want to know how much Government spent on travel in December”.

The FOI Law grants a right to obtain access to “records”. A “record” is defined as “information held in any form”. This includes a record in writing, a map, plan, graph or drawing, a photograph, a disk tape, sound track, any film, etc.

You should try and make your request for a “record” or “records”, if possible. If you don’t know what record to ask for, you should seek assistance from the Information Manager you are dealing with. The IM has a duty to communicate with you and help you refine your request.

#### **6. Can I make an anonymous request?**

You have to supply a name when you make a request or an appeal, but it does not have to be your real name, a pseudonym is acceptable. You can also ask that a copy of the records be sent to an email address without revealing your real name.

However, if you ask for your own personal information you will need to show proof of your identity, or you may not obtain it.

For more information on how to make a request please visit the FOI section of the ICO website. You can also download a copy of the standard FOI Request form, however, use of this form is not mandatory.

The ICO has also written a Position Paper on Anonymity and Fees.

**7. Do I have to tell the government why I want the information?**

No, you do not have to give any reasons why you want the information or how you intend to use it. However, in some cases background information may assist the Information Manager in locating the records you have requested. Background information may also assist the public authority and the ICO in determining the public interest.

**8. How quickly will I get a response to my request?**

A public authority must acknowledge your request within 10 calendar days, and provide a reply within 30 calendar days. However they may extend this period in writing by another 30 calendar days for good cause.

There are slightly different time lines for requests that are transferred to another public authority. The transfer itself must be completed within 14 calendar days, and the second public authority then has 30 calendar days from the date of the transfer. They can also extend this period by 30 calendar days for good cause.

**9. What will be in the response?**

When the Information Manager gives you the public authority's initial decision, the reply should:

1. Provide the records that are being disclosed in full (if any);
2. Provide the records that are being partially disclosed (if any), with the legal reasons for the redactions;
3. List all the records that are being withheld (if any) with the legal reasons for not disclosing them;
4. Include the options available to you, e.g. whether you can request an internal review or an appeal to the Information Commissioner.

If no records are held, this should be stated in the decision.

**10. How much does it cost to make an FOI Request?**

There is no fee for making an FOI request itself.

Public authorities are allowed to charge a fee for copying and shipping the records to you. You may be able to prevent this fee by asking for electronic copies to be sent to your email address. If you do not have the means to pay the fee you may request that Government waive it.

For more information on the copying and shipping fees that can be charged, please see Schedule 3 of the FOI (General) Regulations 2008.

It is important to note that many public authorities routinely collect fees for records for sale to the public (outside of FOI). Making an FOI request for those records will not reduce or eliminate the applicable fees.

### **11. What are my options if I don't get a response to my request?**

If you do not get an acknowledgment of your request within 10 calendar days, and you do not know if your request has been received, you can contact the Information Manager to confirm this.

If you do not get a response to your request after 30 calendar days, you should contact the Information Manager and ask for an internal review. Under the FOI Law a non-response is the same as a refusal to grant access. Therefore, you are entitled to ask that the responsible Chief Officer review the issue.

If you do not get a response to an internal review 30 calendar days after asking for it, you should contact the ICO for an appeal.

### **12. What if I don't like the response from the public authority?**

The FOI Law gives the general public a right to access government records. However, there are a number of valid reasons why a public authority can withhold a record in whole or in part. The most common reason is that one or more so-called "exemptions" may apply to the record or to part of the record. You have a right to know exactly what the legal reason is for withholding the record or part of the record.

Bearing this in mind, if for any reason you are dissatisfied with the response of a public authority, for instance if you do not believe that a claimed exemption applies, you are entitled to request an internal review of the decision.

Your request for an internal review should be made to the same Information Manager who accepted your initial request. An internal review must be completed within 30 calendar days by the Chief Officer responsible for the public authority. There is no extension of this period.

If you are not satisfied with the decision of the Chief Officer's internal review, you can appeal to the ICO. In some circumstances you can appeal directly to the ICO, without an internal review.

If at any time you are unsure about the next steps to take please contact the ICO for direction.

Finally, if your complaint is not about FOI, you should consider using the public authority's internal complaint procedures or customer service. You may also have the option of filing a formal complaint with the Office of the Complaints Commissioner.

For a copy of the ICO's own internal complaint policy, please see the **Contact Us** page on the ICO web site. A paper copy of both the policy and form can also be obtained from the office.

### **13. How do I make an appeal with the Information Commissioner's Office?**

The ICO can only accept an appeal if all other means of redress have been exhausted. This normally means that first you have to ask for an internal review within the public authority concerned, as described above, before you can make an appeal to the ICO.

Your request for an appeal with the ICO needs to be in writing. Make sure to include copies of the following documentation, if applicable:

1. your initial FOI request;
2. the public authority's acknowledgement of your FOI request and their initial decision;
3. your request for an internal review;
4. the Chief Officer's internal review decision;
5. any records that were disclosed to you, including redacted records.

We will review your documentation and confirm whether we can accept an appeal under the FOI Law or not.

See the ICO's Appeal Policy and Procedures on the ICO website for more information.

#### **14. Do I need a lawyer to file an Appeal with the ICO?**

It is entirely up to you if you wish to use legal representation, but it is not a requirement under the FOI Law. Should you choose to retain a lawyer, then you will be liable for your own legal costs.

You are required to provide a written submission to the Commissioner if your ICO appeal reaches the formal hearing stage. However, in most cases a simple statement of your position will do.

The Law puts the burden of proof on the public authority to show that it fulfilled its obligations under the Law. Therefore, applicants are not required to file complex legal arguments.

#### **15. How long does an ICO appeal take?**

The timing of an appeal will depend on a number of factors, including whether it can be resolved informally, and whether it proceeds to a formal hearing.

Once an appeal has been accepted by the ICO, the ICO will investigate whether the public authority has met all its obligations under the Law. ICO staff will attempt to resolve a dispute as quickly as possible, but delays may occur for various reasons, which is why informal resolution can take anywhere from a few days to a few months.

Some appeals to the ICO proceed to the formal hearing stage. This means that the Commissioner will personally review the case and make a binding ruling.

Once a hearing schedule has been agreed with the two parties, the Registrar of Hearings issues the Notice of Hearing and Fact Report. Submissions and counter-submissions are received and exchanged between the Applicant and the public authority(s) involved. This process takes approximately 25 days.

When all documentation has been received and reviewed, the Registrar of Hearings closes the hearing and the matter then goes to the Commissioner for review and a binding decision. The Commissioner has 30 calendar days to provide a decision, however this period may be extended a further 30 calendar days for good cause.

Both parties (the applicant and the public authority(s)) can appeal a decision of the Information Commissioner to the Grand Court on the basis of a judicial review.

**16. If my appeal becomes a hearing, do I need to appear before the Commissioner in person?**

So far the Commissioner has not called any oral hearings, and all hearings have taken place entirely in writing.

## **STRATEGIC MANAGEMENT**

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*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 following is a list of high-level documents that inform and direct the functions and activities of the ICO.*

- 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 (2011)
- Public Service Personnel (Regulations) (2011)
- Public Management and Finance Law (2012 Revision)
- Financial Regulations (2008 Revision)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Public Holidays Law (2007 Revision)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- Health Insurance Law (2011 Revision)
- Cayman Islands Constitution Order, 2009



### **Corporate management**

*The following is a list of 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>
- 2011 / 2012 2<sup>nd</sup> Quarter Report: October 1<sup>st</sup> – December 31<sup>st</sup>
- 2011 / 2012 3<sup>rd</sup> Quarter Report: January 1<sup>st</sup> – March 31<sup>st</sup>
- 2011 / 2012 4<sup>th</sup> Quarter Report: April 1<sup>st</sup> – June 30<sup>th</sup>
- 2012 / 2013 1<sup>st</sup> Quarter Report: July 1<sup>st</sup> – September 30<sup>th</sup>
- 2012 / 2013 2<sup>nd</sup> Quarter Report: October 1<sup>st</sup> – December 31<sup>st</sup>
- 2012 / 2013 3<sup>rd</sup> Quarter Report: January 1<sup>st</sup> – March 31<sup>st</sup>
- 2012 / 2013 4<sup>th</sup> Quarter Report: April 1<sup>st</sup> – June 30<sup>th</sup>
- 2013 / 2014 1<sup>st</sup> Quarter Report: July 1<sup>st</sup> – September 30<sup>th</sup>
- 2013 / 2014 2<sup>nd</sup> Quarter Report: October 1<sup>st</sup> – December 31<sup>st</sup>
- 2013 / 2014 3<sup>rd</sup> Quarter Report: January 1<sup>st</sup> – March 31<sup>st</sup>
- 2013 / 2014 4<sup>th</sup> Quarter Report: April 1<sup>st</sup> – June 30<sup>th</sup>

#### Reports – Annual & Half Year

- Cayman Islands Government Annual Report (*A link to this report is available on the ICO website*)
- Information Commissioner's 2009 Annual Report
- Information Commissioner's 2010 Half Year Report: January – June, 2010
- Information Commissioner's 2010 – 2011 Annual Report
- Information Commissioner's 2011 – 2012 Annual Report
- Information Commissioner's 2012 – 2013 Annual Report

#### 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

#### Statistics

- ICO Annual Appeal Statistics 2009
- ICO Annual Appeal Statistics 2010
- ICO First Quarter Statistics 2010/2011
- ICO Second Quarter Statistics 2010/2011
- ICO Third Quarter Statistics 2010/2011
- ICO Fourth Quarter Statistics 2010/2011
- Freedom of Information Statistics 2012
- Freedom of Information Statistics 2013
- Freedom of Information Statistics 2014

#### 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
- 2012 Right to Know Week Project Summary
- 2013 Right to Know Week Project Summary
- 2014 Right to Know Week Project Summary

#### Reports – Publicity Tracking

- Public Relations Tracking 2009 – 2010
- Public Relations Tracking 2011
- Public Relations Tracking 2012

#### 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
- 2011 Hazard Management Plan for Records (*updated annually*)
- 2012 Hazard Management Plan for Records
- Montpellier Fire Evacuation Plan

## **FINANCE & ADMINISTRATION**

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*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)*
- ICO 2012-2013 Audited 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
- 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
- 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

- ICO Media Protocol
- Disabled Access to Building Policy

#### Manuals

- ICO Induction Manual
- ICO Internal Training Manual
- Hearing Guidance Manual
- ICO Intake Manual

#### Register of Interests

- Notice of Interests – Information Commissioner
- Notice of Interests – Deputy Information Commissioner
- Register of Interest Policy

#### Guidance & Discussion Papers

- 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
- ICO Recommendations for FOI Law 2007 Review (2010)
- ICO Position Paper on Anonymity and Fees (2011)

#### 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
- ICO IM Seminar Series II 2012
- ICO IM Seminar Series II 2013
- ICO IM Seminar Series III 2014

#### Appeal Investigation 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
- ICON – 11<sup>th</sup> Edition, March 2012
- ICON – 12<sup>th</sup> Edition, June 2012
- ICON – 13<sup>th</sup> Edition, September 2012
- ICON – 14<sup>th</sup> Edition, December 2012
- ICON – 15<sup>th</sup> Edition, March 2013
- ICON – 16/17<sup>th</sup> Edition, September 2013
- ICON – 18<sup>th</sup> Edition, December 2014

## **DECISIONS & RECOMMENDATIONS**

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*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)
- ICO Decision – 19-01911 (Port Authority)
- ICO Decision – 20-00112 (Public Service Pension Board)
- ICO Decision – 21-00212 (Portfolio of the Civil Service & Deputy Governor's Office)
- ICO Preliminary Decision – 22-00712 (Cabinet Office)
- ICO Substantive Decision – 22-00712 (Cabinet Office)
- ICO Decision – 23-00512 (National Pensions Office)
- ICO Decision – 24-00612 (Governor's Office)
- ICO Decision – 25-00812 (Port Authority)
- ICO Decision – 26-00312 (Office of the Auditor General)
- ICO Decision – 27-00912 (Public Service Pensions Board)
- ICO Decision – 28-02112 (Governor's Office )
- ICO Decision – 29-02312 (Ministry of Tourism, Department of Tourism)
- ICO Decision – 30-00113 (CINICO)
- ICO Decision – 31-02012 (Department of Children and Family Services)
- ICO Decision – 32-01812 (Ministry of Education, Employment and Gender Affairs and the Department of Labour and Pensions)
- ICO Decision – 33-01113 (CINICO)
- ICO Decision 34 (Discontinued, no Decision issued.)
- ICO Decision – 35-01213 & 01313 (PART 1) (Ministry of Education, Employment and Gender Affairs)
- ICO Decision – 35-01213 & 01313 (PART 2) (Ministry of Education, Employment and Gender Affairs)
- ICO Decision – 36-00713 (CINICO)
- ICO Decision – 37-02613 (Department of Planning)
- ICO Decision – 38-02413 (Department of Planning)
- ICO Decision – 40-02813 Part 1 (Cabinet Office)
- ICO Decision – 40-02813 Part 2 (Cabinet Office)
- ICO Decision – 41-00000 (Governor's Office)
- ICO Decision – 42-03313 The Planning Department

## 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)
- ICO Investigation 9 (Lands & Survey) No Order issued, matter resolved informally
- ICO Investigation 10 (Civil Aviation Authority)
- ICO Investigation 13 (Ministry of Financial Services)
- ICO Investigation 14 (Ministry of Tourism and Development & Computer Services Department)

#### 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
- Own-Initiative – (Government FOI Email Addresses) 9 May 2014

#### 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*)
- 2013 FOI Publication Scheme List (*Master list published on our website and updated each year*)
- 2014 FOI Publication Scheme List (*Master list published on our website and updated each year*)
- 2015 FOI Publication Scheme List (*Master list published on our website and updated each year*)

## OUR SERVICES

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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.

## OPERATIONAL FUNCTIONS

You will find listed below the higher level headings from the ICO's 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.*

#### Investigations

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

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
- Human Rights Complaints Policy

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
- Cash Requirement Reports

Acquisition

- Asset Management
- Asset Register
- Contracts

Auditing

- Monitoring
- Reports

Budgeting

- Budget Preparation
- Budget Implementation

Planning

- Agency Wide Plans
- Meetings

Policy

- Administrative Circulars

Remuneration

- Acting Allowance
- Health Insurance
- Motorcar upkeep allowance
- Payroll
- Pension contributions
- Unpaid Leave

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.*

Audit

- HR Monitoring
- Internal Audit

Development & Training

- Induction
- Internal Training
- Short Courses

Planning

- HR Plans
- Job Descriptions

Policy

- Administrative Circulars
- HR Manual
- HR Procedures

Recruitment

- Advertisements
- Exit Interviews

Moratorium Exemptions  
Recruitment Exercises  
Unsuccessful Applicants

Staff Administration

Appointments  
Attendance  
Leave  
Official Travel  
Performance Agreement & Assessment  
Pre-employment Administration  
Register of Interests  
Staff Time Keeping Records

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

FOI Case Files  
Implementation Reports  
Laws & Regulations  
Public Authority Lists  
Publication Schemes  
Training

Maintenance

IT Maintenance

Policy

Administrative Circulars  
Information Management Policy  
Records Management Policies

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

Attorney General's Office  
Legal Services

Contributions

Government Reports  
Parliamentary Questions  
Throne Speeches

Policies

Administrative Circulars  
Internal Policies  
National Policies

Postal Services Circulars

Planning

Operational Plans

Proceedings

Auditor General Meetings  
Complaints Commissioner Meetings  
ICO Team Minutes  
Legislative Assembly Meetings  
Ministry Meetings

Reporting

Quarterly Reports  
Annual Reports



## 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

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#### 1. About the Publication Scheme

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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**

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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**

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<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 our website ([www.judicial.ky](http://www.judicial.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.judicial.ky/search](http://www.judicial.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**

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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 unless otherwise stated (e.g. subscription fee).

Fees may be charged for providing information in paper copy and 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: reported judgments in hard copy format (Cayman Islands Law Reports). 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 \$0.50 per page and a certification fee of \$20 per document

##### 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**

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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.judicial.ky/Freedom-of-Information](http://www.judicial.ky/Freedom-of-Information). Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

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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), or you may contact our Court Administrator at [kevin.mccormac@judicial.ky](mailto:kevin.mccormac@judicial.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [www.judicial.ky/Freedom-of-Information](http://www.judicial.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 to any requests made under this scheme.

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**

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

## **ABOUT US**

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### **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: Kevin McCormac, 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: [Kevin.McCormac@judicial.ky](mailto:Kevin.McCormac@judicial.ky)

### **Information Manager**

Information Manager: Tabitha Philander  
Designate: (Vacant)  
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 -3858  
Fax: (345) 947 – 4921  
Email: [foi.jud@judicial.ky](mailto:foi.jud@judicial.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 which are published on the notice board of the court, and on its website at [www.judicial.ky](http://www.judicial.ky).

Court activities are carried out at the following locations:

**Court House**

61 Edward Street  
George Town  
P.O. Box 495  
Grand Cayman KY1-1106  
CAYMAN ISLANDS  
Tel: 345 949 4296  
Fax: 345 949 9856

- Reception
- Law Library
- Criminal Registry Office Hours: Monday – Friday, 9:00 a.m. – 3:00 p.m.
- Court Rooms 1-3
- Drug Rehabilitation Court
- Legal Aid
- Office of the Court Administrator
- Office of the Clerk of Courts
- Office of the Deputy Clerk of Courts (Criminal)
- Human Resources

**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

- Accounts and Court Funds Office Hours: Monday – Friday, 9:00 a.m. – 3:00 p.m.
- Civil Registry Office Hours: Monday – Friday, 9:00 a.m. – 3:00 p.m.
- Financial Services Division & Registry Monday – Friday, 9.00 am - 4.45pm
- Court of Appeal & Registry – 9.00 a.m. – 3.00p.m.
- Family Proceedings Unit
- Sr. Deputy Clerk of Court (Civil) / Registrar, Financial Services Division
- Registrar, Court of Appeal
- Listing Officer
- Court Rooms 4-7

**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.judicial.ky](http://www.judicial.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 for copies and \$20 for certification of a document). 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 and \$20 per document 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**

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### **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, 2010 Revision

#### **Official Gazette Law**

Official Gazette Regulations (1995 Revision)

#### **Public Holidays Law**

#### **Public Management and Finance Law**

Financial Regulations, 2010 Revision

#### **Public Service Management Law**

Personnel Regulations, 2010 Revision

#### **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 (2008 Revision) partially in force**  
**Alternative Sentencing Law, 2006 (Commencement) Order, 2011**  
**Anti-Corruption Law (2014 Revision) 2014**

**Bail Law (2010 Revision)**

**Bankruptcy Law**

**Children Law, (2012 Revision) partially in force (Sections 20 &21, 72 &79 schedule 9 and paragraph 17 of schedule 10 not in force).**

**Clerk and Deputy Clerk of the Court (Powers) Law**

**Companies Law (2013 Revision)**  
Companies (Forms) Rules (1998 Revision)  
Companies Winding Up Rules, 2008 (Amendment Rules 2013)  
Foreign Bankruptcy Proceedings (International Cooperation) Rules, 2008  
Insolvency Practitioners Regulations, 2008 (Amendment Regulations 2010)

**Confidential Relationships (Preservation) Law**

**Cayman Islands Constitution Order, 2009**

**Coroners Law (1995 Revision)**  
Coroners Rules, 2014.  
Explanatory Memorandum and Guidelines to the Coroners Rules, 2014

**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 Evidence (Witness Anonymity) Law (2014 Revision)**

**Criminal Procedure Code (2014 Revision)**

**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 (2011 Revision)**

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

### **Freedom of Information Law, 2007**

Freedom of Information (Information Commissioner) Regulations, 2008

Freedom of Information (General) Regulations, 2008

## **Grand Court Law**

Civil Evidence Rules (2001 Revision)

Court Costs Rules, 2001

Court Fees Rules, 2009 (Amendment rules 2009 and 2013)

Criminal Evidence Rules (2001 Revision)

Grand Court (Bankruptcy) Rules

Grand Court Rules, 1995 (Revised)

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 (Revoked)

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.1/2000- Listing Forms  
No.1/2001- Guidelines relating to the Taxation of Costs  
No.1/2002- Schemes of Arrangement and Compromise under the Companies Law  
No.1/2003- Official Liquidators: Security for the due performance of their duties (Revoked)  
No.1/2004- Corrections to Judgments  
No. 2/2004- Proceedings by way of Video Conferencing  
No. 2/2006- Orders  
No. 1/2008- Register of Judgements Register of Writs  
No. 2/2010- Schemes of Arrangement and Compromise under Section 86 of Companies Law  
No. 1/2011- Guidelines relating to the Taxation of Cost  
No. 1/2012- Delivery of Reserved Judgments  
No. 2/2012- Proceedings in the Grand Court in which a Judge Presides from Overseas  
No. 3/2012- Attire for Proceedings in the Grand Court  
No. 4/2012- Limited Admission as an Attorney-At-Law  
No. 5/2012- Practice Direction on Applications Under Sections 72 75 and 77 of the Registered Land law  
No.6/2012- Listing of Family Law Proceedings  
Practice Memorandum relating to No.6/12  
No. 7/2012 - Payment Schedules – Authorised Signatories  
No. 1/2013 - Consent Orders in Ancillary Relief Proceedings  
No. 2/2013 - Procedure Relating to the Commencement and Management of Financial Services Proceedings  
No. 3/2013 - Procedure for Hearing of Winding-Up Petitions  
No. 4/2013 - Pre-Action Protocol for Judicial Review  
No. 1/2014 - Use of portable cameras, recording and electronic devices in court buildings  
No. 2/2014 - Communications between Counsel and the Court  
No. 03/2014 - Jury Trials  
No. 04/2014 - Orders for Sales by Private Treaty: ss. 75 and 77 Registered Land Law (supplements PD 05/2012)  
No. 5/2014 Court Fees (Amendment)(No.3) Rules 2013 - Taxation  
Practice Circular 01/2014 Requirement for Strict Compliance with Court Orders made in the Family Division of the Grand Court  
No. 06/2014 – Procedure for making Summary Court Applications pursuant to the Police (Amendment) Law, 2014 on weekends and public holidays  
No. 07/2014 - Remand Proceedings by way of teleconference, Criminal Procedure Code (Amendment) Law 2014  
No. 08/2014 - Taking Evidence from Non-English Speakers in the Family Division of the Grand Court  
No. 09/2014 - Committal for Contempt of Court - Family Division and in Court of Protection Matters  
No. 10/2014 - Court Welfare Officer's Reports - Children Law  
No. 11/2014 - Court Bundles in Family Proceedings in the Family Division of the Grand Court  
No. 12/2014 - Arrival of Children in the Cayman Islands by Air  
No. 13/2014 - Contribution Orders  
No. 14/2014 - Recommended Practices in the Family Division of the Grand Court when Initiating Direct Judicial Communication with a Judge in a Foreign Court  
No. 15/2014 - Inherent Jurisdiction (including Wardship) Proceedings  
No. 16/2014 - International Child Abduction (including 1980 Hague Convention)

**Health Insurance Law (2013 Revision)**

Health Insurance Regulations, 2013

Standard Health Insurance Fees for the Cayman Islands - June 2005

Code of Practice: Administrative Fines for Health Insurance Offences 2014

**Immigration Law (2014 Revision) 2014**

Immigration (Exemption from Work Permits) Notice, 2000

Immigration (Exempted Persons) Order, 1992 1992

Immigration (Janitorial Services) Directions, 2007

Immigration (Financial Services Sector) Directions, 2010

Immigration (Grant of the Right to be Caymanian) Order, 2012

Immigration (Grant of the Right to be Caymanian) Order, 2014 2014

Immigration Regulations (2014 Revision) 2014

Immigration (Amendment) (No. 2) Regulations, 2014 2014

Immigration (Amendment) Regulations, 2014 2014

Immigration (Ebola Travel Restriction) Directions, 2014

**Insurance Law, 2010**

Insurance (Amendment) Law, 2012

Insurance (Amendment) Law, 2013

Insurance Law, 2010 (Commencement) Order, 2012

Insurance (Capital and Solvency) (Class A Insurers) Regulations, 2012

Insurance (Capital and Solvency) (Classes B, C, and D Insurers) Regulations, 2012

Insurance (Exemption) Regulations, 2004 2004

Insurance (Forms) Regulations (2003 Revision) 2003

Insurance (Variation of Fees) Regulations, 2009 2009

Insurance (Applications and Fees) Regulations, 2012

Insurance (Applications and Fees) (Amendment) Regulations, 2013

Insurance (Reporting) Regulations, 2013

**Interpretation Law****Judges Emoluments and Allowances Law**

Judges Emoluments and Allowances Order, 2005

**Judicature Law (2013 Revision)**

Grand Court Rules, 1995 (Amendment in 2013)

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 (Validation) Law, 2013****Law Revision Law****Legal Aid Law (1999 Revision)**

Legal Aid Rules, 1997

**Legal Practitioners Law (2012 Revision)**

Legal Practitioners (Incorporated Practice) Regulations (2006 Revision)

Legal Practitioners (Students) Regulations (2012 Revision)

**Maintenance Law**

Maintenance Orders Enforcement (Belize) Order 1977

Maintenance Law (Extension) (Ontario) Order, 2000

**Married Women's Property Law**

**Matrimonial Causes Law (2005 Revision)**

Matrimonial Causes Rules (2003 Revision) (Amendment in 2009)

**Mental Health Law (2013)**

Mental Health Regulations, 2013

**Misuse of Drugs Law (2014 Revision)**

Amendment by Law 10 of 2008 (part)

Misuse of Drugs (Drug Trafficking Offences) (Designated Countries)

Order, 1991

Amendment by amending Orders, 1992 and 1998

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 (2013 Revision)**

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).*

**Police Law (2014 Revision) 2014**

**Police (Amendment) Law, 2014**

**Probation of Offenders Law**

**Proceeds of Crime Law (2014 Revision)**

Proceeds of Criminal Conduct (Designated Countries) Order (2003 Revision)

Proceeds of Crime (Disclosure) Order (2010 Revision)

Code of Conduct

Money Laundering Regulations (2013 Revision)

**Public Holidays Law (2007 Revision)**

Public Holidays (No. 2) Order, 2009 2009

Public Holidays Order, 2011 2011

Public Holidays (No. 2) Order, 2011

**Public Management and Finance Law (2013 Revision)**

Financial Regulations (2013 Revision)

Financial (Amendment) Regulations, 2014

**Public Service Management Law (2013 Revision)**

Personnel Regulations (2013 Revision)

**Public Service Pensions Law (2013 Revision)**

Public Service Pensions Regulations (2011 Revision)

Public Service Pensions (Ex-gratia Pensions) Regulations (2012 Revision)

**Rehabilitation of Offenders Law (1998 Revision)****Succession Law**

Court Fees Rules, 2009

Probate and Administration Rules (2008 Revision)

**Summary Jurisdiction Law (2006 Revision)**

Appointment of *Virtute Officii* Justices of the Peace Notice (1999 Revision)

Seal of Summary Courts Notice, 1983

Criminal Evidence Rules (2001 Revision)

Summary Court Rules, 2004

Summary Courts (Sittings) Order (1999 Revision)

Summary Jurisdiction (Forms) Rules, 1976

Order appointing places for sittings, 1989

**Summary Jurisdiction (Domestic Violence) Law****Tax Information Authority Law****Torts (Reform) Law****Traffic Law, 2011**

Traffic Control Regulations, 2012

Traffic (Categorization and Grouping) Regulations, 2012

Traffic (Disabled Persons) (Badges for Motor Vehicles) Regulations, 2012

Traffic (Driving Instruction) Regulations, 2012

Traffic (International Circulation) Regulations, 2012

Traffic (Public Transport Appeals Tribunal) Regulations, 2012

Traffic (Speed Limits on Cayman Brac) Regulations, 2012

Traffic Regulations, 2012

Traffic (Seat Belts) Regulations, 2012

Traffic Ticket Regulations, 2012

Traffic (Public Passenger Vehicles) Regulations (2014 Revision)

Vexatious Actions Law

## **Wills Law**

### **Youth Justice Law (2005 Revision)**

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.judicial.ky](http://www.judicial.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@judicial.ky](mailto:foi.jud@judicial.ky) for assistance.

- Annual reports
- Audit reports
- Annual statistics
- Hazard management plan for records
- Disaster control plan
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## **FINANCE & ADMINISTRATION**

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### **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.judicial.ky](http://www.judicial.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@judicial.ky](mailto:foi.jud@judicial.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.judicial.ky](http://www.judicial.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

## **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. 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@judicial.ky](mailto:foi.jud@judicial.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.judicial.ky](http://www.judicial.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.judicial.ky](http://www.judicial.ky)).

For other court records, please see above at 'Frequently asked questions'.

## **LISTS & REGISTERS**

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The Judicial Administration maintains the following lists and registers. Many of these lists and registers are available on our website. 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@judicial.ky](mailto:foi.jud@judicial.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**

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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 limited 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 (<https://www.judicial.ky/guidance>) 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@judicial.ky](mailto:foi.jud@judicial.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



## 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

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#### 1. About the Publication Scheme

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

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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*.

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<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

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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 120  
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 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**

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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**

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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

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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

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

## ABOUT US

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### ***Name of Public Authority***

Lands & Survey Department

### ***Ministry***

Ministry of Planning, Lands, Agriculture, Housing and Infrastructure (PLAHI)

### ***Principle officers***

Chief Officer, Ministry of Planning, Lands Agriculture, Housing and Infrastructure:  
Alan Jones, MRICS

Director, Lands & Survey Department – Rupert Vasquez

Chief Surveyor - Rupert Vasquez

Chief Valuation Officer - Jon Hall

Registrar of Lands - Sophia Williams

### ***Information Manager***

Mr Uche Obi, FRICS

uche.obi@gov.ky

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Miss Judith Witter (Deputy)

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Tel: +1 345 244-3416

Fax: +1 345 949-2187

Mr Rupert Vasquez (Second 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 Planning, Lands Agriculture, Housing and Infrastructure 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, Ms Sophia Williams 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 120<br>Grand Cayman KY1-9000<br>Cayman Islands                                     |  |
| <b>Phone:</b>              | +1 (345) 244 3420   |  |
| <b>Fax:</b>                | +1 (345) 949 2187   |  |
| <b>Department E-mails:</b> | General Enquiries<br>Land Registry<br>Survey<br>Valuation & Estates Office<br>Mapping/GIS | landsurv.info@gov.ky<br>registry.info@gov.ky<br>survey.info@gov.ky<br>valuation.info@gov.ky<br>mapping.info@gov.ky |
| <b>Website:</b>            | www.caymanlandinfo.ky<br>caymanlandinfo@gov.ky  |  |

| Location and hours   | Matters handled                            |
|--|--|
| <p>Lands &amp; Survey Department<br/>Government Administrative Building<br/>133 Elgin Avenue<br/>George Town<br/>Grand Cayman<br/>Cayman Islands</p> <p>Opening Hours:<br/>Office<br/>8.30am – 5pm, Monday – Friday</p> <p>Land Registry &amp; Map Counter<br/>9.30am – 4pm, Monday - Friday</p> | All matters                                |
| <p>Lands Office<br/>District Administration Building<br/>Stake Bay<br/>Cayman Brac<br/>Cayman Islands<br/>Opening Hours:<br/>Office<br/>8.30am – 5pm, Monday – Friday</p>  | Land Registry & Survey. Limited Map sales. |

|   |  |
|---|--|
| Land Registry Counter<br>9.00am – 4.30pm, Monday - Friday |  |
|---|--|

## Boards and committees

| Land Surveyors Board   | Meetings  | Minutes                 |
|--|---|-------------------------|
| Chairman<br>Rupert Vasquez MRICS<br><br>Secretary<br>Courtney Young<br><br>Members<br>Patrick Broderick Snr<br>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 Minister of Finance. 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 Minister of Finance 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 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.

It is essential that a company remains registered and all the fees are paid up to date or it will be struck off and ownership of all property assets held by the Company in the Cayman Islands will vest to the Financial Secretary

- **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 provided that the Market Value is below certain CI\$ thresholds. To benefit from the waiver you need to apply to the Ministry of Finance office at the Government Administration Building.

- **The Government has taken part of my land to build a road. Am I entitled to any compensation?**

You will be entitled to compensation provided the loss suffered exceeds the increase in value of the retained land due to the scheme.

- **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 by the publication of the Section 5 declaration 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 MANAGEMENT**

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*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)
- Financial regulations (2013 Revision)
- 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)
- Public Management and Finance Law (2013 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 (2011 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 2006-2012PoCS HR Audit 2010
- 2010 Internal Audit of Cash handling

## **FINANCE & ADMINISTRATION**

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*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.*

- 2014/2015 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**

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*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)

## **LISTS & REGISTERS**

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*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**

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*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 – 2012)
- 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       |
| 2013 Aerial Photography (Digital, Ortho, Zone A)        | per sq km                                       | \$200.00       | \$243.90       |
| 2013 Aerial Photography (Digital, Ortho, Zone B)        | per sq km                                       | \$150.00       | \$182.93       |
| 2013 Aerial Photography (Digital, Ortho, Zone C)        | per sq km                                       | \$125.00       | \$152.44       |
| 2013 Aerial Photography (Digital, Ortho, Zone D)        | per sq km                                       | \$100.00       | \$121.95       |
| 2013 Aerial Photography print (11x17)                   | combination pricings available - see chart      | \$45.00        | \$54.88        |
| 2013 Aerial Photography print (24x36)                   | combination pricings available - see chart      | \$55.00        | \$67.07        |
| 2013 Aerial Photography print (36x48)                   | combination pricings available - see chart      | \$65.00        | \$79.27        |
| 2013 Aerial Photography print (36x60)                   | combination pricings available - see chart      | \$75.00        | \$91.46        |
| 2013 Aerial Photography print (8.5x11)                  | combination pricings available - see chart      | \$40.00        | \$48.78        |
| 2013 Pictometry (Digital, Oblique, Zone A)              | each perspective view                           | \$225.00       | \$274.39       |
| 2013 Pictometry (Digital, Oblique, Zone B)              | each perspective view                           | \$200.00       | \$243.90       |
| 2013 Pictometry (Digital, Oblique, Zone C)              | each perspective view                           | \$175.00       | \$213.41       |
| 2013 Pictometry (Digital, Oblique, Zone D)              | each perspective view                           | \$150.00       | \$182.93       |
| 2013 Pictometry print (11x17)                           |   | \$30.00        | \$36.59        |
| 2013 Pictometry print (24x36)                           |   | \$60.00        | \$73.17        |
| 2013 Pictometry print (36x48)                           |   | \$150.00       | \$182.93       |
| 2013 Pictometry print (36x60)                           |   | \$200.00       | \$243.90       |
| 2013 Pictometry print (8.5x11)                          |   | \$40.00        | \$48.78        |
| 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                     | per owner                                  | \$1.00         | \$1.22         |
| Buffer Map Notification Labels                    | per label                                  | \$1.00         | \$1.22         |
| Buffer Map Parcel Owners (emailed .xls file)      |  | \$25.00        | \$30.49        |
| 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                      |  | \$75.00        | \$91.46        |



|  |                           |                         |                         |
|--|---------------------------|-------------------------|-------------------------|
| (24x36)  |                           |                         |                         |
| 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 cost | 150% of Paper copy 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                  | Custom                  |

|   |  | Pricing    | 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            | Custom            |

|  |  | Pricing             | 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                 | Printed sheet -                            | \$90.00             | \$109.76            |

|  |   |                          |                          |
|--|---|--------------------------|--------------------------|
| (24x36)  | currently not digital                         |                          |                          |
| Scan and print of existing map print (36x48)             | Printed sheet -<br>currently not digital      | \$115.00                 | \$140.24                 |
| Scan and print of existing map print (36x60)             | Printed sheet -<br>currently not digital      | \$140.00                 | \$170.73                 |
| Scan and print of existing map print (8.5x11)            | Printed sheet -<br>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<br>format                | \$200.00                 | \$243.90                 |
| Shaded Relief Map (11x17)                                | combination pricings<br>available - see chart | \$25.00                  | \$30.49                  |
| Shaded Relief Map (24x36)                                | combination pricings<br>available - see chart | \$35.00                  | \$42.68                  |
| Shaded Relief Map (36x48)                                | combination pricings<br>available - see chart | \$45.00                  | \$54.88                  |
| Shaded Relief Map (36x60)                                | combination pricings<br>available - see chart | \$55.00                  | \$67.07                  |
| Shaded Relief Map (8.5x11)                               | combination pricings<br>available - see chart | \$20.00                  | \$24.39                  |
| Shallow Marine & Substrates Map -<br>Grand Cayman (1988) | 2 sheets, each sheet                          | \$50.00                  | \$60.98                  |
| Shipping/Packaging                                       | Market rates + 10%<br>Handling                | Market<br>Rates +<br>10% | Market<br>Rates +<br>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<br>Cayman (24x36)      |   | \$50.00                  | \$60.98                  |
| Street Map - Cayman Brac (11x17)                         |   | \$50.00                  | \$60.98                  |
| Street Map - Grand Cayman (96x48)                        | Available from<br>February 2009               | \$100.00                 | \$548.78                 |
| Street Map - Little Cayman (24x36)                       |   | \$50.00                  | \$60.98                  |
| Summary Islands Maps (Yellow<br>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<br>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  | all areas  | 7.5% of Consideration or Market Value | 7.5% of Consideration or Market Value |
| Conveyance or Transfer  | Natural Love & Affection   | \$50.00                               | \$60.98                               |
| Conveyance or Transfer  | First Time Caymanian – in areas excluding SMB and 'GT Commercial' Consideration / Market Value less than CI \$300,000 (Dwelling) / CI \$100,000 land               | \$0.00                                | \$0.00                                |
| Conveyance or Transfer  | First Time Caymanian - in areas excluding SMB and 'GT Commercial' Consideration / Market Value between CI\$300,000 to CI\$400,000 (Dwelling) / between CI\$100,000 | 2% of Consideration or Market Value   | 2% of Consideration or Market Value   |

|   |                                     |   |   |
|---|-------------------------------------|---|---|
|   | to CI\$150,000 land                 |   |   |
| 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   |



## Maritime Authority of the Cayman Islands

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice  
Updated December 2014 and published January 2015*

#### CONTENTS:

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#### 1. About the Publication Scheme

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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

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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, 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 Maritime Authority of the Cayman Islands' (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

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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:

3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue 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 - 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.

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<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  
Maritime Authority of the Cayman Islands (MACI)  
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: Forms of Access* 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>

### Section 1 – Services for which Fixed Fees are charged

#### Part A – Ship and Mortgage Registration and Related Services

| Service / Activity   | Fee Payable                |          |
|--|----------------------------|----------|
|  | EU€                        | US\$     |
| <b>A.1. Ship Registration:</b>   |                            |          |
| (1) Registration of ships-   |                            |          |
| • First registration of a ship;  |                            |          |
| • Registration of a Demise Chartered ship transferring IN;                               |                            |          |
| • Registration Anew or Re-registration of a ship;  |                            |          |
| • Interim Registration of a ship <sup>2</sup> or   |                            |          |
| • Transfer of Registration of a ship of a ship between British Registers-                |                            |          |
| of gross tonnage up to 150:  | 238.00                     | 400.00   |
| of gross tonnage of 150 and above up to 400:   | 492.00                     | 600.00   |
| of gross tonnage of 400 and above up to 1,500:   | 697.00                     | 850.00   |
| of gross tonnage of 1,500 and above:   | 984.00                     | 1,200.00 |
| (2) Registration under the issue of a Provisional Certificate of Registry <sup>3</sup> : | 205.00                     | 250.00   |
|  | (per hour or part thereof) |          |
| (3) Registration of a Ship Under Construction:   | 246.00                     | 300.00   |

<sup>2</sup> There will be an additional charge for the issue of the final Certificate of Registry (See item A.(14)).

<sup>3</sup> There will be an additional charge for the issue of the final Certificate of Registry (See item A.(13)).

| Service / Activity  | Fee Payable                   |        |
|---|-------------------------------|--------|
|   | EU€                           | US\$   |
| (4) Registration of Transfer or Transmission of Ownership of a ship of gross tonnage-   |                               |        |
| up to 150:  | 246.00                        | 300.00 |
| 150 and above up to 400:  | 328.00                        | 400.00 |
| 400 and above up to 1,500:  | 369.00                        | 450.00 |
| 1,500 and above:  | 492.00                        | 600.00 |
| (5) Registration of-  |                               |        |
| <ul style="list-style-type: none"> <li>• Alterations to a registered ship;</li> <li>• Change of Name of a registered ship;</li> <li>• Change of address or other particulars of a Registered Owner, other than a change of Registered Owner, but including the re-issue of a Certificate of Registry</li> </ul> | 164.00                        | 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 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 for reservation of a name for a ship-   |                               |        |
| <ul style="list-style-type: none"> <li>• Where application has been made and fees paid for the registration of the ship for which the name is being requested:</li> <li>• Where application is otherwise made<sup>4</sup>:</li> </ul>   | 0.00                          | 0.00   |
|   | 492.00                        | 600.00 |
| <b>A.2. Mortgage Registration</b>   |                               |        |
| (9) Registration of-  |                               |        |
| <ul style="list-style-type: none"> <li>• A mortgage;</li> <li>• The transfer of a mortgage;</li> <li>• The transmission of a mortgage; or</li> <li>• 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>A.3. Tonnage Measurement, Annual Tonnage Fee (ATF) and Casualty Investigation Fund</b>   |                               |        |
| (11) Survey for tonnage measurement and issue of appropriate Tonnage Certificate under the Tonnage Regulations <sup>5</sup> -   |                               |        |
| Under 24 metres in length:  | 369.00                        | 450.00 |
| 24 metres in length and over:   | See Section 2.14              |        |

<sup>4</sup> In either case the name reservation is held for a maximum period of 12 months.

<sup>5</sup> In either case "length" means "TL" as defined in Paragraph 2.



| Service / Activity  | Fee Payable     |                 |
|---|-----------------|-----------------|
|   | EU€             | US\$            |
| (12) Annual Tonnage Fee <sup>6</sup> -  |                 |                 |
| • For Merchant Ships of any tonnage:-   |                 |                 |
| Minimum Annual Fee:   | 820.00          | 1,000.00        |
| For the first 2,500 GT:   | 820.00          | 1,000.00        |
| Each gross tonnage unit over 2,500 GT:  | 0.0902          | 0.11            |
|   | (Per unit GT)   |                 |
| • For Commercial Tenders up to 200GT:   | 328.00          | 400.00          |
| • For Pleasure Yachts (including those engaged in trade):                                   |                 |                 |
| Minimum Annual Fee (for vessels up to 500 GT):  | 328.00          | 400.00          |
| For the first 1,000 GT:   | 492.00          | 600.00          |
| Each gross tonnage unit over 1,000GT:   | 0.164           | 0.20            |
|   | (Per unit GT)   |                 |
| (13) Annual Casualty Investigation Fund   |                 |                 |
| • For Merchant Ships of any tonnage:  | 60.00           | 75.00           |
| • For Pleasure yachts up to 500 GT:   | 25.00           | 30.00           |
| • For Pleasure Yachts of 500 GT and above:  | 35.00           | 45.00           |
| <b>A.4. Transcripts, Deletions and Miscellaneous Services</b>                               |                 |                 |
| (14) Issuance of a –  |                 |                 |
| • Transcript of Register (Existing Vessel);   |                 |                 |
| • Transcript of Register (Closed Vessel);   |                 |                 |
| • Duplicate Certificate of Registry (Original lost or damaged);                             |                 |                 |
| • New Certificate of Registry following the lapse of a Provisional Certificate of Registry; |                 |                 |
| • New Certificate of Registry to extend or replace an Interim Certificate of Registry;      |                 |                 |
| • Certified copy of a document relating to the registration of a ship or mortgage;          |                 |                 |
| • Issuance of certified copies of documents relating to the registration of a ship          | 164.00 per item | 200.00 per item |

<sup>6</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.

The initial Fee will be pro-rated on a monthly basis for commercial ships over 2,500 gross tonnage from the month of registration to the end of December for ships coming onto the Register after 31 January each year.

For all vessels on the Register prior to 31 December 2013, any ATF payable to the 31 December 2013 will be computed at the applicable rate for the period in which the ATF was due.

| Service / Activity  | Fee Payable                        |        |
|---|------------------------------------|--------|
|   | EU€                                | US\$   |
| (15) Transcript of Register / Deletion Certificate (at the time of deletion)                              | 287.00                             | 350.00 |
| (16) Inspection of Register Book (per inspection)   | 82.00                              | 100.00 |
| (17) Re-processing a document not executed within the specific time frame (e.g. Carving and Marking Note) | 82.00                              | 100.00 |
| (18) Out of Hours Service Surcharge (in addition to the normal applicable fee):                           | 205.00<br>per hour or part thereof | 250.00 |
| (19) 24hr Service Rush Fee (in addition to the normal applicable fee)                                     | 75% of the normal applicable fee   |        |
| (20) Over-the Counter Service Surcharge (in addition to the normal applicable fee)                        | 100% of the normal applicable fee  |        |

## PART B – OTHER SERVICES

| Service / Activity  | Fee Payable |        |
|---|-------------|--------|
|   | EU€         | US\$   |
| <b>B.1 Crew Compliance and Safe Manning</b>   |             |        |
| (1) Assessment of application for and initial issuance of a Minimum Safe Manning Document (MSMD)-<br>• For all vessels:   | 570.00      | 690.00 |
| (2) Assessment of application to vary and re-issue an existing MSMD or the renewal of a MSMD upon its expiration, as appropriate-<br>• For all vessels:   | 285.00      | 345.00 |
| (3) Assessment of application for an Endorsement or License recognising a Certificate as valid for service on a Cayman Islands ship and the issuance of an Endorsement or License as appropriate:   | 246.00      | 300.00 |
| (4) Processing of an 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 a Cayman Islands ship:   | 82.00       | 100.00 |
| <b>B.2 Supply of Documents and Flags Etc.</b>   |             |        |
| 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. |             |        |
| (6) Official Log Book   | 41.00       | 50.00  |
| (7) GMDSS Radio Log Book  | 41.00       | 50.00  |
| (8) Articles of Agreement   | Free        |        |
| (9) Oil Record Book Part I (all ships)  | 41.00       | 50.00  |

| Service / Activity   | Fee Payable          |        |
|--|----------------------|--------|
|  | EU€                  | US\$   |
| (10)Oil Record Book Part II (Oil Tankers)                    | 41.00                | 50.00  |
| (11)Cargo Record Book (NLS)                                  | 41.00                | 50.00  |
| (12)Garbage Record Book                                      | 41.00                | 50.00  |
| (13)Cayman Islands Merchant Shipping Legislation             | Varies by Instrument |        |
| (14)Cayman Islands Ensign (6 feet by 3 feet)                 | 123.00               | 150.00 |
| (15)Cayman Islands Ensign (8 feet by 4 feet)                 | 164.00               | 200.00 |
| (16)Cayman Islands Ensign (10 feet by 5 feet)                | 205.00               | 250.00 |
| (17)Cayman Islands Ensign (12 feet by 6 feet)                | 287.00               | 350.00 |
| <b>B.3 Miscellaneous Administrative Charges</b>              |                      |        |
| (18)Faxing of registration documents overseas (per document) | 41.00                | 50.00  |
| (19)Sending documents by courier-                            |                      |        |
| • Where to courier cost is paid by the Authority:            | Cost + 10%           |        |
| • Otherwise:   | \$20.50 Admin Charge |        |

## Section 2 – Other Surveys, Inspections and Services for which fees are charged based on the appropriate hourly rate

*“appropriate” means, in relation to the issue of a ship’s Certificate or Exemption therefrom, the Certificate or Exemption which is required to be issued for the type, size and trading area of the ship concerned, and includes a Convention or non-Convention Certificate, or Exemption, as the case may be.*

| SUB-SECTION | SERVICE/ACTIVITY   |
|-------------|--|
| 2.1         | Cargo Ship Statutory Surveys and Certificates  |
| 2.2         | Large Yacht Surveys and Certificates   |
| 2.3         | Passenger Ship Statutory Surveys and Certificates  |
| 2.4         | Submersibles, Dynamically Supported Craft (DSC), High Speed Craft (HSC) and Special Purpose (SP) Ships |
| 2.5         | International Safety Management (ISM) Code Compliance and Certification                                |
| 2.6         | International Ship and Port Facility Security (ISPS) Code Compliance and Certification                 |
| 2.7         | Maritime Labour Convention and Shipboard Living and Working Conditions                                 |
| 2.8         | Navigation Lights Arrangements   |
| 2.9         | Assessment and Approval of Plans, Booklets and Manuals and similar Documents                           |
| 2.19        | Assessment and Approval of Ship’s Stability  |
| 2.11        | Exemptions, Authorisations and Extensions regarding Certificates and Surveys                           |
| 2.12        | Miscellaneous Surveys and Services   |
| 2.13        | Port State Control, Flag State Implementation and Improvement and                                      |

|   |   |
|---|---|
| 2.14  | <p>Prohibition Notices</p> <p>Survey for tonnage measurement and issue of appropriate Tonnage Certificate under the Tonnage Regulations for ships of 24m length and above</p> |
| <p><i>Note that the above items are in summary form and a given item may involve surveys, inspections, and assessments in addition to the issuance of the appropriate Certificate or Exemption.</i></p> |   |

### Section 3 – Hourly Rates for chargeable time

The hourly rate for chargeable time shall be:

| Hourly Rate                          | EU €   | US \$  |
|--------------------------------------|--------|--------|
| (a) Administrative Rate (ADR)        | 97.00  | 118.00 |
| (b) Professional Surveyor Rate (PSR) | 195.00 | 236.00 |
| (c) Consultative Rate (COR)          | 244.00 | 297.00 |

*(Note: For guidance only, an exchange rate of US\$1.00 = CI\$0.82 is normally applied when converting between US\$ and CI\$ amounts. This exchange rate is subject to change without notice.*

Where fees are charged on a time expended basis, the hourly rate applied shall be that appropriate to the level at which the work is necessarily carried out, as determined by the Chief Executive Officer, and more than one hourly rate may apply for any survey, service or related activity.

All surveys undertaken by the authority will incur a daily allowance rate of 60CI\$ or €60, when invoiced in CI or € respectively.

## 5. Requests for information outside the Publication Scheme

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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  
Maritime Authority of the Cayman Islands (MACI)  
3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue, 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 - 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: [www.cishipping.com](http://www.cishipping.com) - FOI - Making a Request

## 6 Complaints

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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  
Maritime Authority of the Cayman  
Islands (MACI)  
3<sup>rd</sup> Floor, Government Administration  
Building,  
133 Elgin Avenue,  
George Town

### Mailing address:

Manager, Information - FOI  
Maritime Authority of the  
Cayman Islands (MACI)  
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 - 4pm

Please also see [www.cishipping.com](http://www.cishipping.com) Making a Complaint 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 - Friday, 9:30am - 4:00pm

## 7. Categories of information

- About us
- Finance & Administration
- Decisions & Recommendations
- Strategic Management
- Policies & Procedures
- 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 Financial Services, Commerce and Environment (FS&E).

#### Principal officer and Key staff

Chief Executive Officer: A. Joel Walton

Divisional Heads:

Director of Global Operations: Kenrick Ebanks

Director of Global Safety and Compliance: Greg Evans

#### Information manager

Information Manager: Nicola Moore-Gothár

Designate: Osbert Francis

#### Organisation and functions

As the national maritime administration for the Cayman Islands, the 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 Offices

Head Office – Grand Cayman

European Regional Office – Southampton, U.K.

#### Global Network of Representatives

Representative – Australia

Representative – Brazil

Representative – China

Representative – France

Representative - Germany

Representative – Greece

Representative – Holland

Representative – Hong Kong

Representative – Italy

Representative – Japan

Representative – London

Representative – Phillippines

Representative – Singapore

Representative – U.S.A.

#### 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.

| Name   | Meetings    |
|--|-------------|
| Cayman Islands Ship-owners Advisory Council                  | Annually    |
| Cayman Island Shipowners' Advisory Council – Yacht 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

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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 the Maritime Authority of the Cayman Islands:***

**1. Primary Legislation:**

- (a) The Merchant Shipping Law (2011 Revision)
- (b) The Merchant Shipping (Marine Pollution) Law, 2001
- (c) The Maritime Authority Law (2008 Revision)

**2. Regulation Made Under the Current Merchant Shipping Law and the Current Marine Pollution Law:**

- (a) The Merchant Shipping (Returns of Births and Deaths) Regulations, 2004
- (b) The Merchant Shipping (Classes of Ships) Regulations, 2002
- (c) The Merchant Shipping (Carriage of Packaged Irradiated Nuclear Fuel Etc) (INF Code) Regulations, 2003
- (d) The Merchant Shipping (Certification of Ships' Cooks) Regulations, 2004
- (e) The Merchant Shipping (Classes of Ships) Regulations, 2002
- (f) The Merchant Shipping (Prevention of Collisions and Use of Distress Signals) Regulations, 2003
- (g) The Merchant Shipping (Counting and Registration of Persons on Board Passenger Ships) Regulations, 2002
- (h) The Merchant Shipping (Entry into Dangerous Spaces) Regulations, 2004
- (i) The Merchant Shipping (Registration Fees) Regulations, 2006
- (j) The Merchant Shipping (Guarding Of Machinery and Safety of Electrical Equipment) Regulations, 2004
- (k) The Merchant Shipping (Load Line) Regulations, 2002
- (l) The Merchant Shipping (Certification, Safe Manning, Hours of Work and Watchkeeping) Regulations, 2002
- (m) The Merchant Shipping (Certification, Safe Manning, Hours of Work and Watchkeeping) (Amendment) Regulations 2003
- (n) The Merchant Shipping (Marine Pollution) Regulations, 2004
- (o) The Merchant Shipping (Means of Access) Regulations, 2004
- (p) The Merchant Shipping (Medical Examination) Regulations, 2002
- (q) The Merchant Shipping (Carriage of Nautical Publications) Regulations, 2002
- (r) The Merchant Shipping (Port State Control) Regulations, 2003
- (s) The Merchant Shipping (Registration of Ships) Regulations, 2002
- (t) The Merchant Shipping (Marine Pollution) (Reporting of Incidents Involving Harmful Substances) Regulations, 2004
- (u) The Merchant Shipping (Safety of Navigation) Regulations, 2004

- (v) The Merchant Shipping (Tonnage) Regulations, 2002
- (w) The Merchant Shipping (Vessels in Commercial Use for Sport or Pleasure) Regulations, 2002
- (x) The Merchant Shipping (Pleasure Yachts Carrying Passengers) Regulations 2011

### **3. Regulations Made Under Earlier Merchant Shipping Law and Marine Pollution Law but Retained Under Current Laws:**

- (a) The Merchant Shipping (Control of Pollution by Noxious Liquid Substances in Bulk)(Cayman Islands) Regulations 1988
- (b) The Merchant Shipping (BCH Code) (Cayman Islands) Regulations, 1988
- (c) The Merchant Shipping (IBC Code) (Cayman Islands) Regulations, 1988
- (d) The Merchant Shipping (Crew Accommodation) (Cayman Islands) Regulations, 1988
- (e) The Merchant Shipping (Prevention of Pollution by Garbage) (Cayman Islands) Regulations, 1988
- (f) The Merchant Shipping (Submersible Craft Construction, Equipment and Survey)(Cayman Islands) Regulations 1991
- (g) The Merchant Shipping (Submersible Craft Operations) (Cayman Islands) Regulations, 1991
- (h) The Merchant Shipping (Provisions and Water) (Cayman Islands) Regulations, 1989
- (i) The Merchant Shipping (Repatriation) (Cayman Islands) Regulations, 1989
- (j) The Merchant Shipping (Crew Agreements, List of Crew and Discharge of Seamen) Regulations, 1992

### ***Copies of all other Laws and Regulations available at cost from the Legislative Assembly:***

#### **4. Other Laws:**

- (a) The National Archive and Public Records Law (2007)
- (b) The Freedom of Information Law (2007)
- (c) The Cayman Islands Constitutional Order (2009)
- (d) The Evidence Law (2007 Revision)
- (e) The Electronics Transactions Law (2003 Revision)
- (f) The Limitations Law (1996 Revision)

### **Corporate management**

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.

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 the 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

Records Management file plan (Draft only)

***Copies of these documents will not be available until final.***

### **POLICIES & PROCEDURES**

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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**

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This information is covered under MACI Corporate.

### **LISTS & REGISTERS**

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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**

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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:

#### **Registration**

*Serving both pleasure yachts and commercial shipping interests.*

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.*

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.*

Request for Services

Request for the issue of a Continuous Synopsis Record

Shipping Notices

[http://www.cishipping.com/portal/page?\\_pageid=4362,7342343&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=4362,7342343&_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  
Maritime Authority of the Cayman Islands  
3<sup>rd</sup> Floor, Government Administration Building  
133 Elgin Avenue, George Town

Monday – Thursday, 8.30am – 5pm | Friday, 8.30am - 4pm

All other information can be purchased through the Maritime Authority of the Cayman Islands.

## FREQUENTLY ASKED QUESTIONS

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<http://www.cishipping.com>

[http://www.cishipping.com/portal/page?\\_pageid=4362,7345054&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=4362,7345054&_dad=portal&_schema=PORTAL)

## REGISTRATION

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### **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 24 hours of receipt of all of the forms, required documentation and applicable fees. E-mail [registration@cishipping.com](mailto:registration@cishipping.com) and use fax +1 345 949-8849.

### **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 [registration@cishipping.com](mailto:registration@cishipping.com) and use fax +1 345 949-8849.

### **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 [registration@cishipping.com](mailto:registration@cishipping.com) and use fax +1 345 949-8849.

### **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 +1 345 949-8849 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**

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### **How do I apply for a Cayman Islands Endorsement and what is the supporting documentation that is required?**

See [Applying for an Endorsement](#).

[http://www.cishipping.com/portal/page?\\_pageid=4362,7345639&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=4362,7345639&_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 will take 3 to 5 working days from the day an application has been received.

### **I have a Yachtmaster Offshore/Ocean ticket, can I obtain a Cayman Endorsement?**

We do not issue 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.

### **What documents do I need to submit for an endorsement application?**

Endorsements are only able to be issued for certificates relating directly to the STCW convention. The documents you will need to submit are:

- The completed application form
- 2 photos
- Copies of - COC all pages  
Medical Certificate  
Passport  
GMDSS Certificate if applicable

### **May I obtain a Cayman Seaman's Discharge Book (SDB)?**

Only Seafarers that are employed or have been offered employment on Cayman Islands Vessels can be issued Seaman's Discharge books.  
See Applying for a SDB.

## **Where should I send my completed application for a Cayman Endorsement, Seaman's Discharge Book, Minimum Safety Manning Document or Dispensation?**

Applications can be sent to the following Offices:

- George Town – Grand Cayman
- Fort Lauderdale - USA
- Southampton – UK
- Valbonne – France
- Singapore

Please find addresses under the [Contact Us](#) link at the bottom of the home page.  
Please only send in copies of documents not originals.

## **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.

## **How do I make a payment for a Discharge Book or Endorsement?**

The Credit Card authorization form is to be included with the other copies of documents submitted to one of the offices. It can be found under the [access payment methods](#) link at [www.cishipping.com](http://www.cishipping.com).

## **From which countries are Endorsements and Medicals accepted by the Cayman Islands?**

Please refer to **Shipping Notice 05-2011 (Rev 4)** and the **Manning Policy Manual** for the most up to date lists.

## **IMPLEMENTATION OF THE INTERNATIONAL SHIP AND PORT FACILITY SECURITY CODE**

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### **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 recognised 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 if full. The SSP cannot state "internal audits will be conducted in accordance with ISM Procedure XXX" unless the full procedures 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                                      | Aluminium Alloy Hull                            | GRP / FRP Hull   |
|---|---|--|
| Raised lettering by welding or centre punching. | Raised lettering by welding or centre punching. | 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 [technical.ky@cishipping.com](mailto:technical.ky@cishipping.com) or [technical.uk@cishipping.com](mailto:technical.uk@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**

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### **How can I contact a surveyor?**

Call The Head Office on +1 345 949-8831 or send an e-mail to [survey.ky@cishipping.com](mailto:survey.ky@cishipping.com) or [survey.uk@cishipping.com](mailto:survey.uk@cishipping.com)

### **What if I have an emergency?**

Call The Head Office on +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 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](#):

[http://www.cishipping.com/portal/page?\\_pageid=4362,7343482&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=4362,7343482&_dad=portal&_schema=PORTAL)

### **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 [surveyky@cishipping.com](mailto:surveyky@cishipping.com) or [surveyuk@cushipping.com](mailto:surveyuk@cushipping.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

([https://online.cishipping.com/portal/page?\\_pageid=4362,7343543&\\_dad=portal&\\_schema=PORTAL](https://online.cishipping.com/portal/page?_pageid=4362,7343543&_dad=portal&_schema=PORTAL))

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

([https://online.cishipping.com/portal/page?\\_pageid=4362,7343543&\\_dad=portal&\\_schema=PORTAL](https://online.cishipping.com/portal/page?_pageid=4362,7343543&_dad=portal&_schema=PORTAL))

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**

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### **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=4362,7343419&\\_dad=portal&\\_schema=PORTAL](http://www.cishipping.com/portal/page?_pageid=4362,7343419&_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.



## Ministry of Community Affairs, Youth and Sports

### 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

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#### 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, Youth & Sports to making information available to the public as part of its normal business activities.

The Ministry of Community Affairs, Youth & Sports 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**

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The Ministry of Community Affairs, Youth & Sports will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Community Affairs, Youth & Sports, 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, Youth & Sports (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, Youth & Sports 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, Youth & Sports  
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, Youth & Sports 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, Youth & Sports, is legally required to translate any information, it will do so.

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

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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, Youth & Sports, 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, Youth & Sports, 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 Community Affairs, Youth & Sports, has received your payment.

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

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Information held by the Ministry of Community Affairs, Youth & Sports, that is **not** published under this scheme can be requested in writing to:

Information Manager  
Ministry of Community Affairs, Youth & Sports  
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**

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The Ministry of Community Affairs, Youth & Sports, 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

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

## ABOUT US

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### **Name of Public Authority**

Ministry of Community Affairs, Youth & Sports

### **Minister**

Honourable Osbourne Bodden, 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: 345-244-2424/26

### **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: 345-244-2424/26

## **Information Manager and Deputy**

Debbie-Ann Whittaker – 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: 345-244-2465

Leisa Welcome – Deputy 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: 345-244-2426

## **Organisation and functions**

The purpose of the Ministry of Community Affairs, Youth & Sports, is to provide policy advice and administrative services for the Minister and Cabinet.

The following Departments/Units/Statutory Authorities and Government Owned Companies fall under the ambit of the Ministry of Community Affairs, Youth & Sports:

- Department of Children & Family Services
- Department of Counselling Services
- Needs Assessment Unit
- Children & Youth Services (CAYS) Foundation
- Youth Services Unit
- Department of Sports
- Cayman Islands Cadet Corp.

Each one is a Public Authority by itself and each will maintain their own Publication Scheme.

| <b>Location and hours</b>  | <b>Matters handled</b>  |
|--|---|
| Ministry of Community Affairs, Youth & Sports, 133 Elgin Avenue, George Town<br>P.O. Box 109<br>Grand Cayman, KY1-9000<br>CAYMAN ISLANDS<br>Contact number: 345-244-2424 | Policy and Planning<br>Legislation<br>Administration<br>Human Resource Management<br>Freedom of Information<br>Complaints |



|  |   |
|--|---|
| Hours of Operation: 8:30am – 5:00pm<br>Mondays to Fridays  | Disaster preparation & aftermath<br>Processing of Veterans/Seaman's Ex-Gratia benefits  |
| Ministry of Community Affairs, Youth & Sports - Financial Unit<br>133 Elgin Avenue<br>P.O. Box 109<br>George Town, Grand Cayman<br>CAYMAN ISLANDS<br>Contact number: 345-244-2424<br><br>Hours of Operation: 8:30am – 5:00pm<br>Mondays to Fridays | Accounts Payable<br>Accounts Receivable<br>Preparing Budget<br>Day to Day Operations<br>Processing transfer payments<br>Payroll<br>Capital Projects<br>Equity Injections<br>Executive Assets<br>Processing grants to Non-Governmental Organisations |

### **Boards and Committees**

| <b>Adoption Board</b>  | <b>Meetings</b>         | <b>Minutes</b>  |
|--|-------------------------|---|
| Rosie Whittaker-Myles, Chairman<br>Nicole Hydes, Member<br>Margarita Howell, Member<br>Hon. Mary Lawrence, JP, Member<br>Dr. Marilyn McIntyre, Member<br>Mr. Christopher Russell, Member | Not open to the public. | Please contact Ms. Nicole Carter, Foster Care & Adoptions Coordinator, Department of Children & Family Services |

| <b>Children and Youth Services Foundation (CAYS)</b>  | <b>Meetings</b>  | <b>Minutes</b>   |
|---|--|--|
| <p>Garth Arch, Chairman<br/>Karin Thompson, Director<br/>Jenny Manderson, Director<br/>Darrel Rankine, Director<br/>Dr. Joseph Marzouca, Director<br/>Mr. Christopher Watler, Director<br/>Ms. Shirley Wahler, Director</p> <p>Chief Officer or designate from the Ministry responsible for Youth Rehabilitation<br/>Chief Officer or designate from the Ministry responsible for Youth<br/>Chief Officer or designate from the Ministry responsible for Education<br/>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 month (approximately 12 times a year) at the Government Administration Building. Meetings are not open to the public.</p> | <p>Please contact the Chairman, Mr. Garth Arch</p>           |
| <b>Strategic Sports Advisory Group</b>  | <b>Meetings</b>  | <b>Minutes</b>   |
| <p>Members:</p> <p>Hon. Osbourne Bodden – Chairman, Minister for Sports, (ex officio)<br/>Jennifer Ahearn – Deputy Chairperson, Chief Officer, Minister of Sports, (ex officio)<br/>Joel Francis, Senior Policy Advisor – Ministry of Sports.<br/>Collin Anglin – Director of Sports<br/>Donald McLean – Cayman Islands Olympic Committee<br/>Stran Bodden – Ministry of Tourism<br/>Clive Baker – Ministry of Education<br/>Jonathan Jackson – Ministry of District Administration<br/>Richard Hew – Private Sector<br/>Renard Moxam – Private Sector<br/>Jim Fraser – Parent</p>  | <p>Not open to the public.</p>   | <p>Please contact Mr. Collin Anglin, Director of Sports.</p> |

|  |                         |   |
|--|-------------------------|---|
| <p>Cydonie Mothersill – Athlete</p> <p>Jeffrey Webb – National Sports Association - Football</p> <p>Dalton Watler – National Sports Association - Athletics</p> <p>Derek Haines – National Sports Association Rugby</p> <p>Andrew Moon – National Sports Association - Sailing</p>   |                         |   |
| <b>National Youth Commission</b>   | <b>Meetings</b>         | <b>Minutes</b>  |
| <p>Rev. Donovan Myers (Chair) – Religious Community Rep.</p> <p>Mr. Joel Francis – Ministry of Youth Rep.</p> <p>Ms. Judy Seymour – Department of Counseling Services Rep.</p> <p>Mrs. Linda McField – NGO Youth Service Provider (Girls Brigade)</p> <p>Ms. Madda Whittaker NGO Youth Service Provider (Girls Brigade)</p> <p>Mr. James Myles – Youth Services Unit Rep.</p> <p>Ms. Stephanie Rattan – NGO Youth Service Provider (Rotaract Club)</p> <p>Mr. William Peguero Jr. NGO Youth Service Provider (Leo Club)</p> <p>Mr. Selvin Richardson – Community Rep.</p> <p>Mrs. Arleth Ebanks – Legal Rep.</p> <p>Mrs. Annie-Rose Scott – Sister Island Rep.</p> <p>Four (4) members from Cayman Islands Youth Assembly.</p> | Not open to the public. | Please contact Mr. James Myles, Youth Coordinator – Youth Services Unit |

| <b>Inter-ministerial Committee on Youth</b>  | <b>Meetings</b>         | <b>Minutes</b>   |
|--|-------------------------|--|
| Chief Officer, Ministry of Health, Environment Youth, Sports and Culture.<br>Chief Officer, Ministry of Community Affairs, Gender and Housing.<br>Chief Officer, Ministry of Education, Training and Employment.<br>Chief Officer, Ministry of District Administration, Works, Lands & Agriculture.<br>Chief Officer, Ministry of Finance, Tourism and Development.<br>Chief Officer, Portfolio of Internal and External Affairs.<br>Chief Officer, Portfolio of the Civil Service.<br>Solicitor General, Attorney General's Chambers. | Not open to the public. | Please contact Mr. Joel Francis, Senior Policy Advisor, Ministry of Community Affairs, Youth & Sports. |

#### 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**

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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**

- 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 (2011 Revision)
- Public Service Management Law (2011 Revision)
- Public Management and Finance Law (2010 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)
- Adoption of Children Regulations (2003 Revision)
- Poor Persons (Relief) Law (1997 revision)
- Companies Law (2012 Revision)
- Youth Justice Law (2005 Revision)
- The Children Law (2012 Revision)
- The Children Law Regulations, 2013
- Protection from Domestic Violence Law (2010)
- Cadet Corps. Law (2003)

## **Legislation administered by the Ministry of Community Affairs, Youth & Sports in development; or under review**

- Poor Persons (Relief) Regulations
- Adoption of Children Law, (Amendments)
- Adoption of Children Regulations (Amendments)

## **Corporate management**

- 2014 – 2015 Strategic Policy Statement
- Ministry of Community Affairs, Youth & Sports 2014 Hazard Management Plan
- Ministry of Community Affairs, Youth & Sports 2014 Continuity of Operations Plan

## **FINANCE & ADMINISTRATION**

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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**

- 2015 – 2016 Strategic Policy Statement
- Budget 2014/15 Annual Plan & Estimates for Ministry of Community Affairs, Youth & Sports,

- Budget 2014/15 Annual Budget Statement for Ministry of Community Affairs, Youth & Sports,
- Tendering Instructions for the Ministry of Community Affairs, Youth & Sports
- Purchase Agreements of non-Government organisations
- Purchase and Ownership Agreements of CAYS Foundation

### **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/Statements

### **Human Resources**

- Ministry Job Descriptions
- Directory of Ministry staff
- Performance Agreement Templates
- Job vacancies
- 1<sup>st</sup> September 2012 – 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, Youth & Sports, File Classification Index

## **POLICIES & PROCEDURES**

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### **Draft policies and procedures:**

- Information Management Policy

### **Approved policies and procedures:**

- Overtime, Comp Time/Time-off In-Lieu (TOIL) and Flexible and Additional Hours Policy
- Human Resources Policies and Procedures Manual
- Use of Personal Communication Equipment, Internet Media and Personal Radios in the Workplace
- Complaints Handling Procedures

## **DECISIONS & RECOMMENDATIONS**

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- Assessment Criteria for Seamen's Ex-gratia Benefits

## **LISTS & REGISTERS**

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- 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**

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- Application Form for Caymanian Seamen's Grant
- Application Form for Caymanian Seamen's Grant (Spouse)

# **DISTRICT ADMINISTRATION, TOURISM AND TRANSPORT PUBLICATION SCHEME FOR 2015**

**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 District Administration, Tourism and Transport to making information available to the public as part of its normal business activities.

The Ministry District Administration, Tourism and Transport 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, Tourism and Transport will generally not publish:

- information in draft form;
- information that is not held by the Ministry District Administration, Tourism and Transport 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 District Administration, Tourism and Transport (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.

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<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 are published electronically on the Ministry of DAT&T website and can be downloaded in PDF format.

The FOI Information Manager is Shena Ebanks 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 Shena Ebanks at 949-7900 ext. 2474 or Judy Powery at 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: Shena Ebanks Ministry of District Administration, Tourism and Transport, Box 109, 5<sup>th</sup> Floor, Government Administration Building, 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. 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 Shena Ebanks at 345-949-7900 ext. 2474 email: [shena.ebanks@gov.ky](mailto:shena.ebanks@gov.ky) or direct line 244-2474 or Judy Powery, 244-2419, email [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

The Ministry District Administration, Tourism and Transport 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 District Administration, Tourism and Transport 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, Tourism and Transport strive to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through our 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, Tourism and Transport 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 District Administration, Tourism and Transport has received your payment.

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

Information held by the Ministry of District Administration, Tourism and Transport 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, Shena Ebanks at 345-949-7900 ext. 2474 or her direct line at 244-2474 or Deputy FOI Manager, Judy Powery, 244-2419, or alternatively email [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 Shena Ebanks, FOI Manager, Ministry of District Administration, Tourism and Transport, 5<sup>th</sup> Floor, Government Administration Building, Box 109, George Town, Grand Cayman KY1-9000

## **6. COMPLAINTS**

The Ministry of District Administration, Tourism and Transport 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 Shena Ebanks, 244-2474 direct line or email at [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 Shena Ebanks 244-2474 or email [Shena.ebanks@gov.ky](mailto:Shena.ebanks@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 10727,  
Grand Cayman KY1-1007,  
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
- DAT&T Laws & Regulations
- DAT&T Guidelines
- Board and Committees
- DAT&T Policies & Procedures
- Permits Granted
- Inspections & Recommendations
- List of Information Held

## **ABOUT US**

The Ministry consists of the core ministry office and has responsibility for District Administration, Tourism, and Public Transport.

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,

### **Strategic Management**

The Ministry of DAT&T 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 DAT&T 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 (2012 Revision) and (Regulations 2011 Revision)
- July 2012 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.
- 2013 Pay Schedule Monthly and weekly pay dates for 2013
- 2012 Pay Scales Annual Salary Scale for Salaried Staff - January 2013

**Administration & Human Resource Management**

- Public Service Management Law (2012 Revision) and Personnel Regulations (2011 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants 05-Dec-2007
- Labour Law (1996 Revision)
- Public Holidays Law (2007 Revision)
- Public Service Pensions Law (2011 Revision)

- Public Service Pensions Regulations (2011 Revision)
- Health Insurance Law (2011 Revision)
- The National Honours and Awards Law, 2010

### **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law (2007)
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- National Archives and Public Records Law (2010 Revision)

\*Copies can be obtained upon request from Information Manager

### **Ministry of District Administration, Tourism and Transport**

**Deputy Premier and Minister for District Administration,  
Tourism and Transport**

Hon. Moses Kirkconnell, MLA, JP,

**Chief Officer**

**Mr. Stran Bodden, 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 109, Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2419 **Fax:** (345) 945-1746

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

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

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

### **DAT&T Principle officers**

**Mr. Dalton Walter-Lyons**

Deputy Chief Officer: Tourism

**Mr. Jonathan Jackson**  
Deputy Chief Officer: District Administration

**Mrs. Shena Ebanks**  
Human Resources Manager

**Mrs. Neyka Webster**  
Senior Chief Financial Officer

### **Contact Details**

#### **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 or 2420 **Fax:** (345) 945-1746

### **Public Transport Unit**

**Director: Mr. Durk Banks**

**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:** 946-1323 **Fax:** (345) 949-5801

### **Public Transport Appeals Tribunal Address:**

Mrs. Judy Powery, Secretary to Appeals Tribunal, P.O. Box 109, Ministry of  
DAT&T, Government Administration Building, Grand Cayman KY1-9000



Telephone: 244-2419 or Fax: (345) 945-1746

**Ministry of District Administration, Tourism and Transport  
Information Manager**

**Mrs. Shena Ebanks, 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) 244-2474      **Fax:** (345) 945-1746  
**Email:** , [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky)

**ORGANISATION AND FUNCTIONS**

**RESPONSIBILITIES & FUNCTIONS**

- District Administration
- Department of Tourism
- National Weather Service
- Public Transport Unit
- Sister Islands Sports Office
- Public Transport Appeals Tribunal

**DAT&T LAWS & REGULATIONS**

**LAWS & REGULATIONS**

Ministry of District Administration, Tourism and Transport is regulated by various laws such as:

- Traffic Law (2012 REVISION); The Traffic Law (1999 Revision) Regulations;
- The Public Passenger Vehicles Regulations (1999 Revision);
- The Traffic (Public Transport Appeals Tribunal) Regulations, 2012, The Public Passenger Vehicles (Amendment) Regulations, 2012;
- The Customs (Temporary Provisions) Regulations, 2005;
- Tourism Law (1995 Revision)
- National Archive and Public Records (Regulations) 2007

### **DAT&T GUIDELINES**

- Complaints/Requests Procedure Guidelines
- Guidelines for annual renewal of bus and Taxi license

### **BOARDS AND COMMITTEES**

- |                                     |   |
|-------------------------------------|---|
| • Port Authority                    | • National Tourism  |
| • Airports Authority                | • Management Policy   |
| • Cayman Turtle Farm Ltd.           | • Steering Committee  |
| • Cayman Airways Board              | • National Festival Committee & District Committees         |
| • Hotel Licensing Board             | • Sister Islands Affordable Housing Development Corporation |
| • Miss Cayman Committee             | • Tourism Hospitality Advisory Council                      |
| • Public Transport Board            |   |
| • Public Transport Appeals Tribunal |   |
| • Land & Sea Co-op                  |   |
| • Tourism Attractions Board         |   |
| • Tourism Apprenticeship            |   |
| • Training Programme Council        |   |

### **DAT&T POLICIES & PROCEDURES**

In addition to the laws and regulations listed above the following policies and procedures are used at the Ministry of District Administration, Tourism and Transport.

- Complaints-handling procedure
- Human Resource policies & procedures
- Hurricane Preparedness manual
- Hazardous Materials policy and procedures

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

- Application for bus or taxi operating license
- Employment Application forms
- Complaints Policy & Procedures
- Complaints Report Form
- Freedom of Information - FOI

## **PERMITS GRANTED**

The permits that are granted are: -

- Omni, Tour, Watersports, and School bus
- Limousines
- Taxi

Request for information concerning permits not issued by DAT&T 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 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**

- Public Transport Unit
  - Spontaneous bus and Taxi inspections
  - Annual License inspections on Omni, Tour & School Buses

## **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.<br>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.   |



MINISTRY OF  
EDUCATION, EMPLOYMENT  
& GENDER AFFAIRS  
CAYMAN ISLANDS GOVERNMENT

Government Administration Building Box 108  
133 Elgin Avenue 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 - 2014**

### **Ministry of Education, Employment and Gender Affairs Publication Scheme**

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

**Information Manager: Janet Chisholm**



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## **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**

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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, Employment and Gender Affairs to making information available to the public as part of its normal business activities.

The Ministry of Education, Employment and Gender 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

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The Ministry of Education, Employment and Gender Affairs will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Education, Employment and Gender 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<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, Employment and Gender Affairs 's (or another organization's) commercial interests, or endanger the protection of the environment.

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





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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

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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.



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CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

#### 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, Employment and Gender Affairs

Government Administration Building Box 108

133 Elgin Avenue

Grand Cayman KY1-9000

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.



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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, Employment and Gender Affairs 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, Employment and Gender 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

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

##### Postage costs

The Ministry of Education, Employment and Gender 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 Ministry of Education has received your payment.

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

Information held by the Ministry of Education, Employment and Gender Affairs 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, Employment and Gender 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 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



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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, Employment and Gender Affairs

### **Principal officers [or Key staff]**

[Hon Tara Rivers, MLA](#) – Minister for Education, Employment Gender Affairs

[Mr Christen Suckoo](#) – Acting Chief Officer

[Dr. Tasha Ebanks-Garcia](#) – Deputy Chief Officer (Employment, Training, & Tertiary Education)

[Tammy Ebanks](#) – Acting Deputy Chief Officer (Labour)

[Cetonya Cacho](#) – Acting Deputy Chief Officer (Labour)

[Mrs. Nicola Anderson-Wildman](#) – Chief Financial Officer

[Jo Richards](#) – Senior Manager, Operations (SHRM & Vorporate Services)



MINISTRY OF  
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t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

### **Information Manager**

Mrs. Janet Chisholm

Ministry of Education, Employment and Gender Affairs

133 Elgin Avenue

Grand Cayman KY1-9000

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, Employment and Gender Affairs

Government Administration Building, Box 108

133 Elgin Avenue

Grand Cayman KY1-9000

CAYMAN ISLANDS

t. (345) 244-2417 f. (345) 949-9343

[www.education.gov.ky](http://www.education.gov.ky)



| Location and hours  | Matters handled   |
|---|---|
| <p><b>Ministry of Education, Employment and Gender Affairs</b></p> <p>Government Administration Building<br/>133 Elgin Avenue<br/>Grand Cayman<br/>t. (345) 244-2417 f. (345) 949-9343<br/>www.education.gov.ky</p> <p><b>Mailing Address</b></p> <p>Government Administration Building Box 108<br/>133 Elgin Avenue<br/>Grand Cayman KY1-9000<br/>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><b>Education Quality Assurance Unit</b></p> <p>Government Administration Building<br/>133 Elgin Avenue<br/>Grand Cayman<br/>t. (345) 244-2417 f. (345) 949-9343<br/>www.education.gov.ky</p> <p><b>Mailing Address</b></p> <p>Government Administration Building Box 128<br/>133 Elgin Avenue</p>  | <p>Education Quality Assurance Unit (EQU) is the government body responsible for conducting independent evaluations of Cayman's public and private schools.</p> <p>(This Unit is currently inactive)</p>  |





|   |  |
|---|--|
| <p>Grand Cayman KYI-9000<br/>CAYMAN ISLANDS</p> <p>Hours: 8:30am to 5:00pm, Monday to Friday.</p>   |  |
| <p><b>Department of Education Services</b><br/>Thomas Russell Way,<br/>George Town<br/>Grand Cayman</p> <p><b>Mailing Address</b><br/>PO Box 910 GT<br/>Grand Cayman<br/>CAYMAN ISLANDS</p> <p><b>Hours</b><br/>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>National Workforce Development Agency</b><br/>2nd Floor, Royal Plaza, George Town, Grand Cayman</p> <p><b>Mailing Address</b><br/>Box 2257, Grand Cayman KYI-1107, Cayman Islands</p> <p><b>Hours</b></p>   | <p>National Workforce Development Agency deals with ways of 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</p> |



|  |   |
|--|---|
| 8:30am to 5:00pm, Monday to Friday.  | Caymanians, and assisting small business in various ways.   |
| <b>Department of Labour and Pensions</b><br>Bermuda House, Dr. Roy's Dr, George Town, Grand Cayman<br><br><b>Mailing Address</b><br>Box 2182 GT, Grand Cayman, Cayman Islands<br><br><b>Hours</b><br>8:30am to 5:00pm, Monday to Friday.   | Department of Labour and 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>Gender Affairs Unit</b><br>Government Administration Building<br>133 Elgin Avenue<br>Grand Cayman<br>t. (345) 244-2417 f. (345) 949-9343<br>www.education.gov.ky<br><br><b>Mailing Address</b><br>Government Admin Building<br>George Town<br>Grand Cayman<br>CAYMAN ISLANDS<br><br><b>Hours</b><br>8:30am to 5:00pm, Monday to Friday. | The Gender Affairs<br>The Gender Affairs Unit is the focal point within the Cayman Islands Government to address the issue of gender mainstreaming. Through this Unit, the Ministry provides sector specific gender training, public education efforts, and gender awareness training and analysis and the policies, operations and programmes within our Ministry and other government entities as required. |



|   |  |
|---|--|
| <p><b>Sunrise Adult Training Centre</b><br/>West Bay, Grand Cayman, Cayman Islands</p> <p><b>Mailing Address</b><br/>Box 100WB, Grand Cayman, Cayman Islands</p> <p><b>Hours</b><br/>8:30 to 5:pm, Monday to Friday</p>                                 | <p>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.</p> <p>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.</p> |
| <p><b>Cayman Islands Public Libraries</b><br/>68 Edward Street<br/>George Town, Grand Cayman</p> <p><b>Mailing Address</b><br/>P. O. Box 1172<br/>Grand Cayman, KY1-1102<br/>CAYMAN ISLANDS</p> <p><b>Hours</b><br/>10:00 to 6:pm, Monday to Friday</p> | <p>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</p>   |



### Statutory Authorities:

|   |  |
|---|--|
| <p><b>University College of the Cayman Islands</b><br/>168 Olympic Way<br/>George Town, Grand Cayman</p> <p><b>Mailing Address</b><br/>PO Box 702<br/>Grand Cayman, KY1-1102<br/>CAYMAN ISLANDS</p> <p><b>Location:</b><br/>168 Olympic Way, George Town</p> <p><b>Email:</b><br/><a href="mailto:info@ucci.edu.ky">info@ucci.edu.ky</a> (General Enquiries)<br/><a href="mailto:foi.info@ucci.edu.ky">foi.info@ucci.edu.ky</a> (Freedom of Information)</p> <p><b>Telephone:</b><br/>(345) 623-8224<br/>(866) 460-0730 (Toll-Free from USA)</p> <p><b>Office Hours:</b><br/>8:30 am - 5:00 pm (Monday-Thursday)<br/>8:30 am - 4:30 pm (Friday)</p> | <p>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</p> |
|---|--|



## Boards and committees

### Education Council

| Name  | Meetings                                | Minutes   |
|---|---|---|
| Minister of E,E & GA – Chair                                | Meeting are held monthly, or as needed. | Minutes can be obtained by requesting a copy in writing from the Information Manager at the below address:<br>Information Manager<br>Janet Chisholm<br>Government Administration<br>Building Box 108<br>133 Elgin Avenue Grand<br>Cayman KY1-9000<br>CAYMAN ISLANDS<br>t. (345) 244-2417 f. (345) 949-9343<br>www.education.gov.ky<br>Email: foi.meh@gov.ky |
| Chief Officer of E,E & GA - Deputy Chair                    |   |   |
| Councillor of E,E & GA – Member                             |   |   |
| Chief Education Officer E,E & GA – Member                   |   |   |
| Ms. Debra McLaughlin - Member                               |   |   |
| Mrs. Teresa Tibbetts (Cayman Brac Member Resident) – Member |   |   |
| Mrs. Nola Bodden (Cayman Brac Member Resident) – Member     |   |   |
| Miss. Marzeta Bodden – Member                               |   |   |
| Mrs. Reina Jefferson – Member                               |   |   |
| Mrs. Jacqueline Ebanks – Member                             |   |   |



|   |  |  |
|---|--|--|
| Mr. Woodrow (Woody) Foster – Member   |  |  |
| Mrs. Marjorie Ebanks – Member   |  |  |
| Mrs. Kimberly Kirkconnell - Ministry of<br>Education nominee - Acting Secretary |  |  |

### Frequently asked questions

#### **Q: Which organizations are public authorities covered by the Freedom of Information Law?**

If an organization 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 organization 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 organization 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 e.g., fax, email) to the Ministry of Education, Employment and Gender Affairs ;
- 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, Employment and Gender Affairs 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.

**Q: How do I know if the Ministry of Education, Employment and Gender Affairs 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, Employment and Gender Affairs 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, Employment and Gender Affairs FOI Office?**





MINISTRY OF  
EDUCATION, EMPLOYMENT  
& GENDER AFFAIRS  
CAYMAN ISLANDS GOVERNMENT

Government Administration Building Box 108  
133 Elgin Avenue 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

CAYMAN ISLANDS

t. (345) 244-2417 f. (345) 949-9343

[www.education.gov.ky](http://www.education.gov.ky)

**Q: Will I be able to get any information I want?**

Not always. The Freedom of Information Law recognizes 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?**

You can apply for a scholarship online at [www.education.gov.ky](http://www.education.gov.ky) by selecting the Education tab, then clicking on Scholarships.

**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 overseas, 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:**

I. appeal to the Acting Chief Officer, if not satisfied,



2. appeal to the Information Commissioner who rehears the matter, and if still dissatisfied,
3. appeal by way of judicial review to Grand Court.

## **STRATEGIC MANAGEMENT**

### **Governance**

The following Reports are accessible at: <http://www.education.gov.ky>

- Strategic Plan for Education 2012-2017
- Curriculum Documents
- Early Childhood Care & Education Curriculum
- Public School Calendar
- Approved Education Policies
- The National Curriculum 2008
- Tenders
- Education Documents for Consultation (Home-School Agreement and the Student Code of Conduct)
- Guidance on Effective Writing Instruction: Key Stage I
- Progress in Early Childhood Care and Education (this includes the inspection reports for early years provision)
- National Data Reports
- ESAU (Inspection Reports for Previous Years)
- Governance of Education Services (this is older and can be removed)

### **The following laws and regulations can be accessed from the Cayman Islands Legislative Assembly Office.**

- ✓ Public Management and Finance Law/Financial Regulations (2013 Revision) The Financial Regulations, 2013



- ✓ Public Service Management Law, 2011 HR Law
- ✓ Public Service Management Law (2013 Revision)
- ✓ Freedom of Information Law (Law 10 of 2007)
- ✓ Freedom of Information (General) Regulations 2008

### **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\***

- ✓ Annual Budget Statement
- ✓ Audited Financial statements
- ✓ Annual plan & estimates
- ✓ Purchase Agreements
- ✓ Ownership Agreements



Financial documents can be accessed by contacting the Information Manager at (345) 244-2417.

## **Administration**

### **Human Resource Management Policies and Procedures Manual**

This document 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.edu.recruitment.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



## **LISTS & REGISTERS**

### **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

### **Application Form & Criteria**




#### **Related Links**

- [Scholarships FAQs](#)
- [Education Council Members](#)
- [local scholarships advice letter for applying](#)
- [overseas scholarships advice letter for applying](#)

### **Application Forms & Criteria**

-  [Application for Overseas Scholarship](#)  
Overseas Application period: 15 November 2014 to 31 January 2015.
- 
-  [Application for Overseas TVET Grant](#)
- 
-  [University Costs - 2014-2015 - Template](#)
-  [Medical Form](#)
-



-  [Application For Local Education Grant](#)
- 
-  [Application For Local Scholarship - A Levels](#)
- 
-  [Application For Local Scholarship](#)

Local Application period: 1 Mar to 30 Apr 2015

**Applications must be made online using the link below**

*For more information please contact:*

The Scholarship Secretariat

Ministry of Education

Government Administration Building

P.O. Box 108

133 Elgin Avenue, George Town

Grand Cayman KY1-9000

Telephone: 244-2482 or Email: [scholarships@gov.ky](mailto:scholarships@gov.ky)

**Other Scholarship Opportunities**

The Ministry of Education, Training & Employment also encourages Caymanian Students to apply for other local scholarships as well and information regarding other scholarships will be coming soon.

Links to information about these opportunities will appear below when available.

- **Scholarships**
  - [Local Scholarships](#)
  - [Overseas Scholarships](#)
  - [Education Council](#)
  - [Harry Chisholm Scholarship](#)



- [Gwen Bush Memorial Scholarship](#)
- [Maritime Sector](#)
- [Other Available Scholarships 2015/2016](#)

### 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, National Workforce, National Library, Gender Affairs |

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.





MINISTRY OF  
EDUCATION, EMPLOYMENT  
& GENDER AFFAIRS  
CAYMAN ISLANDS GOVERNMENT

Government Administration Building Box 108  
133 Elgin Avenue Grand Cayman KY1-9000  
CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

Information Manager

Janet Chisholm

Government Administration Building Box 108

133 Elgin Avenue

Grand Cayman KY1-9000

CAYMAN ISLANDS

t. (345) 244-2417 f. (345) 949-9343

[www.education.gov.ky](http://www.education.gov.ky)

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



# Ministry of Finance & Economic Development

## Publication Scheme – 2015

*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
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5. Requests for Information outside the Publication Scheme
6. Complaints
7. Categories of Information
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  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

### 1. About the Publication Scheme

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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 & Economic Development to making information available to the public as part of its normal business activities.

The Ministry of Finance & Economic Development 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.

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

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The Ministry of Finance & Economic Development will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Finance & Economic 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; and
- 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 Finance & Economic Development (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

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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 Ministry of Finance & Economic Development's website: [www.mof.gov.ky](http://www.mof.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.fin@gov.ky](mailto:foi.fin@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, Anne Owens at 345-949-7900 or 345-244-2255 to request information.

Post - All information listed in the Publication Scheme will usually be available in hard copy. Requests may be addressed to: Anne Owens, Information Manager, Ministry of Finance & Economic Development, 3<sup>rd</sup> Floor, 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. Please contact the Information Manager, Anne Owens at 345-949-7900, 345-244-2255 or email at [foi.fin@gov.ky](mailto:foi.fin@gov.ky).

Advice and assistance - If you experience any difficulty identifying the information you want to access, please contact the Information Manager, Anne Owens at 345-949-7900, 345-244-2255 or email at [foi.fin@gov.ky](mailto:foi.fin@gov.ky).

The Ministry of Finance & Economic 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 & Economic Development is legally required to translate any information, it will do so.

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

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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 & Economic 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 \$2.00 per disc.

Postage costs - The Ministry of Finance & Economic Development 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 & Economic Development has received your payment.

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

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Information held by the Ministry of Finance & Economic 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 the Information Manager, Anne Owens at 345-949-7900, 345-244-2255 or by email at [foi.fin@gov.ky](mailto:foi.fin@gov.ky).

Requests can also be addressed to Anne Owens, Information Manager, Ministry of Finance & Economic Development, 3<sup>rd</sup> Floor, Government Administration Building, Elgin Avenue, George Town, Grand Cayman, KY1-9000.

#### **6. Complaints**

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The Ministry of Finance & Economic 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 the Information Manager, Anne Owens at 345-949-7900, 345-244-2205 or by email at [foi.fin@gov.ky](mailto:foi.fin@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 Information Manager, Anne Owens at 345-949-7900, 345-244-2205 or by email at [foi.fin@gov.ky](mailto:foi.fin@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: 345-747-5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of Information**

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

### **About Us**

#### **Name of Public Authority, Location and Contact Information**

Ministry of Finance & Economic Development  
Cayman Islands Government,  
Government Administration Building,  
Box 131  
133 Elgin Avenue, Grand Cayman, KY1-9000, Cayman Islands  
Telephone: 345- 949-7900, 345-244-2205  
Email [foi.fin@gov.ky](mailto:foi.fin@gov.ky)  
Website: [www.mof.gov.ky](http://www.mof.gov.ky)  
Hours of Work: 8:30am to 5:00pm, Monday to Friday.

This Publication Scheme covers the Minister's Office, the Office of the Financial Secretary, the Asset Sharing Review Committee, the Central Tenders Committee, the Risk Management Advisory Committee and the Risk Management Unit.

### Key Staff

- Kenneth Jefferson, JP, Financial Secretary & Chief Officer
- Anne Owens, Senior Assistant Financial Secretary & Information Manager
- Michael Nixon, Senior Assistant Financial Secretary
- Nina Vandine, Chief Financial Officer;
- John Ebanks, Risk Analyst; and
- Sharmene Bush, HR Manager.

### Organization and Functions

The Ministry of Finance & Economic Development is responsible for developing, implementing and maintaining macroeconomic and budgetary policies for the Government. The Authority also manages the Government's finances and exercises supervision and control in all matters relating to the financial affairs of the Cayman Islands.

More information about the nature and scope of the activities of the Ministry of Finance & Economic Development, as well as ownership performance targets and budgetary outputs, is available in the annual budget statement:

<http://www.gov.ky/pls/portal/docs/PAGE/PFEHOME/PUBLICATIONS/2014-2015-BUDGET-DOCUMENTS/ANNUAL-BUDGET-STATEMENTS-2014-15/2014-15-ANNUAL-BUDGET-STATEMENTS.PDF>.

An organizational chart is also available that explains how the Authority fits within the purview of the Governor, Premier and other Cabinet ministers and members:

[http://www.gov.ky/portal/page?\\_pageid=1142,1481310&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1481310&_dad=portal&_schema=PORTAL)

### Boards and Committees

| <b>Central Tenders Committee</b>   | <b>Meetings</b>  | <b>Minutes</b>   |
|--|--|--|
| Nick Freeland, Chairman<br>Lee Ramoon, Member<br>Wanda Ebanks, Member<br>Richard Harris, Member<br>Edward Howard, Member<br>John Thompson, Member<br>Jerry Wood, Member<br>Shanna Saunders-Best, Secretary | Meetings are held on the 3 <sup>rd</sup> Floor of the Government Administration Building on a monthly basis unless otherwise dictated by urgent matters arising. | Minutes of Board 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, |

| Central Tenders Committee | Meetings | Minutes   |
|---------------------------|----------|---|
|                           |          | wherever it is practical to do so, indicating which exemptions apply. |

### **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.

- Public Management and Finance Law (2013 Revision) - <http://www.gazettes.gov.ky>
- Financial Regulations (2010 Revision) - <http://www.gazettes.gov.ky>
- Public Service Management Law (2011 Revision) - <http://www.gazettes.gov.ky>
- Personnel Regulations (2012 Revision) - <http://www.gazettes.gov.ky>
- Freedom of Information Law (2007 Revision) - <http://www.gazettes.gov.ky>

### **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.

- Application for exemption from section 32 - Contact Information Manager
- Application by a Struck-Off Company - Contact Information Manager;
- Struck-Off Company vested in the Financial Secretary - Contact Information Manager;
- Application for the registration of a Not-for-Profit Association - Contact Information Manager
- Payment of Share Transfer Tax - Contact Information Manager;
- Abatement of Share Transfer Tax - Contact Information Manager;
- Application based on no charge in beneficial ownership - Contact Information Manager;
- Application based on natural love and affection - Contact Information Manager;
- Waiver of stamp duty for development in Cayman Brac - Contact Information Manager;
- Waiver on leases - Contact Information Manager;



- Waiver requests from sporting, charitable, cultural, religious or educational associations - Contact Information Manager;
- Deferment of stamp duty - Contact Information Manager;
- Request for waiver/refund of import duty - Contact Information Manager;
- Import duty waivers for ICTA Licensees - Contact Information Manager;
- Application for a bonded warehouse - Contact Information Manager;
- Tender Contracts - <http://www.centaltenders.gov.ky>
- Personal / Human Resource records - Contact Information Manager however access to information restricted to the relevant personnel;
- Official Travel Expenses –  
[http://www.gov.ky/portal/page?\\_pageid=2882,8192931&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=2882,8192931&_dad=portal&_schema=PORTAL) ; and
- Credit Card Expenses -  
[http://www.gov.ky/portal/page?\\_pageid=2882,8266853&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=2882,8266853&_dad=portal&_schema=PORTAL)

### **Policies & Procedures**

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

- Internal Complaints Process - Contact Information Manager
- Human Resource Policy and Procedure Manual - Contact Information Manager
- Business Continuity Plan - Contact Information Manager
- Freedom of Information Guidelines - Contact Information Manager
- Central Tenders Policy & Guidelines - <http://www.centaltenders.gov.ky>
- Corporate Services Unit Guidelines and Procedures Manual - Contact Information Manager

### **Decisions & recommendations**

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

- Minutes of Central Tenders Committee - Contact Information Manager

### **Lists & Registers**

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

- FOI Disclosure Log - Contact Information Manager
- Fixed Asset Register - Contact Information Manager

## **Our Services**

The Authority provides the following services to the Minister for Finance & Economic Development:

- Policy Advice and Ministerial Servicing on issues including all government financial, budgeting and reporting responsibilities as specified under the Public Management and Finance Law (2013 Revision) and the Financial Regulations (2010 Revision); any financial related legislative development; and other general financial matters;
- Governance and Administrative Services to statutory authorities, boards and committees; and
- Administration and Processing of Applications for fee and customs duty waivers; stamp duty abatements and assessments; government civil servants personal loans; approvals under sections 32, 80, 178 and 181 of the Companies law (2009 Revision) and the Government Guaranteed Home Mortgage Scheme.



## Ministry of Financial Services, Commerce & Environment

### 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
  - Organization & Function
  - Boards & Committees
  - 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 Financial Services, Commerce and Environment to making information available to the public as part of its normal business activities.

The Ministry of Financial Services, Commerce and Environment 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 Financial Services, Commerce and Environment will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Financial Services, Commerce and 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.

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 Financial Services, Commerce and Environment (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

You can email us at [foi.mfs@gov.ky](mailto:foi.mfs@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 244-2204 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 Financial Services, Commerce and Environment  
3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P.O. Box 126  
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 244-2204 or send an email to [foi.mfs@gov.ky](mailto:foi.mfs@gov.ky).

The Ministry of Financial Services, Commerce and 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 is legally required. Where the Ministry of Financial Services, Commerce and 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 Ministry of Financial Services, Commerce and Environment 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 Financial Services, Commerce and Environment 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 Financial Services, Commerce and Environment has received your payment.

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

---

Information held by the Ministry of Financial Services, Commerce and Environment that is **not** published under this scheme can be requested in writing to:

Information Manager  
Ministry of Financial Services, Commerce and Environment  
3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P.O. Box 126  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS

Requests for information that are not published under this scheme can also be emailed to us at [foi.mfs@gov.ky](mailto:foi.mfs@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

### **6. Complaints**

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The Ministry of Financial Services, Commerce and 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 us at 244-2204 or send an email to [foi.mfs@gov.ky](mailto:foi.mfs@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 244-2204.

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

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

## ABOUT US

---

### **Name of Public Authority**

Ministry of Financial Services, Commerce and Environment

### **Minister**

Honourable G. Wayne Panton  
5<sup>th</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P. O. Box 126  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Contact numbers: 345-244-8790

### **Principal Officer (Chief Officer)**

Dax Basdeo, PhD., JP  
3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P.O. Box 126  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Contact number: 345-244-2204

### **Information Manager and Designate**

Tamara Y. Ebanks – **Information Manager**

3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town

P.O. Box 126  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Contact number: 345-244-2281

**Angela Mowbray – Information Manager Designate**

3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
P.O. Box 126  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Contact number: 345-244-2204

**Organisation and Functions**

The purpose of the Ministry of Financial Services, Commerce and Environment is to provide policy advice and administrative services for the Minister and Cabinet.

| Location and hours   | Matters handled  |
|--|--|
| Ministry of Financial Services, Commerce and Environment<br>3 <sup>rd</sup> Floor Government Administration Building<br>133 Elgin Avenue, George Town<br>P.O. Box 126<br>Grand Cayman, KY1-9000<br>CAYMAN ISLANDS<br>Contact number: 345-244-2204<br><br>Hours of Operation: 8:30am – 5:00pm<br>Mondays to Fridays | Policy and Planning<br>Legislation<br>Administration<br>Human Resource Management<br>Freedom of Information<br>Complaints<br>Hazard Management<br>Accounts Payable<br>Accounts Receivable<br>Preparing Budget<br>Day to Day Operations<br>Payroll<br>Equity Injections<br>Executive Assets |

**Boards and Committees**

| Board of Directors for the Maritime Authority  |
|--|
| Phillip Barnes – Chairman<br>Bruce Putterill – Deputy Chairman<br>Dennis Hunter – Director<br>James C. Parsons – Director<br>Nicholas Pappadakis – Director<br>Kirkland Nixon – Director<br>John Wolf – Director |



|  |
|--|
| <b>Board of Directors for the Cayman Islands Monetary Authority</b>  |
| George McCarthy – Chairman<br>Linburgh Martin – Deputy Chairman<br>Harry Chisholm – Director<br>Sara Collins – Director<br>Raul Nicholson-Coe – Director<br>William Gilmore – Director<br>Cindy Scotland – <i>Ex-Officio</i> Director  |
| <b>Board of Directors of the Auditors Oversight Authority</b>  |
| Michael Austin – Chairman<br>Paul Anderton – Deputy Chairman<br>Alister Mason – Member<br>Alistair Swarbrick – <i>Ex-Officio</i> Member<br>Kenneth Jefferson – <i>Ex-Officio</i> Member<br>Donald Cockburn – <i>Managing Director</i>  |
| <b>Cayman Islands Stock Exchange Council</b>   |
| Anthony Travers – Chairman<br>Dax Basdeo – Vice Chairman<br>Roisin Carter – Member<br>Barry Smith – Member<br>Canover Watson – Member<br>Sophia Dilbert – Member<br>Mark Lewis – Member<br>Simon Wicker – Member<br>Johann Moxam – Member<br>Valia Theodoraki – <i>Ex-Officio</i> Member |

## STRATEGIC MANAGEMENT

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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**

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

- Personnel Regulations (2012 Revision)
- Public Service Management Law (2011 Revision)
- Public Management and Finance Law (2012 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)
- Banks and Trust Companies Law (2013 Revision)
- Building Societies Law (2010 Revision)
- Companies Law (2012 Revision)
- Companies Management Law (2003 Revision)
- Exempted Limited Partnership Law (2012 Revision)
- Auditors Oversight Law, 2011
- Monetary Authority Law (2011 Revision)
- Mutual Funds Law (2012 Revision)
- Mutual Funds (Fees) Regulations (2012 Revision)
- Partnership Law (2011 Revision)
- Money Laundering Regulations (2013 Revision)

## **Corporate Management**

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

- 2014 – 2015 Strategic Policy Statement
- Ministry of Financial Services, Commerce and Environment's Continuity of Operations Plan

## **FINANCE & ADMINISTRATION**

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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**

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

- 2014 – 2015 Strategic Policy Statement

- Budget 2014/15 Annual Plan & Estimates for Financial Services, Commerce and Environment
- Budget 2014/15 Annual Budget Statement for Financial Services, Commerce and Environment
- 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
- 1<sup>st</sup> September 2012 – Annual Salary Scale for Salaried staff and Hourly Rates for Bi-Weekly Employees
- Ministry's Organisational Chart

### **Information and Technology Management**

- Ministry of Financial Services, Commerce and Environment File Classification Index

## **POLICIES & PROCEDURES**

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

### **Approved policies and procedures**

- Human Resources Policies and Procedures Manual and Workplace Rules
- Internal Accounting Policy
- Credit Card Policy and Expense Claim Form
- Leave Application Policies
- Private Gainful Employment Policy and Request Form
- Overtime/Comp Time Policy
- Internal Complaints Procedures

## **DECISIONS & RECOMMENDATIONS**

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

- Minutes of Heads of Departments Meetings
- Minutes of Staff Meetings

## **LISTS & REGISTERS**

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

- Fixed Asset Register
- Register of Interests
- FOI disclosure log



## MINISTRY of HEALTH, SPORTS, YOUTH and CULTURE

### PUBLICATION SCHEME - 2015

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 Health, Sports, Youth and Culture to making information available to the public as part of its normal business activities.

The Ministry of Health, Sports, Youth 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, Sports, Youth and Culture will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Health, Sports, Youth 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, Sports, Youth and Culture'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.

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

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*.

The Ministry of Health, Sports, Youth and Culture have 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, Sports, Youth and 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, Sports, Youth 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, Sports, Youth 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, Sports, Youth and Culture strive 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, Sports, Youth 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, Sports, Youth and Culture has received your payment.



## 5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

---

Information held by the Ministry of Health, Sports, Youth 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, Sports, Youth and Culture

By mail: Daniell Rattan MBA  
 Compliance Officer & Information Manager  
 Ministry of Health, Sports, Youth and Culture  
 Cayman Islands Government  
 Government Administration Building (5<sup>th</sup> Floor)  
 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

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The Ministry of Health, Sports, Youth and Culture aim 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 website [www.ministryofhealth.gov.ky](http://www.ministryofhealth.gov.ky) 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

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

## ABOUT US

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|   |   |
|---|---|
| <u>Name of Public Authority</u>                 | Ministry of Health, Sports, Youth and Culture |
| <u>Minister for Health</u>                      | Honourable Osbourne Bodden<br>244 - 2372      |
| <u>Principal Officer (Chief Officer)</u>        | Ms. Jennifer Ahearn 244 - 2319                |
| <u>Key Staff</u>                                |   |
| Deputy Chief Officer – Policy and Planning      | Mrs. Nancy Barnard 244 - 2342                 |
| Chief Financial Officer                         | Ms Nellie Pouchie 244 - 3174                  |
| Deputy Chief Financial Officer                  | Vacant 244 - 3176                             |
| Senior Policy Advisor - Youth, Sports & Culture | Mr. Joel Francis 244 - 2322                   |

|                                    |  |            |
|------------------------------------|--|------------|
| Senior Policy Officer – Health     | Ms. Janett Flynn   | 244 - 2374 |
| Administration Officer II – Health | Mrs. Sheila Alvarez  | 244 - 3161 |
| Operations Human Resources Manager | Ms. Marcia Murray  | 244 – 2364 |
| Project Manager (Waste Management) | Mr. Jim Schubert   | 244 - 8618 |
| Information Manager                | Mr. Daniell Rattan   | 244 - 3170 |
| Telephone:                         | (345) 949-7900 extension 2318  |            |
| Facsimile:                         | (345) 949-1790   |            |
| Website:                           | <a href="http://www.ministryofhealth.gov.ky">www.ministryofhealth.gov.ky</a> |            |
| Ministry of Health FOI E-Mail:     | <a href="mailto:foi.mhs@gov.ky">foi.mhs@gov.ky</a>                           |            |

## **ORGANISATION AND FUNCTIONS**

The Ministry of Health, Sports, Youth and Culture was formerly known as the Ministry of Health, Environment, Youth, Sports and Culture. As a result of the general elections in May 2013, a new Government was voted into power and there were changes made to the Ministries and Portfolios with re-allocations of Government departments and Statutory Authorities and Government Companies. The Department of the Environment was removed from this Ministry and the Department of Environmental Health and the Mosquito Research Control Unit was placed under its administration. This Ministry also lost the National Drug Council and CINICO from under its administration. The name of the Ministry was changed accordingly.

The Ministry of Health, Sports, Youth and 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 organised into teams of workers concentrating on specific tasks. There are the Administrative team, the Finance team, the Policy team and the Human Resources team. All of the Ministry's staff are located on the Fifth floor of the new Government Administration Building in George Town. The Finance team deals with budget and monetary matters. They produce the Annual Budgets and make payments on behalf of the Ministry. They pay all invoices from suppliers and for outputs produced 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. The Policy team provides advice to the Minister and 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 Human Resource team deals with recruitment and recording keeping of all personnel files. They provide advice on personnel matters. They also take the lead in organising social activities for the Ministry.

The Ministry is located in the new Government Administration Building. The hours of operation are Monday to Friday from 8.30am to 5.00pm.

Ministry's Physical address is:

Ministry of Health, Sports, Youth and Culture  
5<sup>th</sup>. Floor Government Administration Building  
133 Elgin Avenue, George Town  
Grand Cayman KY1-9000  
Tel (345) 949-7900 ext. 2318  
Fax (345) 949-1790

The Ministry of Health, Sports, Youth 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. Currently the Government Departments that are under the control of Ministry are as follows:-

- 1) Cayman Island Cadet Corp
- 2) Department of Environmental health
- 3) Department of Health Regulatory Services
- 4) Department of Sports
- 5) Mosquito Research and Control Unit
- 6) Youth Services Unit

The Statutory Authorities under the control of the Ministry are as follows:-

- 1) Cayman Islands National Gallery
- 2) Cayman Islands National Museum
- 3) Cayman National Cultural Foundation
- 4) Health Services Authority

The Departments, Statutory Authorities, Boards, Councils and Commissions that are under the umbrella of Ministry are given below.

### **DEPARTMENTS AND STATUTORY AUTHORITIES**

| <b>Location and Hours</b>  | <b>Matters Handled</b>  |
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| <p><b><u>Cayman Islands Health Services Authority</u></b></p> <p><b>Physical Location:</b><br/>#95 Hospital Road<br/>George Town</p> <p><b>Mailing Address:</b><br/>Cayman Islands Health Services<br/>PO Box 915,<br/>Grand Cayman KY1-1103<br/>Cayman Islands</p> <p><b>Telephone No:</b><br/>(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> <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> <li>▪ Overseas Treatment</li> </ul> |
| <p><b><u>National Gallery of the Cayman Islands</u></b></p> <p><b>Physical Location:</b><br/>Esterley Tibbetts Highway</p> <p><b>Mailing Address:</b><br/>National Gallery<br/>P.O. Box 10197<br/>Grand Cayman KY1-1002<br/>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. This mandate is achieved through a variety of activities that aim to reach all members of the Cayman Islands community and the visiting public.</p>   |

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| <p><b><u>Cayman Islands National Museum</u></b></p> <p><b>Physical Location:</b><br/>Harbour Drive<br/>George Town</p> <p><b>Mailing Address:</b><br/>Cayman Islands National Museum<br/>P.O. Box 2189<br/>Grand Cayman KY1-1105<br/>Cayman Islands</p> <p><b>Telephone No:</b><br/>(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><u>Cayman National Cultural Foundation</u></b></p> <p><b>Physical Location:</b><br/>F.J. Harquail Cultural Centre<br/>17 Harquail Drive<br/>George Town</p> <p><b>Mailing Address:</b><br/>Cayman National Cultural Foundation<br/>P.O. Box 30201<br/>Grand Cayman KY1-1201<br/>Cayman Islands</p> <p><b>Telephone No:</b><br/>(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><u>Department of Health Regulatory Services</u></b></p> <p><b>Physical Location:</b><br/>3rd Floor, Government Administration Building, 133 Elgin Avenue,<br/>George Town,<br/>Grand Cayman</p> <p><b>Mailing Address:</b><br/>Department of Health Regulatory Services<br/>P.O. Box 10128<br/>Grand Cayman KY1-1002<br/>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> |

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| <p><b><u>Department of Sports</u></b></p> <p><b>Physical Location:</b><br/>Truman Bodden Sports Complex<br/>Academy Way<br/>George Town</p> <p><b>Mailing Address:</b><br/>Department of Sports<br/>C/o Government Administration Bldg.<br/>Grand Cayman KY1-9000<br/>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 Organisation 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> <li>▪</li> </ul>                             |
| <p><b><u>Cayman Islands Cadet Corps</u></b></p> <p><b>Physical Location:</b><br/>James Manoah Civic Centre,<br/>Bodden Town</p> <p><b>Mailing Address:</b><br/>PO Box 61, Grand Cayman<br/>KY1-1601, CAYMAN ISLANDS</p> <p><b>Telephone No:</b><br/>(345) 946-9810 (George Town)<br/>(345) 948-9824 (Cayman Brac)</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 Corp</li> </ul> |

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| <p><b><u>Department of Environmental Health</u></b></p> <p><b>Physical Location:</b><br/>Cayman Islands Environmental Centre, 580 North Sound Rd, George Town, Grand Cayman</p> <p><b>Mailing Address:</b><br/>Department of Environmental Health<br/>P.O. Box 1820, Grand Cayman, Cayman Islands KY1-1109</p> <p><b>Telephone No:</b><br/>(345) 949-6696 (Grand Cayman)<br/>(345) 948-2321 (Cayman Brac)</p> <p><b>E-Mail</b><br/>dehcustomerservice@gov.ky</p> <p><b>Fax to</b><br/>(345) 949-4503</p>           | <p>The Department of Environmental Health (DEH) protects the public from environmental health related hazards through measures and activities including management of food hygiene and safety, laboratory services, district sanitation and rodent control, engineering and developmental control, solid and hazardous wastes including waste collection, recycling and disposal; and public education and promotion programmes.</p> <p><a href="#"><u>Governing Legislation and Regulation</u></a></p> <p>DEH is regulated by two laws, the Litter Law and the Public Health Law and Regulations. There are no regulations for the Litter Law.</p> <p><a href="#"><u>The Litter Law (1997 Revision)</u></a></p> <p><a href="#"><u>Public Health Law (2002 Revision)</u></a></p> |
| <p><b><u>Mosquito Research and Control Unit</u></b></p> <p><b>Physical Location:</b><br/>Mosquito Research and Control Unit<br/>The Marco Giglioli Building<br/>99 Red Gate Road<br/>The Industrial Park off North Sound Road, Grand Cayman</p> <p><b>Mailing Address:</b><br/>Mosquito Research and Control Unit<br/>PO Box 486<br/>Grand Cayman KY1-1106<br/>The Cayman Islands</p> <p><b>Telephone No:</b><br/>+1 345 949 2557</p> <p><b>Fax</b><br/>+ 1 345 949 8912</p> <p><b>E-mail</b><br/>info@mrcu.ky</p> | <p>The MRCU mission is</p> <p>To suppress mosquito populations so as to minimise discomfort from mosquito biting. To protect residents and visitors from mosquito-borne disease, and thereby enhance the quality of life and promote the economy of the Cayman Islands.</p>  |



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| <p><b><u>Youth Services Unit</u></b></p> <p><b>Physical Location:</b><br/>#6 F&amp;J Plaza<br/>Mary Street<br/>George Town<br/>Grand Cayman</p> <p><b>Mailing Address:</b><br/>Youth Services Unit<br/>c/o Government Admin Building<br/>Grand Cayman KY1-9000<br/>CAYMAN ISLANDS</p> <p><b>Telephone No:</b><br/>(345) 943-1127</p> <p><b>Fax:</b><br/>345) 943-1128</p> <p><b>E-mail</b><br/>W: <a href="http://www.ysu.gov.ky">www.ysu.gov.ky</a></p> | <p>The mission of the Youth Services Unit is to support government and non-government organisations within the Cayman Islands to provide youth programmes and to effectively implement the National Youth Policy.</p> |
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The Board, Committees and Commissions listed below, 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 Boards or Committees.

**CURRENT MEMBERS OF BOARDS, COMMITTEES and COMMISSIONS EXISTING UNDER THE MINISTRY OF HEALTH, SPORTS, YOUTH AND CULTURE**

| <b>Health Services Authority Board of Directors</b>   | <b>Meetings</b>  | <b>Minutes</b>   |
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| <p><b>Members:</b></p> <p>Mr. Jonathan Tibbetts - Chairperson<br/>Dr. Bella Beraha<br/>Mr. Baron Jacob<br/>Ms. Karie Bergstrom - Deputy Chairperson<br/>Ms. Wanda Ebanks<br/>Mr. Kerry Christian<br/>Ms. Andrea Bryan</p> | <p><b>Meetings:</b><br/>Monthly<br/>Not open to the public</p> <p><b>Website:</b><br/><a href="http://www.hsa.ky">www.hsa.ky</a></p> <p><b>Contact:</b><br/>Sharaine Chin (IM)<br/>Angella Berry (D)</p> <p><b>Telephone:</b><br/>(345) 949-8600</p> | <p>Contact<br/>Sharaine Chin<br/><a href="mailto:Sharaine.chin@hsa.ky">Sharaine.chin@hsa.ky</a><br/><a href="mailto:foi@hsa.ky">foi@hsa.ky</a></p> |

| National Gallery of the Cayman Islands Management Board and Trustees   | Meetings   | Minutes   |
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| <p><b>Members:</b><br/> <b><u>Management Board</u></b><br/> Mr. Henry Harford - Chairman<br/> Mr. Martyn Bould<br/> Mr. Carl Brown<br/> Mrs. Ariane Dart<br/> Ms. Lisa Flowers<br/> Mr. John Hurlstone<br/> Mrs. Susan Olde<br/> Mr. Andreas Ugland<br/> Mrs. Natalie Coleman – Director NG</p> <p><b><u>Honorary Members</u></b><br/> Mr. Naul Bodden<br/> Mr. Truman Bodden<br/> Mrs. Carol Owen<br/> Mr. Bendel Hyde</p> <p><b><u>Ministry's Representatives</u></b><br/> Hon Osbourne Bodden – Minister for Health, Sports, Youth and Culture (HSY&amp;C)<br/> Jennifer Ahearn – Chief Officer (HSY&amp;C)<br/> Mr. Joel Francis – Rep for Culture (HSY&amp;C)</p> | <p><b>Meetings:</b><br/> Every 6 weeks<br/> Not open to the public<br/> <b>Website:</b><br/> www.nationalgallery.org.ky<br/> <b>Contact:</b><br/> Lise Hurlstone, (IM)<br/> Debra Illes (D)</p> <p><b>Telephone:</b><br/> (345) 945-8111</p> | <p>Contact<br/> Lise Hurlstone,<br/> <a href="mailto:foi@nationalgallery.org.ky">foi@nationalgallery.org.ky</a></p> |
| Cayman Islands National Museum Board of Control and Trustees   | Meetings   | Minutes   |
| <p><b>Members:</b><br/> Mr. Alfonso Wright - Chairman<br/> Mr. Kenneth Bryan<br/> Mrs. Eziethamae Bodden<br/> Mr. Omar McLean – Deputy Chairman<br/> Ms. Anita Ebanks<br/> Mr. Joel Francis – Ministry's Rep<br/> Mrs. Marsha Smith-Scarlett</p> <p><b>Trustees:</b><br/> Ms. Jennifer Ahearn<br/> Mrs. Joy Basdeo, MBE<br/> Mr. Oswald Rankine<br/> Mr. Harwell McCoy Jr.</p>   | <p><b>Meetings:</b><br/> Quarterly<br/> Not open to the public<br/> <b>Website:</b><br/> www.museum.ky<br/> <b>Contact:</b><br/> Doss Solomon (IM)<br/> Maia Muttoo (D)</p> <p><b>Telephone:</b><br/> 949 8368</p>                           | <p>Contact<br/> Solomon, Doss<br/> <a href="mailto:info@museum.ky">info@museum.ky</a></p>                           |

| Cayman National Cultural Foundation  | Meetings  | Minutes   |
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| <b>Members:</b><br>Mr. Martyn Bould - Chairman<br>Mr. Nick Holland<br>Mr. Morgan DaCosta<br>Mrs. Deanna Lookloy<br>Ms. Lorna Reid<br>Ms. Liz Scholefield<br>Henry Mutto -Ex-Officio<br>Marcia Mutto -Ex-Officio  | <b>Meetings:</b><br>Six times per year<br>Not open to the public<br><b>Website:</b><br>www.artscayman.org<br><b>Contact:</b><br>Rita Estevanovich (IM)<br><b>Telephone:</b><br>(345) 949-5477 | Contact<br>IM Rita Estevanovich<br><a href="mailto:cayfest@candw.ky">cayfest@candw.ky</a><br><a href="mailto:foi.ncf@gov.ky">foi.ncf@gov.ky</a><br><a href="mailto:cncf@candw.ky">cncf@candw.ky</a> |
| National Youth Commission  | Meetings  | Minutes   |
| <b>Members:</b><br>Mrs. Jenny Manderson<br>Mr. Richard Christian<br>Mr. Darren Dixon<br>Ms. Cindy Adam<br>Ms. Sherina Christie<br>Pastor Felix Manzanares<br>Ms. Dorothy Scott<br>Ms. Sharon Martin<br>Rev. Donovan Myers<br>Mrs. Claudia Brady<br>Mr. Patrick Beersingh<br>Mr. James Myles<br>Ms. Katherine Whittaker<br>Mr. Luigi Moxam<br>Ms. Laurel Ryan<br>Mr. Lennon Christian<br>Mr. Daryl Rankine<br>Mrs. Joan West-Dacres<br>Mr. Joel Francis<br>Ms. Janett Flynn<br>Ms. Debbie Ann Whittaker | <b>Meetings:</b><br>Monthly<br>Not open to the public<br><b>Website:</b><br>None<br><b>Contact:</b><br>Ms. Katherine Whittaker<br><b>Telephone:</b><br>(345) 946-6151                         | Contact<br>James Myles<br><a href="mailto:foi.yso@gov.ky">foi.yso@gov.ky</a>  |
| Nursing and Midwifery Council  | Meetings  | Minutes   |
| <b>Members:</b><br>Ms. Andria Dilbert - Chairperson<br>Mrs. Marsha Walters-Clark – Deputy Chairperson  | <b>Meetings:</b><br>Monthly<br>Not open to the public<br><b>Website:</b>  | Contact<br>Lyria Josephs (D)<br><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>  |

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| Mrs. Susan Doaks<br>Ms. Donna Pryce<br>Mr. Noel Webb<br>Mrs. Lyria Josephs – Ex Officio (Registrar)   | None<br><b>Contact:</b><br>Lyria Josephs (D)<br><b>Telephone:</b><br>(345) 946-2084  |  |
| <b>Pharmacy Council</b>   | <b>Meetings</b>  | <b>Minutes</b>   |
| <b>Members:</b><br><br>Mr. Donald McLean - Chairperson<br>Ms. Samantha Conolly – Deputy Chairperson<br>Mr. Colin Metford<br>Mr. Hewiston Watler<br>Mr. Courtney Morrison<br>Mrs. Lyria Josephs – Ex Officio (Registrar)   | <b>Meetings:</b><br>Monthly<br>Not open to the public<br><b>Website:</b><br>None<br><b>Contact:</b><br>Lyria Josephs (D)<br><b>Telephone:</b><br>(345) 946-2084        | Contact<br>Lyria Josephs (D)<br><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a> |
| <b>Council for Professions Allied with Medicine</b>   | <b>Meetings</b>  | <b>Minutes</b>   |
| <b>Members:</b><br><br>Dr. Clement Von Kirchenheim - Chairman<br>Mr. Stephen Duval – Deputy Chairman<br>Mr. Kirk Donald<br>Mrs. Lindsay Bridgeman<br>Ms Kathleen Dunne<br>Mrs. Cameil Silvera-McKogg<br>Ms. Satina DaCosta<br>Mrs. Lyria Josephs – Ex Officio (Registrar) | <b>Meetings:</b><br>Monthly<br>Not open to the public<br><b>Website:</b><br>www.dhrs.ky<br><b>Contact:</b><br>Lyria Josephs (D)<br><b>Telephone:</b><br>(345) 946-2084 | Contact<br>Lyria Josephs (D)<br><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a> |
| <b>Medical and Dental Council</b>   | <b>Meetings</b>  | <b>Minutes</b>   |
| <b>Members:</b><br><br>Dr. Darley Solomon - Chairman<br>Dr. Sidney Ebanks - Deputy Chairman<br>Dr. Eugene Foley<br>Dr. Naude Dreyer<br>Mr. Douglass Schofield – Layperson<br>Mrs. Lyria Josephs – Ex Officio (Registrar)  | <b>Meetings:</b><br>Monthly<br>Not open to the public<br><b>Website:</b><br><b>Contact:</b><br>Wilson (IM)<br>Lyria Josephs (D)<br><b>Telephone:</b><br>(345) 946-2084 | Contact<br>Lyria Josephs (D)<br><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a> |

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| <b>Health Insurance Commission Board</b>  | <b>Meetings</b>   | <b>Minutes</b>  |
| <b>Members:</b><br>Mr. Gilbert McLean - Chairperson<br>Ms. Jennifer Ahearn - Ex Officio Deputy Chairperson<br>Dr. Elizabeth McLaughlin - Ex Officio<br>Mr. Mervyn Conolly - Ex Officio<br>Dr. Louis Cona<br>Ms. Letitia Solomon<br>Mr. Richard Harris<br>Mr. Geoffrey Scholefield<br>Mr. Gene DaCosta | <b>Meetings:</b><br>Monthly<br>Not open to the public<br><b>Website:</b><br>www.dhrs.ky<br><b>Contact:</b><br>Lyria Josephs (D)<br><b>Telephone:</b><br>(345) 946-2084                    | Contact<br>Lyria Josephs (D)<br><u><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></u> |
| <b>Health Practice Commission</b>   | <b>Meetings</b>   | <b>Minutes</b>  |
| <b>Members:</b><br>Dr. Ruthlyn Pomares – Chairperson<br>Ms. Andria Dilbert – Deputy Chairperson<br>Ms. Dawn Lewis<br>Mr. Haroon Pandohie<br>Dr. Jemal Khan<br>Dr. Darley Solomon<br>Mr. Donald McLean<br>Dr. Clement Von Kirchenhein<br>Mrs. Lyria Josephs – Ex Officio (Registrar)                   | <b>Meetings:</b><br>Monthly<br>Not open to the public<br><b>Website:</b><br>www.dhrs.ky<br><b>Contact:</b><br>Lyria Josephs (D)<br><b>Telephone:</b><br>(345) 946-2084                    | Contact<br>Lyria Josephs (D)<br><u><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></u> |
| <b>Health Appeals Tribunal</b>  | <b>Meetings</b>   | <b>Minutes</b>  |
| <b>Members:</b><br>Mr. Andrew Moon - Chairman<br>Mr. David Dinner - Deputy Chairman<br>Dr. James Akinwunmi<br>Dr. Sonia Kapoor<br>Dr. Joseph Barefoot<br>Ms. Rebekah Brooks<br>Mrs. Yvette Dilbert<br>Ms. Annie K. Price<br>Mr. Todd Jefferson<br>Mrs. Beverley Manderson<br>Mr. Mark Campbell        | <b>Meetings:</b><br>As required<br>Not open to the public<br><b>Website:</b><br>www.dhrs.ky<br><b>Contact:</b><br>Wilson (IM)<br>Lyria Josephs (D)<br><b>Telephone:</b><br>(345) 946-2084 | Contact<br>Lyria Josephs (D)<br><u><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></u> |

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| <p>Mrs. Faith Gealey-Brown<br/> Dr. Elaine Campbell<br/> Mr. Chad Collins<br/> Ms. Nikita Jackson<br/> Mr. Malcom Eden</p>   |  |  |
| <b>Strategic Sports Advisory Group</b>   | <b>Meetings</b>  | <b>Minutes</b>   |
| <p><b>Members:</b><br/> Hon Osbourne Bodden - Chairman, Minister for Sports, (ex officio)<br/> Jennifer Ahearn – Deputy Chairperson, Chief Officer, Ministry of Sports, (ex officio)<br/> Joel Francis, Senior Policy Advisor Ministry of Sports.<br/> Collin Anglin - Director of Sports<br/> Donald McLean - Cayman Islands Olympic Committee<br/> Stran Bodden - Ministry of Tourism<br/> Clive Baker - Ministry of Education<br/> Johnathon Jackson - Ministry of District Administration<br/> Richard Hew - Private Sector<br/> Renard Moxam - Private Sector<br/> Jim Fraser - Parent<br/> Cydonie Mothersill - Athlete<br/> Jeffrey Webb - National Sports Association – Football<br/> Dalton Watler - National Sports Association – Athletics<br/> Derek Haines - National Sports Association – Rugby<br/> Andrew Moon - National Sports Association – Sailing</p> | <p><b>Meetings:</b><br/> Not open to the public<br/> <b>Website:</b><br/> <a href="http://www.departmentofsports.com">www.departmentofsports.com</a><br/> <b>Contact:</b><br/> Collin Anglin (IM)<br/> Flynn Bush (D)<br/> <b>Telephone:</b><br/> (345) 949-7082</p> | <p>Contact<br/> Collin Anglin<br/> <a href="mailto:foi.dsp@gov.ky">foi.dsp@gov.ky</a></p>  |
| <b>Cayman Isle Cadet Corp Advisory Group</b>   | <b>Meetings</b>  | <b>Minutes</b>   |
| <p>Mr. Andre Mon Desir – Chairman<br/> Ms. Anitta Cornish – Vice Chairperson<br/> Lieutenant Colonel Bobbeth O'Garro – Member (Commandant)<br/> Ricardo Henry – Member (Training Officer)<br/> Mrs. Sheila Alvarez - Member</p>  | <p><b>Meetings:</b><br/> Not open to the public<br/> <b>Website:</b><br/> <a href="http://www.cicadetcors.ky">www.cicadetcors.ky</a><br/> <b>Contact:</b><br/> Bobeth O'Garro (IM)<br/> (345) 946-9810</p>   | <p>Contact<br/> Bobeth O'Garro<br/> <a href="mailto:foi.cad@gov.ky">foi.cad@gov.ky</a></p> |

| National Youth Commission  | Meetings   | Minutes   |
|--|--|---|
| <p>Rev. Donovan Myers (Chair) – Religious Community Rep</p> <p>Mr. Joel Francis – Ministry of Youth Rep</p> <p>Ms Judy Seymour - Ministry of Community Services/Counselling Rep</p> <p>Mrs. Linda McField - NGO Youth service provider (Girls Brigade)</p> <p>Ms. Madda Whittaker - NGO Youth service provider (Girls Brigade)</p> <p>Mr. James Myles – Youth Services Unit Rep</p> <p>Ms. Stephanie Rattan - NGO Youth service provider (Rotaract Club)</p> <p>Mr. William Peguero Jr. - NGO Youth service provider (Leo Club)</p> <p>Mr. Selvin Richardson – Community Rep</p> <p>Mrs. Arleth Ebanks – Legal Rep</p> <p>Mrs. Annie-Rose Scott – Sister Island Rep</p> <p>Four (4) members from CI Youth Assembly</p> | <p><b>Meetings:</b><br/>Not open to the public</p> <p><b>Website:</b><br/>www.ysu.gov.k</p> <p><b>Contact:</b><br/>James Myles<br/>943 - 1127</p>  | <p>Contact<br/>James Myles<br/><a href="mailto:foi.ysu@gov.ky">foi.ysu@gov.ky</a></p>       |
| Mental health Commission   | Meetings   | Minutes   |
| <p>Dr. Marc Lockhart - Chair</p> <p>Mrs Taylor Burrowes Nixon - Deputy Chair</p> <p>Mr Oliveira Watler - Deputy Chair</p> <p>Ms Kimberly Voaden</p> <p>Mrs Julene Banks</p> <p>Dr. Blanca Bolea-Alamanac</p> <p>Ms Nellie Mae Walker</p> <p>Ms Faylene Ebanks-Suckoo</p> <p>Pastor Dale Forbes</p>   | <p><b>Meetings:</b><br/>As required<br/>Not open to the public</p> <p><b>Website:</b><br/>www.dhrs.ky</p> <p><b>Contact:</b><br/>Wilson (IM)<br/>Lyria Josephs (D)</p> <p><b>Telephone:</b><br/>(345) 946-2084</p> | <p>Contact<br/>Lyria Josephs (D)<br/><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></p> |

## **FREQUENTLY ASKED QUESTIONS**

### ***Who leads the Government Departments are under the Ministry of Health?***

The government departments under the Ministry are led by the following individuals.

- 1) Department of Health Regulatory Services – HOD Mr. Mervyn Conolly
- 2) Department of Environmental Health – HOD Mr. Roydell Carter
- 3) Department of Sports – HOD Mr. Collin Anglin

- 4) The Youth Services Unit – HOD Ms. Katherine Whittaker
- 5) The Cayman Islands Cadet Corp – HOD Mrs. Bobeth O'Garro
- 6) Mosquito Research and Control Unit – HOD Dr. William Petrie

***Who are the leaders of the Statutory Authorities and Government Companies under the Ministry of Health?***

The following individuals lead the Statutory Authorities and Government Companies under the Ministry:

- 1) The Health Services Authority – CEO Ms. Lizzette Yearwood
- 2) The National Museum – Director Ms. Ms. Margaret Leshikar-Denton
- 3) The National Gallery – Director Mrs. Natalie Urquhart
- 4) The Cayman National Cultural Foundation – Director Mrs Marcia Muttoo

***Who are the officers assigned to the various areas under the Ministry?***

Policy officers are assigned to different subject areas. They are as follows:

- 1) Ms. Janett Flynn – Senior Policy Advisor for Health (Health Services Authority)
- 2) Mrs. Alvarez – Administrative Officer II for Health (H.S.A), Mosquito Research and Control Unit (MRCU) and Department of Environmental Health. (DEH).
- 3) Mr. Joel Francis – Senior Policy Advisor for Youth, Sports and Culture. (Department of Sports, Youth Services Unit, Cayman Islands National Gallery, Cayman Islands National Museum and the Cayman National Cultural Foundation)

***What are the current and proposed Laws that the Ministry is working on in 2014/15 Financial year?***

The Ministry is currently working on the Pharmacy Law and Regulations, the Health Practice Law and Regulations, the Mental Health Law and Regulations and the Mental Health Commissions Law. 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 pay for my health insurance, whom can I contact?***

You may contact the Health Insurance Commission located at the Department of Health Regulatory Services, 946-2084

***What is the name of the governing body which regulates the practice of Health Practitioners in the Cayman 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 because of my age or health, 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**

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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, Government Company, Commissions and Councils 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 2011 Revision
- Personnel Regulations 2012 Revision
- Freedom of Information law 2007
- FOI Regulations 2008
- Public Management & Finance Law (2013 Revision)
- Financial Regulations 2010 Revision

## **Corporate management**

The Ministry uses Laws, several documents, policy guidance, and meetings to manage its business activities. It uses the Attorney General's office for legal advice and also uses the services of consultants for expert research and advice.

### 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; 2011-12, 2012-13,  
2013 - 14

#### 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

HR Audits of all the Government under the Ministry, namely:

- Cayman Islands Cadet Corp
- Department of the Environment
- Department of Health Regulatory Services
- Department of Sports
- Ministry of Health – Administration
- Youth Services Unit

#### Office of the Complaints Commissioner

Report on Own Motion on proper disposal of Electronic Data Storage Devices

#### Performance evaluations

The Government introduced a new format for Performance Evaluation for staff that started from November 1st 2012. All staff had signed off on their Performance Agreement with their supervisors at end of October 2012 and was evaluated in September of 2013. New Performance Agreement was signed in September for the year beginning on October 13 and evaluation will be done by September 2014.

#### 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; 2012, 2013, 2014

#### Meetings

Senior staff of the Ministry's Administration is scheduled to meet every Wednesday for a Post Cabinet meeting with the Minister.

Heads of Departments meetings with the Minister are held on a quarterly basis.

Boards, Committees and Councils meet monthly, or every six weeks, or every two months or every quarter, or and as needed.

#### **FINANCE & ADMINISTRATION**

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The Ministry of Health, Sports, Youth and Culture administers this Authority's internal functions and managing its resources efficiently and effectively. It includes the management of financial matters which is administered by the Finance Unit that is headed by the Chief Financial Officer who works 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. Both the Higher Executive Officer and the HR Manager also report directly to the Chief Officer. It also manages information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- The Public Management and Finance Law 2013 Revision
- The Public Management Finance Regulations 2010 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**

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- 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
- Sick Leave Policy

## **DECISIONS & RECOMMENDATIONS**

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Information dealing with 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 Minister also gets 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 the Health Services Authority 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
- Mental health Law and Regulation
- Mental Health Commission Law

### *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
- Mental Health Commissions Law

## **LISTS & REGISTERS**

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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 in Time Recording System (TRS)
- 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

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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, Sports, Youth and Culture are 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, Sports, Youth and Culture include: , Department of Environmental Health, Mosquito Research and Control Unit, Youth Services Unit, Department of Sports, Cayman Islands Cadet Corps and the Department of 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, the Cayman Islands National Museum, the National Gallery of the Cayman Islands 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.



## Ministry of Home & Community Affairs (Community Affairs)

### 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

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#### 1. About the Publication Scheme

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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 Home & Community Affairs (Community Affairs) to making information available to the public as part of its normal business activities.

The Ministry of Home & Community Affairs (Community 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**

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The Ministry of Home & Community Affairs (Community Affairs) will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Home & Community Affairs (Community 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<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 Home & Community Affairs (Community Affairs) (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 Home & Community Affairs (Community Affairs) 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:

Acting, Information Manager  
Ministry of Home & Community Affairs (Community Affairs)  
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 Home & Community Affairs (Community 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 Ministry of Home & Community Affairs (Community Affairs), is legally required to translate any information, it will do so.

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

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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 Home & Community Affairs (Community Affairs), 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 Home & Community Affairs (Community 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 Ministry of Home & Community Affairs (Community Affairs), has received your payment.

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

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Information held by the Ministry of Home & Community Affairs (Community Affairs), that is **not** published under this scheme can be requested in writing to:

Acting, Information Manager  
Ministry of Home & Community Affairs (Community Affairs),  
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**

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The Ministry of Home & Community Affairs (Community 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 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

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

## ABOUT US

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### **Name of Public Authority**

Ministry of Home & Community Affairs (Community Affairs)

### **Premier and Minister**

Honourable Alden McLaughlin, 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: 345-244-2455

### **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 Deputy

Debbie-Ann Whittaker – Acting, 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: 345-244-2465

Leisa Welcome – Deputy 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: 345-244-2426

## Organisation and functions

The purpose of the Ministry of Home & Community Affairs (Community Affairs), is to provide policy advice and administrative services for the Minister and Cabinet.

| Location and hours   | Matters handled  |
|--|--|
| Ministry of Home & Community Affairs<br>(Community Affairs), 133 Elgin Avenue,<br>George Town<br>P.O. Box 109<br>Grand Cayman, KY1-9000<br>CAYMAN ISLANDS<br>Contact number: 345-244-2424<br><br>Hours of Operation: 8:30am – 5:00pm<br>Mondays to Fridays | Policy and Planning<br>Legislation<br>Administration<br>Human Resource Management<br>Freedom of Information<br>Complaints<br>Disaster preparation & aftermath<br>Processing of Veterans/Seaman's Ex-Gratia<br>benefits |
| Ministry of Home & Community Affairs<br>(Community Affairs)- Financial Unit<br>133 Elgin Avenue<br>P.O. Box 109<br>George Town, Grand Cayman<br>CAYMAN ISLANDS<br>Contact number: 345-244-2424   | Accounts Payable<br>Accounts Receivable<br>Preparing Budget<br>Day to Day Operations<br>Processing transfer payments<br>Payroll<br>Capital Projects<br>Equity Injections   |

|   |  |
|---|--|
| Hours of Operation: 8:30am – 5:00pm<br>Mondays to Fridays | Executive Assets<br>Processing grants to Non-Governmental<br>Organisations |
|---|--|

### **Boards and Committees**

| <b>Adoption Board</b>  | <b>Meetings</b>  | <b>Minutes</b>                                 |
|--|--|--|
| Rosie Whittaker-Myles, Chairman<br>Nicole Hydes, Member<br>Margarita Howell, Member<br>Hon. Mary Lawrence, JP, Member<br>Dr. Marilyn McIntyre, Member<br>Mr. Christopher Russell, Member   | To be announced  | To be announced                                |
| <b>Children and Youth Services<br/>Foundation (CAYS)</b>   | <b>Meetings</b>  | <b>Minutes</b>                                 |
| <p>Garth Arch, Chairman<br/>Karin Thompson, Director<br/>Jenny Manderson, Director<br/>Darrel Rankine, Director<br/>Dr. Joseph Marzouca, Director<br/>Mr. Christopher Watler, Director<br/>Ms. Shirley Wahler, Director</p> <p>Chief Officer or designate from the<br/>Ministry responsible for Youth<br/>Rehabilitation</p> <p>Chief Officer or designate from the<br/>Ministry responsible for Youth</p> <p>Chief Officer or designate from the<br/>Ministry responsible for Education</p> <p>Director or designate of the<br/>Department of Children &amp; Family<br/>Services</p> <p>Director or designate of the<br/>Department of Counselling Services</p> | The CAYS Foundation<br>meets every month<br>(approximately 12<br>times a year) at the<br>Government<br>Administration<br>Building. Meetings are<br>not open to the public. | Please contact the<br>Chairman, Mr. Garth Arch |

### 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**

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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**

- 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 (2011 Revision)
- Public Service Management Law (2011 Revision)
- Public Management and Finance Law (2010 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)
- Adoption of Children Regulations (2003 Revision)
- Poor Persons (Relief) Law (1997 revision)
- Companies Law (2012 Revision)
- Youth Justice Law (2005 Revision)
- The Children Law (2012 Revision)
- The Children Law Regulations, 2013
- Protection from Domestic Violence Law (2010)

### **Legislation administered by the Ministry of Home & Community Affairs (Community Affairs); in development; or under review**

- Poor Persons (Relief) Regulations
- Adoption of Children Law, (Amendments)
- Adoption of Children Regulations (Amendments)

### **Corporate management**

- 2014 – 2015 Strategic Policy Statement
- Ministry of Community Affairs 2014 Hazard Management Plan
- Ministry of Community Affairs 2014 Continuity of Operations Plan

## **FINANCE & ADMINISTRATION**

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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**

- 2015 – 2016 Strategic Policy Statement
- Budget 2014/15 Annual Plan & Estimates for Ministry of Home & Community Affairs (Community Affairs),
- Budget 2014/15 Annual Budget Statement for Ministry of Home & Community Affairs (Community Affairs),
- Tendering Instructions for the Ministry of Home & Community Affairs (Community Affairs)
- Purchase Agreements of non-Government organisations
- Purchase and Ownership Agreements of CAYS Foundation

### **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/Statements

### **Human Resources**

- Ministry Job Descriptions
- Directory of Ministry staff
- Performance Agreement Templates
- Job vacancies
- 1<sup>st</sup> September 2012 – Annual Salary Scale for Salaried staff and Hourly Rates for Bi-Weekly Employees
- Ministry's Organisational Chart

### **Information and Technology Management**



- Ministry of Home & Community Affairs (Community Affairs), File Classification Index

## **POLICIES & PROCEDURES**

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### **Draft policies and procedures:**

- Information Management Policy

### **Approved policies and procedures:**

- Overtime, Comp Time/Time-off In-Lieu (TOIL) and Flexible and Additional Hours Policy
- Human Resources Policies and Procedures Manual
- Use of Personal Communication Equipment, Internet Media and Personal Radios in the Workplace
- Complaints Handling Procedures

## **DECISIONS & RECOMMENDATIONS**

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- Assessment Criteria for Seamen's Ex-gratia Benefits

## **LISTS & REGISTERS**

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- 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**

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- Application Form for Caymanian Seamen's Grant
- Application Form for Caymanian Seamen's Grant (Spouse)



## Ministry of Home Affairs

### Publication Scheme

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

#### CONTENTS:

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#### 1. About the Publication Scheme

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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 Home Affairs** to making information available to the public as part of its normal business activities.

The **Ministry of Home 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

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The **Ministry of Home Affairs** will generally not publish:

- information in draft form;
- information that is not held by the **Ministry of Home 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 **Ministry of Home 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

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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.mha.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 Deputy Information Manager, Ms Allyson Minus-Phillips at [foi.mha@gov.ky](mailto:foi.mha@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.mha@gov.ky](mailto:foi.mha@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  
Ministry of Home Affairs  
5th Floor, Government Administration Building  
P.O. Box 111  
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 fees. (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.mha.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 Deputy Information Manager at [foi.mha@gov.ky](mailto:foi.mha@gov.ky) or (345) 244-3179.

The **Ministry of Home 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 **Ministry of Home Affairs** is legally required to translate any information, it will do so.

The **Ministry of Home 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 or the Deputy Information Manager at [foi.mha@gov.ky](mailto:foi.mha@gov.ky) or at (345) 244-3179.

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

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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 Home 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 **Ministry of Home 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 **Ministry of Home Affairs** has received your payment.

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

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Information held by the **Ministry of Home Affairs** that is not published under this scheme can be requested by:

1. Writing to the Information Manager, Ministry of Home Affairs, 5<sup>th</sup> Floor, Government Administration Building, P.O. Box 111, Grand Cayman KY1-9000, CAYMAN ISLANDS;

2. Sending an e-mail to the Information Manager or the Deputy Information Manager, Ministry of Home Affairs at [foi.mha@gov.ky](mailto:foi.mha@gov.ky);
3. Dropping into our offices on the 5<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS, or
4. You can also refer online to: <http://www.mha.gov.ky> "*Making a Request.*"

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

## 6. Complaints

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The **Ministry of Home 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 Deputy Information Manager Ms Allyson Minus-Phillips at [foi.mha@gov.ky](mailto:foi.mha@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.mha.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,  
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

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

## ABOUT US

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### **Name of public authority**

MINISTRY OF HOME AFFAIRS

**Principal Officers**

Franz Manderson, Deputy Governor  
Franz.Manderson@gov.ky; 244-2432

Eric Bush, Chief Officer  
Eric.Bush@gov.ky; (345) 244-3179

**Key staff**

Wesley Howell, Deputy Chief Officer – Security & Public Safety Division  
Wesley.Howell@gov.ky; (345) 244-3182

Kathryn Dinspel-Powell, Deputy Chief Officer – Corrections & Rehabilitation 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.mha@gov.ky or (345) 244-3183

Allyson Minus-Phillips, Deputy Information Manager  
foi.mha@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 Ministry of Home Affairs** is primarily responsible for effective and democratic governance for a well-informed populace as well as for national security and public safety. 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:**

Ministry of Home Affairs, 5<sup>th</sup> Floor, Government Administration Building,  
P.O. Box 111, Grand Cayman KY1-9000, CAYMAN ISLANDS  
Phone: (345) 244-3179  
Fax: (345) 946-5453  
E-mail: [foi.mha@gov.ky](mailto:foi.mha@gov.ky)  
Website: [www.mha.gov.ky](http://www.mha.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

## **Cayman Islands Fire Service**

The Fire Department is a hierarchal organization which was established in 1956 as an Airport Fire Service with an Airport Fire Officer in command. In 1980 the role of Chief Fire Officer was established because of the Domestic Service which was formed in 1979 and joined with Aerodrome Service.

The Fire Service is primarily a fire fighting and rescue service. There are currently 3 stations in Grand Cayman, located in West Bay, George Town, and Frank Sound. There is 1 in Cayman Brac and 1 in Little Cayman.

There are 128 personnel employed by the Fire Service. It is the only such service within the Cayman Islands and is called on to deal with a variety of incidents such as aircraft accidents, fires, building collapses, road accidents, situations requiring rescue techniques and fire prevention. The Department plays a role in Hurricane preparedness and actually carries out rescue operations while the storm is in progress, at considerable risk to life and limb.

Website: [www.cifs.gov.ky](http://www.cifs.gov.ky) Telephone: (345)949-2276/ (345)244-3916 Fax: (345) 949-0268



### **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 to facilitate successful re-entry into the community. 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, behaviours & coping skills which lead to offending; and
- Greater acceptance of responsibility and understanding of the impact of their offending behaviour on victims (i.e. increased social responsibility).

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 Superintendent 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

## **Department of Community Rehabilitation**

The Department of Community Rehabilitation (DCR), formerly known as The Probation & Aftercare Unit, 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 help to inform 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 Perpetrators of Domestic Violence, Anger Management, Time to Change, Stress Management and Aftercare/ Through-Care 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

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## **The National Drug Council (NDC)**

The 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 NDC's mandate is to provide policy advice, information, programme development and conduct research in the following key areas:

- Education, in particular in relation to young people
- Prevention
- Treatment & Rehabilitation

The functions of the NDC are as follows:

- 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.

The National Drug Council consists of 13 council members and an office which serves as the secretariat. The current council is comprised of the following members:

|   |  |
|---|--|
| Mrs Dorothy Scott-Crumbley              | Chair of Council                       |
| Mr Rayle Roberts                        | Vice-Chair of Council                  |
| Mrs Jennifer Ahearn                     | Ex-Officio, Ministry of H, E, Y, S & C |
| Mrs Dorine Whittaker                    | Ex-Officio, Ministry of CA             |
| Mrs Mary Rodrigues                      | Ex-Officio, Ministry of E, T & E       |
| Mr Randy Myles                          | Ex-Officio, Minister of Finance (Rep)  |
| Commissioner of Police, Mr David Baines | Ex-Officio, RCIPS                      |
| Mrs Joan West-Dacres                    | Ex-Officio, NDC Coordinator            |
| Dr Mark Lockhart                        | Member, Medical                        |
| Mrs Teresa Echenique-Bowen              | Member, DC Rehabilitation              |
| Ms Esme Watler-Hydes                    | Member, Community                      |
| Chief Magistrate Nova Hall              | Member, Judicial                       |

Website: [www.ndc.ky](http://www.ndc.ky)

E-mail: [info@ndc.ky](mailto:info@ndc.ky)

Telephone: +1 345 949-9000

## **Computer Services Department**

The Computer Services Department (CSD) provides IT business and technical solutions to government agencies, using a full range of technology services in a highly secure environment with redundant features to assure the maximum availability and interoperability of systems, making the most effective use of Government resources.

The department provides:

- IT Server & Network Services
- PC Infrastructure Service & Technical Support
- IT Security Services
- Helpdesk
- IT consulting
- Website Development and Hosting Services
- Database Administration
- Application Development, Support & Upgrades
- Email and Internet Service Provision
- Procurement and Distribution Services

Application Services is responsible for the analysis, design, building, maintenance and procurement of all applications running on government's central network. 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. They work with clients/users to investigate operational requirements and problems, seeing effective business solutions through improvements in information systems, data management, procedures, organization and equipment. They design large and/or complex programs and program modifications using agreed standards and tools, to achieve a well-engineered result for government. They direct and have regular interface with users of all grades throughout Government and Authorities whilst carrying out business or systems analysis, systems design, program development and support, and user training.

The Technical Services team provides Network Management, Network Design, System Management and Analysis Services. This 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 Helpdesk Support, IT customer service, fast and effective information systems fault identification and fault resolution. They respond to all requests from over 2500 users in computer hardware, computer software and data communication and computer software systems government wide.

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, malware protection, storage management, data backup and restoration services. The operations team members are also on call for after-hours IT Support.

Website:

[HTTP://WWW.CSD.GOV.KY/PORTAL/PAGE?\\_PAGEID=2701,1&\\_DAD=PORTAL&\\_SCHEMA=PORTAL](http://www.csd.gov.ky/portal/page?_PAGEID=2701,1&_DAD=PORTAL&_SCHEMA=PORTAL)

Telephone: (345) 949-8277

Helpdesk: (345) 244-2000

### **Cayman Islands London Office (CIGO)**

The Cayman Islands Government Office (CIGO) in London represents the business and political interests of the Cayman Islands in the UK and Europe. It maintains relations and promotes the Cayman Islands with the UK Government, Commonwealth bodies, UK parliamentarians, the European Union and other organizations. It provides policy advice and information to the Cayman Islands Government on events and developments in the UK and Europe. CIGO provides information on the Cayman Islands to individuals, companies and organizations in the UK and Europe, and offers a semi-consular service for Caymanians, particularly students.

### **International Relationships**

#### **European Union and Overseas Countries and Territories Association**

The Association of Overseas Countries and Territories of the European Union was established as a non-profit association in Brussels, Belgium, on 5 March, 2003. As an active member the Cayman Islands participate in OCTA discussions and EU assisted workshops and programs. Along with all OCTA members, the Cayman Islands also endeavor to develop effective working relationships with the EU institutions, its secretariat and other relevant international, multi-lateral and regional organizations.

#### **Foreign and Commonwealth Office**

The CIGO engages in bilateral communication with the FCO to keep the United Kingdom Government informed about relevant developments in the Cayman Islands and to make the Cayman Islands Government aware of the potential implications of UK policies.

#### **United Kingdom Overseas Territories Association**

The UK Overseas Territories formed an association in 1993 to discuss issues of common interest, exchange ideas and promote co-operation between the territories. All UK OT's except Pitcairn are now represented in London; CIGO is actively involved in UKOTA and regularly participates in meetings and functions relevant to the Overseas Territories.

#### **All Party Parliamentary Group for the Cayman Islands**

The All Party Parliamentary Group for the Cayman Islands (APPG) was created to maintain links with the UK Parliament, to help members develop a better understanding of the Cayman Islands and to inform them about developments in the territory. The APPG meets on a regular basis to discuss matters of interest relating to the Cayman Islands and this enables members to actively participate in parliamentary debates which may involve the Cayman Islands or the British Overseas Territories in general. The Group comprises members from both the House of Lords and the Commons, and includes representatives from all three main political parties. Occasionally arrangements are made for a small number of members to visit the Cayman Islands on a fact-finding/familiarization trip.

#### **Friends of Cayman**

The Friends is a group comprising senior and experienced individuals including past Governors and professional business people who have a strong association, knowledge of and interest in the future of the Cayman Islands. In meeting with The Friends the London representative has an opportunity to hear from experts in the business community; it also provides a forum for lively debate and exchange of views. The Friends, with assistance from the London Office, organize networking opportunities and fundraising events where all proceeds go towards supporting local causes in the Cayman Islands.

Address: 6 Arlington Street, London, UK SW1A 1RE

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

Telephone: +44(0) 207 491 7772

E-mail: [info@cigo.co.uk](mailto:info@cigo.co.uk)

Fax: +44 (0) 207 491 7944

### Frequently Asked Questions:

▪ **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, 5<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.

▪ **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
- 2009 Duncan Taylor, CBE
- 2013 Helen Kilpatrick

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 Ministry:

- The Public Management & Finance Law (2012 Revision) & Financial Regulations (2008 Revision)
- The Public Service Management Law (2011 Revision) and Public Service Personnel (Regulations)(2011)
- Public Service Pensions Law (2011 Revision)
- Police Law (2010 Revision) and Regulations (1998)
- 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 (2010 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 (2010 Revision) & Regulations (2007)
- The Freedom of Information Law (2007) & the Freedom of Information (General) Regulations, 2008
- The Freedom of Information (Information Commissioner) Regulations (2008)
- The Freedom of Information Law, 2007 (Commencement) Order (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 Ministry of Home 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 Ministry 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 2008/2009: 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>
- Institute of Public Administration of Canada Report on the Assessment & Treatment of Criminal Offenders in the Cayman Islands see <http://www.pie.gov.ky> *Document Library*
- HM Cayman Islands Prison Service Report – July 2012 (released Feb. 2013)

Please note that full financial accounts for '09/'10 and '10/'011 have been submitted to Audit.

## **FINANCE & ADMINISTRATION**

### **Financial management**

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

- Annual Budget 2013/2014 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.mha.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.mha.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 Ministry of Home Affairs  
5<sup>th</sup> Floor, GAB, 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 Ministry of Home Affairs has grouped its classes of information into broad categories (or functions) which reflect the Ministry'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  
National Security

### **External Affairs**

Diplomatic Relationships  
Refugee matters  
International liaison  
Strategic policy development

### **Departmental Management**

Monitoring and accountability  
Coordination of budgets  
Advising  
Reviews  
HR oversight, support and audit/ monitoring  
Budget coordination  
Planning and reporting  
Law revisions

### **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 Ministry of Home Affairs  
5<sup>th</sup> Floor, Government  
Administration Building, Grand Cayman KY1-9000,  
CAYMAN ISLANDS
- Public Servant's Code of Conduct see <http://www.mha.gov.ky>  
*Freedom of Information/Document Library*
- Complaints-handling procedure see <http://www.mha.gov.ky>  
*About Us/Complaints*

## **DECISIONS AND RECOMMENDATIONS**

- Prisons Inspection Board Report see <http://www.mha.gov.ky>  
Document Library

## **LISTS & REGISTERS**

- FOI disclosure log see <http://www.mha.gov.ky>  
*Freedom of Information/ Disclosure Log*
- List of Awards and Honours see <http://www.mha.gov.ky>  
*Freedom of Information /Document Library*

Please visit our website at <http://www.mha.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:

Ministry of Home 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)



## Ministry of Planning, Lands, Agriculture, Housing & Infrastructure

### Publication Scheme - January 2015

*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

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#### 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 Planning, Lands, Agriculture, Housing & Infrastructure to making information available to the public as part of its normal business activities.

The Ministry of Planning, Lands, Agriculture, Housing & Infrastructure 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**

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The Ministry of Planning, Lands, Agriculture, Housing & Infrastructure 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 Planning, Lands, Agriculture, Housing & Infrastructure (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**

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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 Planning, Lands, Agriculture, Housing & Infrastructure, Government Office Accommodation 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 Planning, Lands, Agriculture, Housing & Infrastructure 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 Planning, Lands, Agriculture, Housing & Infrastructure is legally required to translate any information, it will do so.

## **4. Fees and charges**

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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 Planning, Lands, Agriculture, Housing & Infrastructure 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 Planning, Lands, Agriculture, Housing & Infrastructure 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 Planning, Lands, Agriculture, Housing & Infrastructure has received your payment.

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

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Information held by the Ministry of Planning, Lands, Agriculture, Housing & Infrastructure that is not published under this scheme can be requested in writing please see [www.dawla.gov.ky](http://www.dawla.gov.ky) for more information. Your request will be considered in accordance with the provisions of the FOI Law.

### **6. Complaints**

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The Ministry of Planning, Lands, Agriculture, Housing & Infrastructure 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](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

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

### **ABOUT US**

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

Ministry of Planning, Lands, Agriculture, Housing & Infrastructure.  
Cayman Islands Government

#### **Minister**

Hon. D. Kurt Tibbetts, OBE, JP, MLA  
First Elected Member for George Town

#### **Principal Officer**

Mr. Alan Jones, MRICS, JP  
Chief Officer

#### **Key Staff**

- Mrs. Leyda Nicholson-Makasare - Deputy Chief Officer
- Mr. Tristan Hydes - Deputy Chief Officer
- Mr. Carrol Anthony Cooper - Chief Financial Officer
- Ms. Melinda Montemayor - Chief Human Resource Officer

#### **Information Manager and Designate**

- Mrs. Tanya Vasquez-Ebanks– Information Manager  
Tanya.Vasquez-Ebanks@gov.ky
- Mrs. Leyda Nicholson-Makasare – Information Manager Designate  
Leyda.Nicholson-Makasare@gov.ky

### **Organisation and Functions**

The Ministry of Planning, Lands, Agriculture, Housing & Infrastructure 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 one of 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;

- Planning
- Agriculture
- Lands
- Facilities Management



- Vehicle & Drivers Licencing,
- Electricity Regulatory Authority,
- Vehicle and Equipment Services,
- Information, Communications and Technology Authority,
- National Roads Authority,
- Office of Telecommunications (OFTEL),
- Postal Services,
- Petroleum Inspectorate
- Water Authority
- Sister Islands Affordable Housing
- Civic Centres & Town Halls
- Public Works

**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  |
|---|--|
| <p><b>Ministry of Planning, Lands, Agriculture, Housing &amp; Infrastructure</b></p> <p>Hon. Minister's Office<br/>5<sup>th</sup> Floor Government Administration Building<br/>133 Elgin Avenue, George Town, Grand Cayman</p> <p>8:30 am – 5:00 pm<br/>Monday to Friday</p> <p>Tel: 345-244-2412</p> | <p>Personal Administration for Hon. Minister and Chief Officer<br/>Policy and Planning<br/>Human Resource Management<br/>Finance<br/>Day to Day Operations<br/>Capital Projects<br/>Equity Injections<br/>Executive Assets<br/>Petroleum Inspectorate<br/>Facilities Management<br/>Civic Centre &amp; Town Halls<br/>Freedom of Information Requests<br/>Complaints</p> |

## **Boards and Committees**

The Ministry is responsible for appointing Members and Directors to the following Boards & Committees;

- Animal Welfare Advisory Committee
- Veterinary Board
- Land Surveyors Board
- Water Authority Board
- National Roads Authority
- Electricity Regulatory Authority
- Street Naming & Numbering
- Information & Communications Technology Authority
- Development Control Board
- Electrical Trade Licensing Board of Examiners
- Central Planning Authority
- National Housing Development Trust
- Planning Appeals Tribunal
- Development Plan Tribunal
- Sister Islands Planning Tribunal

## **Frequently Asked Questions**

### **1. What areas of responsibility does your Ministry hold (i.e. Departments, Authorities, Units and Sections that report to this Ministry)?**

- Planning
- Agriculture,
- Lands,
- Facilities Management
- Vehicle & Drivers Licencing,
- Electricity Regulatory Authority,
- Vehicle and Equipment Services,
- Information, Communications and Technology Authority,
- National Roads Authority,
- Office of Telecommunications (OFTEL),
- Postal Services,
- Recreation Parks & Cemeteries Unit
- Petroleum Inspectorate
- Water Authority
- Sister Islands Affordable Housing
- Civic Centres & Town Halls
- Public Works

## **STRATEGIC MANAGEMENT**

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### **Governance**

The work of the Ministry is largely governed by directives obtained through the Governor in Cabinet. The Hon. Minister, 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 (2010 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 Planning, Lands, Agriculture, Housing & Infrastructure – Hurricane Preparedness Plan

L:\DAWLA 2009-2013\Hurricane Preparedness\Ministry DAWLA - Disaster Control plan June 2012.pdf

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**

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The Ministry of Planning'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 244-2476 or email [Carrol.cooper@gov.ky](mailto:Carrol.cooper@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
- Financial Regulations (2008 regulations)

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
- Freedom of Information (General) Regulations (2008)
- Chief Secretary's Code of Practice on Record Management

### **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
- Public Holidays Law (2007 Revision)
- Health Insurance Law (2007 Revision)
- Public Servants Code of Conduct for Civil Servants (December 2007)
- Personnel Regulations (2012 Revision)

## **POLICIES & PROCEDURES**

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The following policies are used or have been created by the Ministry:

- Complaints Policy
- Aggregate Importation Policy (2012 Revision)
- Importation of Heavy Equipment Policy

## **LISTS & REGISTERS**

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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**

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The Ministry of Planning, Lands, Agriculture, Housing & Infrastructure, 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: Planning, Agriculture, Facilities Management, Lands & Survey, Public Works, Vehicle and Equipment Services, Temporary Housing Unit, Vehicle & Drivers Licensing, Petroleum Inspectorate, Postal Services.

The authorities, boards and committees within its remit include: Animal Welfare Advisory Committee, Veterinary Board, Land Surveyors Board, Water Authority, National Roads Authority, Electricity Regulatory Authority, Street Naming & Numbering, Information and Communications Technology Authority, Development Control Board, Electrical Trade Licensing Board of Examiners, Central Planning Authority, National Housing Development Trust, Planning Appeals Tribunal, Development Plan Tribunal, Sister Islands Planning Tribunal.

**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*.

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<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: [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 Drug Council

### **Ministry**

Ministry of Home Affairs

### **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)

Leif Edwards-Best  
Information Manager Designate  
(345) 949-9000  
[operations@ndc.ky](mailto:operations@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 12 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 Scott-Crumbley - Chairman (reappointment)</p> <p>Mr. Rayle Roberts - Vice Chairman (reappointment)</p> <p>Hon Chief Magistrate Nova Hall - Member</p> <p>Dr. Marc Lockhart - Member (reappointment)</p> <p>Mrs. Esme Watler-Hydes - Member</p> <p>Mrs. Teresa Echenique-Bowen - Member (reappointment)</p> <p>Chief Officer, Ministry of Health, Sports, Youth &amp; Culture - Ex-</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> |

|   |  |  |
|---|--|--|
| Officio<br>Chief Officer, Ministry of<br>Community Affairs - Ex-Officio<br>Chief Officer, Ministry of<br>Education, Employment &<br>Gender Affairs - Ex-Officio<br>Minister of Finance & Economic<br>Development (or his<br>representative) - Ex-Officio<br>Commissioner of Police (or his<br>representative) - Ex-Officio<br>National Drug Council<br>Coordinator - Ex-Officio |  |  |
|---|--|--|

## **Frequently asked questions**

### **Who are the Board (Council Members) Members of the National Drug Council?**

Mrs. Dorothy Scott-Crumbley - Chairman (reappointment)

Mr. Rayle Roberts - Vice Chairman (reappointment)

Hon Chief Magistrate Nova Hall - Member

Dr. Marc Lockhart - Member (reappointment)

Mrs. Esme Watler-Hydes - Member

Mrs. Teresa Echenique-Bowen - Member (reappointment)

Chief Officer, Ministry of Health, Sports, Youth & Culture - Ex-Officio

Chief Officer, Ministry of Community Affairs - Ex-Officio

Chief Officer, Ministry of Education, Employment & Gender Affairs - Ex-Officio

Minister of Finance & Economic Development (or his representative) - Ex-Officio

Commissioner of Police (or his representative) - Ex-Officio

National Drug Council Coordinator - Ex-Officio

### **Who is the Staff of the National Drug Council?**

Joan West-Dacres  
Executive Director

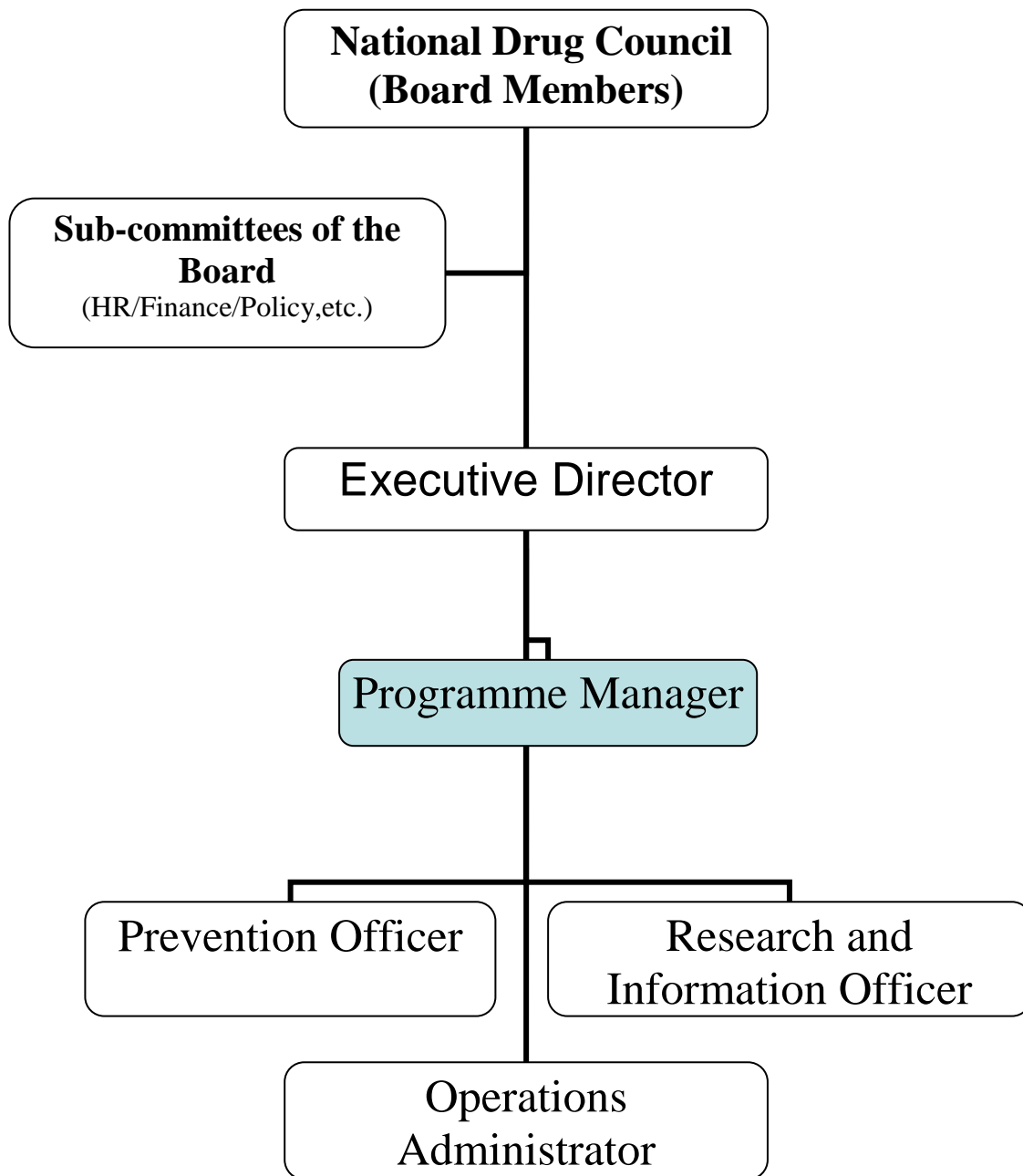
Simon Miller  
Prevention Officer

Brenda Watson  
Programme Manager

Leif Edwards-Best  
Operations Administrator

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?

Annual Salary Scale for Salaried Staff - 1 September 2012

| Grade | Grade Band | PT 1      | PT 2      | PT 3      | PT 4      | PT 5      | PT 6      | PT 7      | PT 8      | PT 9      | PT 10     | PT 11    | PT 12     | PT 13     |
|-------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|
| A     | 1366-1502  | \$160,020 | \$164,016 | \$168,132 | \$172,296 | \$176,628 |           |           |           |           |           |          |           |           |
| B     | 1185-1365  | \$152,304 | \$156,096 | \$160,020 | \$164,016 | \$168,120 | \$172,296 |           |           |           |           |          |           |           |
| C     | 1050-1184  | \$123,348 | \$126,456 | \$129,612 | \$132,852 | \$136,164 | \$139,572 | \$143,064 |           |           |           |          |           |           |
| D     | 870-1049   | \$105,696 | \$108,324 | \$111,036 | \$113,808 | \$116,652 | \$119,568 | \$122,568 | \$125,640 |           |           |          |           |           |
| E     | 775-869    | \$96,372  | \$98,796  | \$101,256 | \$103,800 | \$106,380 | \$109,032 | \$111,780 | \$114,564 | \$117,420 |           |          |           |           |
| F     | 614-774    | \$88,452  | \$90,600  | \$92,940  | \$95,256  | \$97,656  | \$100,092 | \$102,588 | \$105,144 | \$107,760 | \$110,472 |          |           |           |
| G     | 534-613    | \$77,712  | \$79,656  | \$81,660  | \$83,700  | \$85,776  | \$87,948  | \$90,132  | \$92,388  | \$94,680  | \$97,068  | \$99,492 | \$101,976 | \$104,532 |
| H     | 451-533    | \$69,456  | \$71,184  | \$72,984  | \$74,796  | \$76,680  | \$78,600  | \$80,556  | \$82,572  | \$84,624  | \$86,748  | \$88,920 | \$91,140  | \$93,432  |
| I     | 371-450    | \$61,224  | \$62,760  | \$64,332  | \$65,940  | \$67,596  | \$69,276  | \$71,016  | \$72,780  | \$74,604  | \$76,464  | \$78,396 | \$80,340  | \$82,356  |
| J     | 314-370    | \$53,412  | \$54,744  | \$56,112  | \$57,504  | \$58,944  | \$60,420  | \$61,944  | \$63,468  | \$65,064  | \$66,684  | \$68,352 | \$70,056  | \$71,832  |
| K     | 289-313    | \$47,520  | \$48,888  | \$49,944  | \$51,192  | \$52,464  | \$53,772  | \$55,128  | \$56,484  | \$57,900  | \$59,364  | \$60,852 | \$62,352  | \$63,912  |
| L     | 228-288    | \$42,564  | \$43,632  | \$44,712  | \$45,840  | \$46,992  | \$48,156  | \$49,368  | \$50,616  | \$51,852  | \$53,160  | \$54,492 | \$55,860  | \$57,252  |
| M     | 192-227    | \$38,196  | \$39,144  | \$40,140  | \$41,124  | \$42,168  | \$43,224  | \$44,280  | \$45,384  | \$46,548  | \$47,712  | \$48,900 | \$50,124  | \$51,372  |
| N     | 166-191    | \$34,524  | \$35,364  | \$36,252  | \$37,164  | \$38,076  | \$39,048  | \$40,020  | \$41,028  | \$42,024  | \$43,080  | \$44,172 | \$45,276  | \$46,416  |
| O     | 135-165    | \$31,272  | \$32,076  | \$32,880  | \$33,672  | \$34,548  | \$35,376  | \$36,264  | \$37,188  | \$38,112  | \$39,072  | \$40,056 | \$41,064  | \$42,096  |
| P     | 115-134    | \$28,296  | \$28,992  | \$29,724  | \$30,480  | \$31,224  | \$32,004  | \$32,832  | \$33,624  | \$34,464  | \$35,328  | \$36,216 | \$37,116  | \$38,040  |
| Q     | 85-114     | \$25,272  | \$25,896  | \$26,556  | \$27,204  | \$27,900  | \$28,596  | \$29,316  | \$30,048  | \$30,804  | \$31,560  | \$32,352 | \$33,144  | \$33,996  |
| R     | Trainee    | \$17,772  | \$18,228  | \$18,696  | \$19,152  | \$19,632  | \$20,112  | \$20,628  | \$21,144  | \$21,648  | \$22,200  | \$22,752 | \$23,328  | \$23,916  |

Monthly Salary Scale for Salaried Staff - 1 September 2012

| Grade | Grade Band | PT 1     | PT 2     | PT 3     | PT 4     | PT 5     | PT 6     | PT 7     | PT 8     | PT 9    | PT 10   | PT 11   | PT 12   | PT 13   |
|-------|------------|----------|----------|----------|----------|----------|----------|----------|----------|---------|---------|---------|---------|---------|
| A     | 1366-1502  | \$13,335 | \$13,668 | \$14,011 | \$14,358 | \$14,719 |          |          |          |         |         |         |         |         |
| B     | 1185-1365  | \$12,692 | \$13,008 | \$13,335 | \$13,668 | \$14,010 | \$14,358 |          |          |         |         |         |         |         |
| C     | 1050-1184  | \$10,279 | \$10,538 | \$10,801 | \$11,071 | \$11,347 | \$11,631 | \$11,922 |          |         |         |         |         |         |
| D     | 870-1049   | \$8,808  | \$9,027  | \$9,253  | \$9,484  | \$9,721  | \$9,964  | \$10,214 | \$10,470 |         |         |         |         |         |
| E     | 775-869    | \$8,031  | \$8,233  | \$8,438  | \$8,650  | \$8,865  | \$9,086  | \$9,315  | \$9,547  | \$9,785 |         |         |         |         |
| F     | 614-774    | \$7,371  | \$7,555  | \$7,745  | \$7,938  | \$8,138  | \$8,341  | \$8,549  | \$8,762  | \$8,980 | \$9,206 |         |         |         |
| G     | 534-613    | \$6,476  | \$6,638  | \$6,805  | \$6,975  | \$7,148  | \$7,320  | \$7,511  | \$7,699  | \$7,890 | \$8,089 | \$8,291 | \$8,498 | \$8,711 |
| H     | 451-533    | \$5,788  | \$5,932  | \$6,082  | \$6,233  | \$6,390  | \$6,550  | \$6,713  | \$6,881  | \$7,052 | \$7,229 | \$7,410 | \$7,595 | \$7,786 |
| I     | 371-450    | \$5,102  | \$5,230  | \$5,361  | \$5,495  | \$5,633  | \$5,773  | \$5,918  | \$6,065  | \$6,217 | \$6,372 | \$6,533 | \$6,695 | \$6,863 |
| J     | 314-370    | \$4,451  | \$4,562  | \$4,676  | \$4,792  | \$4,912  | \$5,035  | \$5,162  | \$5,289  | \$5,422 | \$5,557 | \$5,696 | \$5,838 | \$5,986 |
| K     | 289-313    | \$3,960  | \$4,074  | \$4,162  | \$4,266  | \$4,372  | \$4,481  | \$4,594  | \$4,707  | \$4,825 | \$4,947 | \$5,071 | \$5,196 | \$5,326 |
| L     | 228-288    | \$3,547  | \$3,636  | \$3,726  | \$3,820  | \$3,916  | \$4,013  | \$4,114  | \$4,218  | \$4,321 | \$4,430 | \$4,541 | \$4,655 | \$4,771 |
| M     | 192-227    | \$3,183  | \$3,262  | \$3,345  | \$3,427  | \$3,514  | \$3,602  | \$3,690  | \$3,782  | \$3,879 | \$3,976 | \$4,075 | \$4,177 | \$4,281 |
| N     | 166-191    | \$2,877  | \$2,947  | \$3,021  | \$3,097  | \$3,173  | \$3,254  | \$3,335  | \$3,419  | \$3,502 | \$3,590 | \$3,681 | \$3,773 | \$3,868 |
| O     | 135-165    | \$2,606  | \$2,673  | \$2,740  | \$2,806  | \$2,879  | \$2,948  | \$3,022  | \$3,099  | \$3,176 | \$3,256 | \$3,338 | \$3,422 | \$3,508 |
| P     | 115-134    | \$2,358  | \$2,416  | \$2,477  | \$2,540  | \$2,602  | \$2,667  | \$2,736  | \$2,802  | \$2,872 | \$2,944 | \$3,018 | \$3,093 | \$3,170 |
| Q     | 85-114     | \$2,106  | \$2,158  | \$2,213  | \$2,267  | \$2,325  | \$2,383  | \$2,443  | \$2,504  | \$2,567 | \$2,630 | \$2,696 | \$2,762 | \$2,833 |
| R     | Trainee    | \$1,481  | \$1,519  | \$1,558  | \$1,596  | \$1,636  | \$1,676  | \$1,719  | \$1,762  | \$1,804 | \$1,850 | \$1,896 | \$1,944 | \$1,993 |

### F Scale

Director

### L Scale

Prevention Officer

### J Scale

Programme Manager

### M Scale

Operations Administrator

### K Scale

Research Officer

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'** fulfils the duties and responsibilities of the National Drugs Co-ordinator as set out in the National Drug Council Law (2003 revision), as the Director.

She assumes responsibility for the day to day administration of the National Drug Council through the Secretariat. She directs the organization to facilitate the implementation of policies and programmes, including those related to National Drug Plans and the realization of tactical goals of the organization.

Mrs. West-Dacres prepares, manages and oversees the annual budget, provides performance based management of the Secretariat staff, acts as an ex-officio member of the Board of Directors, oversees the implementation of research initiatives and development of reports, oversees the development and implementation of approximately 150+ prevention presentations, programmes and initiatives in the schools, community and prisons.

She liaises with and establishes sound working relationships and cooperative arrangements with community groups and organizations. She also provides strategic and policy advice to Chief Officers, Deputy Governor, the Government and Cabinet on relevant matters including: legislative changes, policy development and issues concerning substance use, misuse, abuse that have potential national implications.

**Programme Manager - Brenda Watson** has primary responsibility for the development and oversight of the implementation of comprehensive drug prevention initiatives.

She works with stakeholders to develop and implement drug prevention initiatives, design and implement specific interventions, education and training programmes aimed at reducing the issues of substance use, misuse and abuse.

She coordinates (and delivers) education and training events/programmes and performs various technical tasks related to programmes such as formulating presentations based on statistical survey findings and providing/coordinating server-training programmes (e.g. TIPS).

In addition, she writes press releases and provides public education through various media formats as well as participates in public relations campaigns and media presentations. Mrs.

Watson also provides oversight/supervision to NDC employees and acts in the absence of the Director.

**Prevention Officer – Simon Miller** is primarily responsible for the implementation of drug prevention programmes and initiatives; facilitation of prevention, education, training services to; private and public schools, community groups, parents, private and public agencies, businesses and organisations.

In addition he assists in the programme development/design and implements specific interventions with partner/stakeholder agencies, develops/assists in developing and implementing public information campaigns on the dangers of alcohol. He presents to various groups on the issues related to alcohol and other drugs, bringing greater awareness to substance abuse issues in our communities through direct presentations and media created forums.

In addition Mr. Miller liaises with stakeholder agencies and other organizations involved in reducing the demand for alcohol and other drugs across the Cayman Islands, assists in the development, fieldwork, data analysis and report preparation of research conducted by the NDC, and other everyday operations of the NDC Secretariat.

**Operations Administrator - Leif Edwards-Best** provides financial, human resource (HR) and administrative support to the organization, ensuring the operational effectiveness and efficiency of the NDC.

She assists in the coordination of the work and activities of staff and Council, monitors and controls the NDC's resources and liaises with the organization's stakeholders as necessary. She bears responsibility for the management and maintenance of the records and documents and currently functions as the Deputy Information Manager.

Mrs. Edwards-Best provides support to the budgeting and auditing processes and provision of reports within statutory deadlines and in accordance with prescribed accounting policies, International Public Sector Accounting Standards (IPSAS), the Public Management and Finance Law (2011 Revision), Financial Regulations (2008 Revision), and/or The National Drug Council Law where relevant.

As operations Administrator, Mrs. Edwards-Best conducts expenditure and accounts payable functions, processing of purchase orders, approving purchases and preparing payments for goods and services, invoicing, adjusting journals and financial transactions, making deposits and other bookkeeping/accounting transactions for the NDC, while ensuring expenditures are in accordance with budget plans. In addition, Mrs. Edwards-Best manages payroll functions, including the preparing, reviewing and amending of payroll and payroll changes for all employees whilst ensuring that all accounting and financial systems are properly structured and managed, and that internal controls are followed.

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.





## 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

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#### 1. About the Publication Scheme

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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 (NGCI) 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; and
- regularly review and update the information made available under this scheme.

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

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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; and
- 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.

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**

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<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. Where information is available online, corresponding links 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, or if you are still having trouble locating information listed under our scheme, please contact Lise Hurlstone on [foi@nationalgallery.org.ky](mailto:foi@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 Lise Hurlstone at [foi@nationalgallery.org.ky](mailto:foi@nationalgallery.org.ky) to request information if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call +1 (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:

Lise Hurlstone, National Gallery of the Cayman Islands  
P.O. Box 10197  
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 Lise Hurlstone at [foi@nationalgallery.org.ky](mailto:foi@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**

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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.

##### Reproduction costs

All prices are in Cayman Islands dollars. 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**

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Information held by the National Gallery of the Cayman Islands that is not published under this scheme can be *requested in writing* by e-mailing [foi@nationalgallery.org.ky](mailto:foi@nationalgallery.org.ky). Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

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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

Lise Hurlstone, National Gallery of the Cayman Islands  
P.O. Box 10197  
Grand Cayman, KY1-1002  
CAYMAN ISLANDS  
+1 345 945 8111

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 document (see *Section 7: Categories 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 C  
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

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

## ABOUT US

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### Name of public authority

National Gallery of the Cayman Islands

**Ministry**

Ministry of Health, Sports, Youth & Culture

**Chief Officer**

Jennifer Ahearn, Chief Officer  
Ministry of Health, Sports, Youth & Culture  
3<sup>rd</sup> Floor, Government Administration Building,  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

**Principal Officer**

Natalie Urquhart, Director  
National Gallery of the Cayman Islands  
Esterley Tibbetts Highway (Harquail Bypass)  
P.O. Box 10197  
Grand Cayman KY1-1002  
CAYMAN ISLANDS  
Email: [director@nationalgallery.org.ky](mailto:director@nationalgallery.org.ky)  
Telephone: +1 345 945 8111

**Information Manager**

Lise Hurlstone, Information Officer  
National Gallery of the Cayman Islands  
Esterley Tibbetts Highway (Harquail Bypass)  
P.O. Box 10197  
Grand Cayman KY1-1002  
CAYMAN ISLANDS  
Email: [foi@nationalgallery.org.ky](mailto:foi@nationalgallery.org.ky)  
Telephone: +1 345 945 8111

**Information Manager Designate**

Debra Illes, Operations & Facilities Manager  
National Gallery of the Cayman Islands  
Esterley Tibbetts Highway (Harquail Bypass)  
P.O. Box 10197  
Grand Cayman KY1-1002  
CAYMAN ISLANDS  
Email: [operations@nationalgallery.org.ky](mailto:operations@nationalgallery.org.ky)  
Telephone: +1 345 945 8111

**National Gallery mailing address**

National Gallery of the Cayman Islands  
P.O. Box 10197  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

**Telephone**

+1 345 945 8111

**Fax**

+1 345 945 7103

**Email**

[foi@nationalgallery.org.ky](mailto:foi@nationalgallery.org.ky)

**Freedom of Information website**

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

**National Gallery website**

[www.nationalgallery.org.ky](http://www.nationalgallery.org.ky)

**Staff List**

Director

Natalie Urquhart

Operations and Facilities Manager  
 Communications & Public Engagement Manager  
 Events Manager  
 Education Coordinator  
 Information & Development Officer  
 Senior Administrative Assistant  
 Deutsche Bank Intern  
 Events Intern

Debra Illes  
 Kaitlyn Elphinstone  
 Meegan Ebanks  
 Kerwin Ebanks  
 Lise Hurlstone  
 Ivanna Powery  
 Lyle Anderton  
 Kieshona Brown

## Organisation and functions

Per the National Gallery Law (1999), the purposes of the National Gallery shall be:

- a. to serve as an art gallery for the Islands and to establish in the Islands a national collection of works of art;
- b. to promote and encourage the practice of the visual arts of and in the Islands and to increase knowledge and appreciation of the visual arts; and
- c. to enable the interaction between the visual arts and other forms of art.

The mission of The National Gallery of the Cayman Islands is to promote the appreciation and practice of the visual arts (of and in the Cayman Islands).

| Location and hours  | Matters handled   |
|---|---|
| <p>National Gallery of the Cayman Islands Esterley Tibbetts Highway (Harquail Bypass)<br/>           Grand Cayman, Cayman Islands</p> <p>Exhibition Halls<br/>           10:00 AM – 5:00 PM, Monday – Friday<br/>           10:00 AM – 3:00 PM, Saturday</p> <p>Telephone: +1 345 945 8111<br/>           Fax: +1 345 945 7103<br/>           Email: <a href="mailto:info@nationalgallery.org.ky">info@nationalgallery.org.ky</a></p> | <p>The Gallery exhibition halls and Gift Shop are open to the public.</p>   |
| <p>Administrative Offices<br/>           8:30 AM – 5:00 PM, Monday – Friday</p> <p>Telephone: +1 345 945 8111<br/>           Fax: +1 345 945 7103<br/>           Email: <a href="mailto:info@nationalgallery.org.ky">info@nationalgallery.org.ky</a></p>  | <p>NGCI serves to promote the appreciation and practice of the visual arts, of and in the Cayman Islands and to encourage dialogue relating to cultural heritage, national identity, Caymanian history and the history of art. This mandate is achieved through a variety of activities that aim to reach all members of the Cayman Islands community and the visiting public, including art collections development, outreach art instruction programming, educational programmes, exhibitions of artwork by local and</p> |

|  |   |
|--|---|
|  | international artists, youth programmes, public events, instructional workshops, teacher training, school collaborations, and educational lectures and library services. Each of these activities is managed and operated through our administrative offices. |
|--|---|

### Boards and committees

In 2013 the National Gallery engaged in a strategic planning exercise. To facilitate this exercise the Gallery established committees made up of board members, staff, and external stakeholders, which could focus on its various priority areas during planning meetings. As the strategic planning exercise has come to a close, the committees are currently frozen, though will be restructured in May 2014 to adapt to the emerging needs of NGCI. The management board remains active and meets regularly to oversee the functioning of the Gallery.

| National Gallery Management Board/<br>Trustees  | Meetings   | Minutes  |
|---|--|--|
| <b>Management Board:</b><br>Mr Henry Harford (Chairman)<br><i>Mrs Leslie Bergstrom*</i><br><i>Mr Truman Bodden OBE*</i><br>Mr Martyn Bould MBE<br>Mr Carl Brown<br>Mrs Ariane Dart<br>Mrs Lisa Flowers<br>Mr John Hurlstone<br>Mrs Susan Olde OBE<br>Mr Andreas Ugland<br><i>Mrs Jennifer Woodford*</i><br><br><b>Honorary Members:</b><br>Naul Bodden<br>The estate of Helen Harquail OBE<br>Bendel Hydes<br>Carol Owen OBE<br><br><b>Land Trustees:</b><br>Carson Ebanks<br>The estate of Helen Harquail OBE<br>Carol Owen OBE<br><br><i>* – pending approval from Cabinet.</i> | Meetings are held on a quarterly basis and are closed to the public. | Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses). |
| National Gallery Operations &<br>Facilities Committee   | Meetings   | Minutes  |

|  |   |  |
|--|---|--|
| Debra Illes<br>Martyn Bould MBE<br>Kaitlyn Elphinstone<br>John Hurlstone<br>Jeremy Superfine (guest) | Meetings are held on an as needed basis and are closed to the public. | Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses). |
| <b>National Gallery Education Committee</b>  | <b>Meetings</b>   | <b>Minutes</b>   |
| Truman Bodden<br>Ariane Dart<br>Jennifer Woodford<br>Ginny Copley<br>Emé Paschalides (guest)         | Meetings are held on an as needed basis and are closed to the public. | Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses). |
| <b>National Gallery Exhibitions &amp; Collections Committee</b>                                      | <b>Meetings</b>   | <b>Minutes</b>   |
| Leslie Bergstrom<br>Ariane Dart<br>Lisa Flowers<br>John Hurlstone<br>Susan Olde<br>Jennifer Woodford | Meetings are held on an as needed basis and are closed to the public. | Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses). |
| <b>National Gallery Finance &amp; Business Committee</b>   | <b>Meetings</b>   | <b>Minutes</b>   |
| Henry Harford<br>Truman Bodden<br>Lauren Christie (guest)  | Meetings are held on an as needed basis and are closed to the public. | Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses). |
| <b>National Gallery Board Governance Committee</b>   | <b>Meetings</b>   | <b>Minutes</b>   |
| Henry Harford<br>Truman Bodden<br>Martyn Bould<br>Susan Olde<br>Jennifer Woodford                    | Meetings are held on an as needed basis and are closed to the public. | Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses). |
| <b>National Gallery Human Resources Committee</b>  | <b>Meetings</b>   | <b>Minutes</b>   |
| Lisa Flowers<br>Carl Brown<br>Truman Bodden (legal)<br>Vicki Calvert-Das (guest)                     | Meetings are held on an as needed basis and are closed to the public. | Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses). |



## **Frequently asked questions**

Please take note that our website will be undergoing updates in early 2014 and so many pages are being reorganised. We apologise for any inconvenience this may cause, but we are happy to help you find any information you may need via phone (+1 345 945 8111) or email [foi@nationalgallery.org.ky](mailto:foi@nationalgallery.org.ky).

- **Do you sell art here?**

The Gallery Gift Shop sells print reproductions of a small selection of artworks from our permanent collection, and other various art related items. Additionally the Gallery hosts fundraising auctions from time to time, the proceeds of which benefit charitable organisations. Artwork can also be purchased at periodic art festivals each year as well as from our art outreach programme participants, whose work we support sales of 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, Art Solutions, 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 at Ritz Carlton Grand Cayman, To The Edge of The World Gallery, and Sandon Feat Gallery.

- **Do you sell art supplies?**

Yes, visit the Gallery Gift Shop for various art-related items and supplies.

- **What is the cost of admission?**

Admission is free, and donations are appreciated.

- **Is the artwork local?**

With the mission of the Gallery being to promote the appreciation and practice of the visual arts of and in the Cayman Islands, the majority of the artwork featured in Gallery exhibitions is created by local artists. Our strategic vision and functions also encourage bringing artwork from abroad to Cayman, and so we do host exhibitions by international artists at the Gallery.

- **How can I contact a local artist?**

We are happy to facilitate contact with any of the local artists we have in our database. Please phone us at +1 345 945 8111, or email [foi@nationalgallery.org.ky](mailto:foi@nationalgallery.org.ky) and let us know which artist you are interested in contacting. Many local artists also have their own websites, in which case a basic internet search can be helpful in finding their contact information.

- **How many exhibitions do you have every year?**

The Gallery aims to host a minimum of five major exhibitions each year including one international artist. We also often host several smaller/community exhibitions per year in the NGCI Dart Auditorium, and other available spaces.

- **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, who meet quarterly to review submissions. Details on how to submit an application can be found [here](#). For further information on exhibiting your work please contact [director@nationalgallery.org.ky](mailto:director@nationalgallery.org.ky) or call us at +1 345 945 8111.

- **Can I donate work to the National Collection?**

The Gallery works within a Collections Plan to determine works that will expand and develop the National Collection. Please contact [director@nationalgallery.org.ky](mailto:director@nationalgallery.org.ky) or call us at +1 345 945 8111 if you have work you would like to be considered for the National Collection.

- **Can we donate our time instead of money?**

Yes, if you would like to support the Gallery but cannot 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. Please call us at +1 345 945 8111 for more information on how to sign up.

- **Do you offer courses?**

Yes. You can contact our Education Manager on [education@nationalgallery.org.ky](mailto:education@nationalgallery.org.ky) for a comprehensive list of the current courses and workshops in Grand Cayman and in the Sister Islands. Alternatively, you can visit our news section for the latest happenings at the Gallery.

- **How can I make 1) a complaint, or 2) an FOI request?**

Send an email to [foi@nationalgallery.org.ky](mailto:foi@nationalgallery.org.ky), telephone 945-8111, or visit in person our Information Officer, Lise Hurlstone.

- **Are pets allowed inside the gallery?**

We do welcome certified service animals in the galleries for persons who require them, but unfortunately cannot accommodate other animals.

- **Can I take photographs of artwork on display?**

We do allow general photography of the space at the Gallery as long as no close-ups of individual artworks are taken. This is to protect artists' work from unauthorised reproduction. We also ask that you refrain from using flash as much as possible in order to protect the artwork from excessive light exposure.

## **STRATEGIC MANAGEMENT**

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According to the National Gallery Law (1999), the functions of the National Gallery shall be:

- a. to organise and maintain permanent and temporary public exhibitions of works of art;

- b. to collect and preserve significant works of art for public exhibition;
- c. to facilitate the public exhibition of works of art or collections of works of art loaned by persons or bodies for that purpose;
- d. to present, or facilitate the presentation by others, of programmes of instruction in the visual arts;
- e. to lend works of art in the national collection to other art galleries for the purpose of promoting the culture of the Islands abroad;
- f. to encourage the evolution and the enjoyment of the visual arts in the Islands;
- g. to promote the appreciation and interpretation of the visual arts in the Islands as an integral component of education;
- h. to foster and encourage research and scholarship in the visual arts;
- i. to provide facilities for the curation and restoration of works of art; and
- j. to perform such other functions as may be necessary to direct, manage and control the National Gallery and to fulfil its purposes specified in section 4.

#### **Governance**

- The National Gallery Law (1999)
- Public Finance and Management Law (2010 Revision)
- Labour Law (2011 Revision)
- Freedom of Information Law (2007)
- Freedom of Information (General) Regulations (2008)

#### **Corporate management**

- Strategic Plan 2014-2019
- Continuity of Operations Plan/ Emergency Management and Recovery Plan
- Museums Association Code of Ethics
- Annual Report
- Audited Financial Statement

### **FINANCE & ADMINISTRATION**

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#### **Financial management**

- Annual Report
- Audited Financial Statement

#### **Administration**

- NGCI Organisational Overview
- Annual Budget Plan (Purchase and Ownership Agreements)
- File plan (in progress)
- Facility Rental Guidelines and Contract
- Venue Rental Rates

- Risk Assessment Form

#### **Communications**

- Brand Guideline document (draft)
- Marketing Plan
- Press releases

#### **Human Resources**

- NGCI Employee Handbook (2013)
- Continuity of Operations Plan
- Health & Safety Policy (draft)
- Information Security Policy (draft)
- Deutsche Bank Internship application
- Summer Internship application
- Passport2art (work experience) application
- Staff Study Leave application

NB – Accounting procedures adhere to international financial reporting standards

#### **POLICIES & PROCEDURES**

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- NGCI Employee Handbook (2013)
- Exhibitions Policy
- Collections Management Policy
- Collections Development Policy (draft)
- Health & Safety Policy (draft)
- Information Security Policy (draft)
- Access Policy (draft)
- Travel Policy (draft)

#### **DECISIONS & RECOMMENDATIONS**

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- Minutes of meetings

#### **LISTS & REGISTERS**

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- FOI disclosure log

#### **OUR SERVICES**

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NGCI serves to promote the appreciation and practice of the visual arts, of and in the Cayman Islands and to encourage dialogue relating to cultural heritage, national identity, Caymanian history and the history of art. This mandate is achieved through a variety of activities that aim to reach all members of the Cayman Islands community and the visiting public, including art collections development, outreach art instruction programming, educational programmes, exhibitions of artwork by local and international artists, youth programmes, public events, instructional workshops, teacher training, school collaborations, and educational lectures and library services.



## National Housing Development Trust

### Publication Scheme 2015

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

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
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  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

---

#### 1. About the Publication Scheme

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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*.

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<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

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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 [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 Mr. Julio Ramos or Anita Lansdell 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:

Anita Lansdell  
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 Mr. Julio Ramos or Anita Lansdell 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.

#### **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 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**

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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 Julio Ramos at (345) 945-7649 or julio.ramos@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:**

Julio Ramos  
General Manager  
P.O. Box 2379GT  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

**2. Via email:** julio.ramos@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*

## 7. Categories of information

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

## ABOUT US

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### **Name of public company**

National Housing Development Trust

### **Ministry**

Ministry of Planning, Lands, Agriculture, Housing and Infrastructure  
5<sup>th</sup> Floor, Government Administration Building  
George Town  
Grand Cayman

**General Manager**

Mr. Julio Ramos  
118 Dorcy Drive  
Cayman Centre, Building E, Unit 4  
P.O. Box 2379  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

**Information Manager**

Anita Lansdell  
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

**Information Deputy Manager**

Sara Lee Moore

**Organisation and functions**

The National Housing Development Trust's objectives are 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<br>Cayman Centre, Building E, Unit 4<br>118 Dorcy Drive<br>George Town<br>Grand Cayman<br>Opening hours: Mon – Fri 9:00am – 4:30pm | 1. Assist low income Caymanian families to obtain accommodation via the Affordable Housing Initiative (AHI) program.<br><br>2. Administer the Government Guaranteed Home Assisted Mortgage Program on behalf of the Cayman Islands Government.- GGHAM |

## Boards and committees

| Name  | Meetings   | Minutes   |
|---|--|---|
| <b><u>Board of Directors</u></b><br><br>Mr., George Anthony Powell, Chairperson<br>Mr. Kearney S. Gomez, Deputy Chairperson<br>Mr. Allan Bush, Director<br>Ms. Lucille Barnes-Rico, Director<br>Ms. Louise Christine Burke-Richardson, Director<br>Mr. Teddie C. Ebanks, Director<br>Mr. Harwell A. McCoy, Director<br>Mr. Rayburn Farrington, Director<br>Mr. Julio Ramos, Secretary | NHDT Board Meetings are not open to public and are held at least once a month. | Confirmed and approved Board Minutes are now routinely uploaded to the NHDT website <a href="http://www.nhdt.gov.ky/">http://www.nhdt.gov.ky/</a> . |

## 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.

- What are the general requirements/criteria for the Affordable Housing Initiative program?
  - ⇒ A complete application form.
  - ⇒ Proof of Caymanian nationality/Caymanian Status.
  - ⇒ Photo ID (Passport/Vote card).
  - ⇒ Employment reference.

⇒ Bank Reference. Etc.

- 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 visit the NHDT website <http://www.nhdt.gov.ky/>.

- 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 Deputy Manager. 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**

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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**

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- HR Employee Handbook
- Complaints Handling Procedure
- Customer Service Procedure
- Cash Management Policy

### **DECISIONS & RECOMMENDATIONS**

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- Minutes of meetings

## **LISTS & REGISTERS**

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- Schedule of real estate investments
- Schedule of office equipment, furniture and fixtures
- Schedule of vehicles
- FOI disclosure log

## **OUR SERVICES**

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### **Affordable Housing Initiative (AHI)**

The Affordable Housing Initiative (“AHI”) is designed to assist low income families to have their housing needs met as they are provided an opportunity to purchase one of the affordable houses that have been constructed in the various districts in Grand Cayman.

Generally any Cayman Islands resident may apply for NHDT homes, providing they qualify based on the following qualifying criteria:

- ⇒ 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 six months 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.

### **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.

The Cayman Islands Government (CIG), working along with local banks, provide mortgage funding to persons who cannot qualify for a traditional mortgage from a commercial bank and who are unable to accumulate the required 5-20% required for acquiring a mortgage.

It should be noted that the GGHAM has been on hold as it is currently being renewed. A public announcement will be made once this program has been revitalised.

In the interim, interested applicants can review the GGHAM, Mortgage Application Form and refer to the Application Document Checklist to be fully apprised on the application requirement.



**NATIONAL WORKFORCE  
DEVELOPMENT AGENCY**  
CAYMAN ISLANDS GOVERNMENT

2nd Floor, Midtown Plaza, 273 Elgin Avenue  
P.O. Box 2257, Grand Cayman KY1-1107  
CAYMAN ISLANDS  
t. (345) 945-3114 f. (345) 945-3115

## **Model Publication Scheme - 2015**

### **National Workforce Development Agency Publication Scheme**

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

**Information Manager: Dianne Conolly**





## **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**

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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 Workforce Development Agency to making information available to the public as part of its normal business activities.

The National Workforce Development Agency 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

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The National Workforce Development Agency will generally not publish:

- information in draft form;
- information that is not held by the National Workforce Development Agency 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 National Workforce Development Agency (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.

---

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



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.nwda.gov.ky](http://www.nwda.gov.ky). If you are still having trouble locating information listed under our scheme, please contact FOI Information Manager, Dianne Conolly at 244-4048 or email [foi.nwda@gov.ky](mailto:foi.nwda@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 Dianne Conolly at 244-4048 to request information.



Post

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

**Ms Dianne Conolly**

National Workforce Development Agency

2<sup>nd</sup> Floor Midtown Plaza

273 Elgin Avenue

Grand Cayman KY1-1107

CAYMAN ISLANDS

t. (345) 244-4048 f. (345) 945-3115

[www.foi.nwda@gov.ky](mailto:foi.nwda@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 Dianne Conolly at 244-4048 or email [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky).



The National Workforce Development Agency 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 Workforce Development Agency is legally required to translate any information, it will do so.

#### 4. Fees and charges

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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 Workforce Development Agency strives to ensure that fees and charges are clearly explained and kept to a minimum.

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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.

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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 National Workforce Development Agency 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 Workforce Development Agency has received your payment.



## 5. Requests for information outside the publication scheme

---

Information held by the National Workforce Development Agency 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.nwda.gov.ky](http://www.nwda.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, Dianne Conolly at 244-4048 or [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky).

## 6. Complaints

---

The National Workforce Development Agency 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, Dianne Conolly at 244-4048 or [foi.nwda@gov.ky](mailto:foi.nwda@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.nwda.gov.ky](http://www.nwda.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 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**

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

## **ABOUT US**

In May 2012 the National Workforce Development Agency (“NWDA”) was established as a key vehicle for preparing Caymanians to partake in current and future economic opportunities. This agency was created by separating it out of the Department of Employment Relations (“DER”) as part of the realignment of Labour and Pensions administration.

### **Ministry**

The National Workforce Development Agency operates under the Ministry of Education, Employment & Gender Affairs.

### **Acting Chief Officer**

Mr. Christen Suckoo  
Ministry of Education, Employment & Gender Affairs  
Cayman Islands Government Administration Building,  
George Town, Grand Cayman





**NATIONAL WORKFORCE  
DEVELOPMENT AGENCY**  
CAYMAN ISLANDS GOVERNMENT

2nd Floor, Midtown Plaza, 273 Elgin Avenue  
P.O. Box 2257, Grand Cayman KY1-1107  
CAYMAN ISLANDS  
t. (345) 945-3114 f. (345) 945-3115

### **Principal Officers [or Key staff]**

Director - Mr. Brian Holland

Manager - Employment Services – Mrs. Lois Kellyman

Manager - Training and Development – Ms. Dianne Conolly

Manager - Labour Market Information System – Mrs. Shelly Newland-Ebanks

Manager - Scholarship Secretariat – Mrs. Deidre Carmola

### **Information Manager**

Ms Dianne Conolly

National Workforce Development Agency

2<sup>nd</sup> Floor Midtown Plaza, 1273 Elgin Avenue

Grand Cayman KY1-1107

CAYMAN ISLANDS

t. (345) 244-4048 f. (345) 945-3115

Email: [dianne.conolly@gov.ky](mailto:dianne.conolly@gov.ky), [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky)



## **Organisation and functions**

### **Vision**

To be a valued and and facilitator in the training, development and employment of Caymanians who are actively seeking employment or career progression.

### **Mission**

The NWDA's stated Mission is to provide effective human capital development and employment services to:

- support the work readiness of Caymanians through skills assessments and a range of education, training and development opportunities;
- align Caymanians actively seeking employment or career progression with the needs of employers;
- and advance a national workforce development and training agenda, informed by relevant and meaningful research and data.

### **Objectives**

The main objective established for the NWDA is to improve the employability of the Caymanian Workforce which will encompass:

- the ability to gain initial employment;
- the ability to maintain employment and make 'transitions' between jobs and roles within the same organisation to meet new job requirements;
- and the ability to obtain new employment if required.

To perform the agency's work, NWDA has four interdependent Divisions: Employment Services, Training & Development, Labour Market Information Systems, and the integrated functions of the Scholarship Secretariat.



## **Frequently asked questions**

### **Q: Which organizations are public authorities covered by the Freedom of Information Law?**

If an organization 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 organization 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 organization 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 e.g., fax, email) to the National Workforce Development Agency ;
- 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 National Workforce Development Agency 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.



**Q: How do I know if the National Workforce Development Agency 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 National Workforce Development Agency 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 National Workforce Development Agency FOI Office?**

The FOI Manager, Dianne Conolly can be reached by phone at (345) 244-4048

Ms Dianne Conolly

National Workforce Development Agency

2<sup>nd</sup> Floor Midtown Plaza, 1273 Elgin Avenue

Grand Cayman KYI-1107

CAYMAN ISLANDS

Email: [dianne.conolly@gov.ky](mailto:dianne.conolly@gov.ky), [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky)

**Q: Will I be able to get any information I want?**

Not always. The Freedom of Information Law recognizes 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: Can 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: Is the National Job Link programme a recruitment programme?**

The National Job Link Programme is NOT a recruitment programme for Caymanians to enter employment. The purpose of the National Job Link Programme is to create a partnership with the private sector to bridge the information gap in the labour market.

**Q: How do I register with the Job Link Programme?**

The National Job Link Portal houses the online registration of all job seeker clients and employers with job postings. You can register as a Jobseeker or Employer/Company at [www.nwda.gov.ky](http://www.nwda.gov.ky).

**Q: What are the various client categories for those seeking to sign up as a jobseeker?**

There are three classifications of job seeker clients – JobSeeker, JobSeeker Plus (both considered Independent Clients) and JobSeeker Extended (considered Full Clients)

**Q: What documents do I need to sign up as a job seeker?**

There are different levels of documentation required and services provided for the three classification types of client.



### **Jobseeker Extended:**

- Resume/CV
- Proof of Caymanian Citizenship
- Drivers License or Voters Card
- Job Reference Letter
- Police Record

### **Jobseeker Plus:**

- Resume/CV
- Proof of Caymanian Citizenship

### **Jobseeker (Independent client with restrictions)**

- Resume/CV
- Proof of Immigration status.

For a full listing of the requirements and benefits for each classification of job seeker clients email [nwda.jobs@gov.ky](mailto:nwda.jobs@gov.ky)

### **Q: What is proof of Caymanian Citizenship or Immigration Status?**

#### **FOR PERSONS REGISTERED TO VOTE (and listed on registry)**

- Valid photo ID

If you are not registered to vote and are either born in the Cayman Islands or possess status please provide the documents as outlined below:

#### **FOR CAYMANIAN BORN**

- Valid photo ID; and
- Birth Certificate of applicant; and
  - Birth Certificate of one parent that was born in the Cayman Islands; or



- Copy of the Caymanian parents Caymanian Status Certificate if the parent was born outside the Cayman Islands (to qualify as a born Caymanian the parent had to have obtained status prior to the birth of the child)

### **FOR CAYMANIAN STATUS HOLDER**

- Valid photo ID; and
- Caymanian Status Certificate; or Stamp in valid passport to show same

### **FOR PERSONS MARRIED TO CAYMANIANS OR PERSONS WITH PERMANENT RESIDENCY**

- Valid photo ID; and
  - Residency w/Employment Rights Certificate (RERC) as the Spouse of a Caymanian; or
  - Residency w/Employment Rights Certificate (RERC)
  - Stamp in valid passport to show same

### **FOR LEGAL AND ORDINARY RESIDENTS**

- Valid photo ID; and
  - Current work permit; or
  - Work permit that shows you as a dependent; or
  - Stamp in valid passport to show same

(VALID PHOTO ID: Valid Passport, Valid Driver's License, Valid Voter's Registration Card)

### **Q: How do I reset my password for the Job Link Portal?**

The Manager Labour Market Information Systems is responsible for resetting passwords. To reset your password for the Job Link Portal call 945-3114 or email [nwda.jobs@gov.ky](mailto:nwda.jobs@gov.ky).





**Q: Where can I get a copy of the trainings schedule?**

A copy of the training schedule can be obtained from the NWDA by emailing [nwda.training@gov.ky](mailto:nwda.training@gov.ky) or calling 945-3114.

**Q: How do I register for the training offered through NWDA?**

You can apply for training courses being offered through NWDA by emailing [nwda.training@gov.ky](mailto:nwda.training@gov.ky) or calling 945-3114.

**Q: Can anyone register for the training offered through the NWDA?**

You must be a registered client of the NWDA to access the training and development services offered.

**Q: How do I register for the opportunities offered for the National Internship Programme?**

You can apply opportunities being offered through NWDA's National Internship Programme by emailing [nwda.internship@gov.ky](mailto:nwda.internship@gov.ky) or calling 945-3114.

**Q: Who can apply to the Passport2Success Programme?**

The Passport2Success Programme is a Ministry-funded, employability initiative for youth, ages from 17 to 21 years old and there is a separate cohort for single mothers.

**Q: How do I apply for an Overseas Government Scholarship?**

You can apply for a scholarship online at [www.education.gov.ky](http://www.education.gov.ky) by selecting the Education tab, then clicking on Scholarships.

**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 can 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 overseas, 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 Acting Chief Officer, if not satisfied,
2. appeal to the Information Commissioner who rehears the matter, and if still dissatisfied,
3. appeal by way of judicial review to Grand Court.

**STRATEGIC MANAGEMENT**

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. Principle accounting policies and procedures are exercised in accordance with the Public Management and Finance Law and the Financial Regulations.

**Governance**

High-level documents that inform and direct the functions and activities of the authority are within the domain of the Ministry of Education, Employment and Gender Affairs.

**The following laws and regulations can be accessed from the Cayman Islands Legislative Assembly Office.**

- Public Management and Finance Law/Financial Regulations (2013 Revision) The Financial Regulations, 2013



- Public Service Management Law, 2011 HR Law
- Public Service Management Law (2013 Revision)
- Freedom of Information Law (Law 10 of 2007)
- Freedom of Information (General) Regulations 2008

### **Corporate management**

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

- Plans for business continuity, hazard management and disaster recovery

**The following information can be found on the Government website: [www.gov.ky](http://www.gov.ky)**

- Cayman Islands Government Annual Reports
- Cayman Islands Government Annual Budgets

Please contact Freedom of Information Manager at (345) 244-4048 for access to these documents.

## **FINANCE & ADMINISTRATION**

### **Administration**

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

**The following laws and regulations can be accessed from the Cayman Islands Legislative Assembly Office.**

- Public Management and Finance Law/Financial Regulations (2013 Revision) The Financial Regulations, 2013
- Public Service Management Law, 2011 HR Law
- Public Service Management Law (2013 Revision)
- Freedom of Information Law (Law 10 of 2007)
- Freedom of Information (General) Regulations 2008

### **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)

## **Financial management**

### **Financial management\***

- Annual Budget Statement
- Purchase Agreements

Financial documents can be accessed by contacting the Information Manager at (345) 244-4048.

## **Administration**

- Press Releases - <http://www.nwda.gov.ky>
- Staff pay and Grading Structures - <http://www.gov.ky/pls/>
- Job Vacancies, Career Opportunities <http://www.nwda.gov.ky/>
- Training Records

This document can be accessed by contacting the Information Manager at (345) 244-4048

## **POLICIES & PROCEDURES**

- Internal complaints procedures
- External complaints Procedures
- General Complaints Form

Available upon request from Information Manager at (345) 244-4048

## **LISTS & REGISTERS**

- Client Asset Register
- FOI disclosure log
- Fixed Asset Register

Available upon request from Information Manager at (345) 244-4048



## **OUR SERVICES**

### **Employment Services Unit:**

The NWDA Employment Services Unit assists job seekers at every level of the employment process; from registration, review of resumes, career guidance, identifying suitable job prospects and providing referrals to prospective employers. The National Job Link Programme is managed by this Unit.

### **Training and Development Unit:**

The NWDA provides professional training for job seekers to prepare them for work readiness; from communication, business conduct, workplace etiquette and customer service, to career and employment counselling. The National Training Programme, National Internship Programme, National Apprenticeship Programme and National Mentorship Programme is managed by this Unit.

### **Labour Market and Information Systems**

The NWDA maintains a current database of registrants and opportunities while working closely with the Economic and Statistics Office to determine employment and industry trends, unemployment statistics and identify and anticipate service demands.

### **General Forms:**

- Company-Employer User Manual
- Jobseeker Online User Guide
- Brochures
  - National Internship Programme
  - National Training Programme
  - National Job Link Programme
  - General Brochure
- Jobseeker Questionnaire
- Employer Questionnaire
- Passport2Success Application Form
- Complaints form

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.



**NATIONAL WORKFORCE  
DEVELOPMENT AGENCY**  
CAYMAN ISLANDS GOVERNMENT

2nd Floor, Midtown Plaza, 273 Elgin Avenue  
P.O. Box 2257, Grand Cayman KY1-1107  
CAYMAN ISLANDS  
t. (345) 945-3114 f. (345) 945-3115

**Ms Dianne Conolly**

National Workforce Development Agency

2<sup>nd</sup> Floor Midtown Plaza

273 Elgin Avenue

Grand Cayman KY1-1107

CAYMAN ISLANDS

t. (345) 244-4048 f. (345) 945-3115

[www.foi.nwda@gov.ky](mailto:www.foi.nwda@gov.ky)

# Needs Assessment Unit

## Publication Scheme

**Name of Public Authority:** Needs Assessment Unit

**Functions of Public Authority:**

The Needs Assessment Unit 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:** Ms. Tamara Hurlston

**Subject Matters handled:**

- Policy advice relating to the activities and areas of expertise of the department
- Needs assessments for monthly permanent poor relief and temporary financial assistance
- Temporary Assistance includes the following:
  - Rental Accommodations for Persons in Need
  - Burial Assistance for Indigents
  - School Lunch and Uniform Programmes
  - Poor Relief Food Vouchers
  - Pre-School Assistance
  - Utilities – Electricity, Water and Gas
  - Medical Travel Expenses
  - Dental
  - Optical
  - Wheelchair
  - Summer Camp
  - Exam Fees

**Governing Legislation and Regulations:**

Poor Persons Relief Law 1997

**Address:**

Physical Address: Needs Assessment Unit  
55 South Church St.  
Grand Cayman.

Mailing Address: P.O. Box 895  
Grand Cayman KY1 – 1006

Telephone: (345) 946-0024  
Facsimile: (345) 946-0025

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

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

**Hours of work:** 8:30 a.m. – 5:00 p.m., Monday to Friday

**Governing Ministry or Portfolio:** Ministry of Community Affairs

**List of Committees Boards, Councils, Associations, Trusts, Foundations etc. that the Public Authority oversees:**

N/A

**Functions and powers of Committees, Boards, Councils, Associations, Trusts, Foundations etc. that the Public Authority oversees:**

N/A

**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:**

## **Needs Assessment Unit**

### **Complaint Handling Policy**

#### **1. Introduction**

As a public sector agency with a major public focus, the Needs Assessment Unit strives to provide best practice service delivery to its clients, and the Unit acknowledges that effective complaint handling is an integral part of good customer service.

The Needs Assessment Unit 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.

#### **2. Purpose**

The purpose of this policy is to give context and direction to the Needs Assessment Unit complaint handling procedures. It serves to:

- Recognize, promote and protect the customer’s right to comment and complain about their dealings with the Needs Assessment Unit;
- Provide an efficient, fair and accessible framework for resolving customer complaints;
- Identify how the Needs Assessment Unit 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 Needs Assessment Unit.

#### **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 Needs Assessment Unit”.

The designated officers responsible for receiving and processing complaints are the Director, Deputy Director, and NAU Manager.

The complaint can be received:

- by letter,
- in person,
- 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 Needs Assessment Unit 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 Needs Assessment Unit's Complaint Handling Procedures**

The Needs Assessment Unit 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 Unit's website standardized complaints forms, brochures and verbal contact with staff members.

#### **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 Needs Assessment Unit 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.

Data about complaints will be electronically recorded 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 Office of Needs Assessment Unit 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 Needs Assessment Unit 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 Needs Assessment Unit procedures.

#### **8. Confidentiality**

In instances where a complaint is lodged on behalf of a client of the Unit, information can only be provided to the complainant if the client signs a Release of Information Form permitting the Unit to disclose information on them.

## **9. Response Standards**

The Unit 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 Needs Assessment Unit.

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.

Deputy Director and NAU Manager of the Needs Assessment Unit will analyze and monitor all customer complaints received and provide monthly reports to the Director, Needs Assessment Unit.

## **11. Empowering our Staff**

Staff is the single most important resource in the complaints handling process. Therefore, the Needs Assessment Unit 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 Unit 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 Needs Assessment Unit complaint handling process when they receive orientation in the various areas of service delivery.
- The Needs Assessment Unit will provide training annually in customer service techniques and complaint handling procedures.

**Needs Assessment Unit**

**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:**

Unit employee involved: \_\_\_\_\_

Date(s) of action or actions leading to complaint: \_\_\_\_\_

\_\_\_\_\_

**Summary of complaint:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Send to Needs Assessment Unit, P.O. Box 895 GT KY1 – 1103 or email to [NAUinfo@gov.ky](mailto:NAUinfo@gov.ky) or fax to (345) 946-0025 or deliver to 2<sup>nd</sup> Floor Aqua Mall, 55 South Church Street, 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 and Deceased Adult Client Files

**Record Series Reference Code:** 8683

**Purpose:** Vital

These files are maintained by the Needs Assessment Unit 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 NAU Officer. 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 NAU Officer 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 NAU 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 NAU Officers 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 NAU Officer, NAU Supervisor or NAU 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: 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 Needs Assessment Unit complaint 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:**

Adult Special Needs Programme New Service Referral  
CINICO Notification  
CINICO Request Form  
CIRC Referral Request Form  
Environmental Health Payment Guarantee for Vault  
Financial Assessment  
John Gray High Referral Form  
Medical Report  
Pre Intake Checklist  
PFA Request Form  
PFA Bank Information  
Property Check Request Form  
Release of Information Agreement  
Rental Agreement

**Press Releases:**

**Information Manager:**

Oliver Parker

**Information Manager Designate:**

Justin Ebanks

**Physical address:**

Needs Assessment Unit  
55 South Church St  
George Town,  
Grand Cayman.

**Mailing Address:**

P.O. Box 895  
Grand Cayman KY1 – 1103

**Telephone:** (345) 946-0024  
**Facsimile:** (345) 946-0025  
**Email:** [foi.nau@gov](mailto:foi.nau@gov)



**HEME**

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## 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
  - Proactive Disclosures, Registers & Lists
  - Our Services

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#### 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, 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 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.

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

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 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 & Freedom of 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.)



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#### 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*.

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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 ([OAG Complaints Policy](#)) 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)

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## 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, CFE  
Auditor General

Phone Number: (345) 244-3201

Email: [alastair.swarbrick@oag.gov.ky](mailto:alastair.swarbrick@oag.gov.ky)

Garnet Harrison, CPA, CA

Deputy Auditor General & Freedom of Information Manager

Phone Number: (345) 244-3213

Email: [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky)

Patrick Smith, CPA, CFE

Audit Principal, Financial Audit (Information Manager Designate)

Phone Number: (345) 244-3204

Email: [patrick.smith@oag.gov.ky](mailto:patrick.smith@oag.gov.ky)

Martin Ruben, FCGA

Audit Principal, Performance Audit

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 the Legislative Assembly with independent information, advice, and assurance regarding the government's stewardship of public funds.

We are in the business of legislative auditing. We conduct audits on Government ministries, portfolios, statutory authorities and government companies. These audits include annual financial statement audits, compliance audits, performance audits (value-for-money) and investigations 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 or the Office of the Information Commissioner; and
3. the economy, efficiency and effectiveness with which any ministry, portfolio, the Office of the Complaints Commissioner, the Office of the Information Commissioner, or any statutory authority or government company has used its resources in discharging its functions and in its financial dealings;

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 or to any of its committees or subcommittees.

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, portfolios, 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 the Legislative Assembly.

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                    |
|---|------------------------------------|
| <p>Office of the Auditor General<br/>3<sup>rd</sup> Floor Anderson Square<br/>64 Shedden Road, George Town</p> <p>Hours of Operation: 8:30 am – 5:00 pm</p> | <p>All activities listed above</p> |

## 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

1. Who audits the Auditor?

Currently, Baker Tilly (Cayman) Ltd. 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 (2013 Revision)* section 44. Baker Tilly's audit opinion is included in the Annual Report of the Audit Office.

2. 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

3. 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, CFE

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.

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**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)

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**STRATEGIC MANAGEMENT**

Our strategic plan has been prepared against this context and in line with our Strategic Ownership Goals as set out in our 2014/15 Budget Submission to the Legislative Assembly. The key strategic goals and objectives for the Audit Office are as follows:

- *To develop and strengthen the 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 Office by developing a framework for a separate Auditor General's Act and having it implemented.*
- *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 (2013 Revision) and the Public Service Management Law (2013 Revision) and the Personnel Regulations, 2013 Revision.*

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## STRATEGIC MANAGEMENT (continued)

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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 (2013 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. (1) The Auditor-General shall -</p> <p>(a) conduct audits of the financial statements -</p> <p>(i) referred to in section 29(2)(a)(ii) in respect of the core government and the entire public sector; and</p> <p>(ii) referred to in sections 44(2)(b) and 52(2)(d)(ii) in respect of every ministry, portfolio, statutory authority and government company;</p> |
|--------------------------------------|--|

- 
- (b) conduct audits of the annual schedule of appropriation referred to in section 29(2)(b)(ii);
  - (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 -
    - (i) the management of executive financial transactions;
    - (ii) the financial management of any ministry, portfolio, statutory authority or government company or the Office of the Complaints Commissioner; or the Office of the Information Commissioner; and
    - (iii) the economy, efficiency and effectiveness with which any ministry, portfolio, the Office of the Complaints Commissioner, the Office of the Information Commissioner, or any 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).

(2) Notwithstanding subsection (1), for the financial statements which have not been subject to audit or for which an audit opinion could not be given for the financial years 2004/5 to 2007/8, the Auditor General shall carry out a risk assessment and identify areas or transactions on which he shall conduct a compliance audit.

(3) In performing the risk assessment under subsection (2), the Auditor General shall consult with the Financial Secretary and Chief Officers to identify areas for consideration.

(4) For the purposes of subsection (2), the objective of a compliance audit shall be to enable the Auditor General to report on the audited entity's compliance with a particular set of criteria when incurring expenditure and such criteria may be derived from relevant financial reporting frameworks, laws, regulations, terms of contracts or funding agreements, or may be other criteria deemed by the Auditor General to be suitable.

**Other significant Laws & Regulations that govern how the Audit Office operates are:**

- Financial Regulations (2013 Revision)
- Legislative Assembly Standing Orders Law (section 77)
- Public Service Management Law (2013 Revision)
- Personnel Regulations (2013 Revision)

### **Records Management:**

- Freedom of Information Law, 2007
- Freedom of Information (General) Regulations, 2008
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records Regulations, 2007
- Deputy Governor's Code of Practice on Record Management

### **Corporate Management**

Annual Plan & Estimates (available on the Government's website)  
Annual Budget Statements (available on the Government's website)  
Annual Reports (available on the Audit Office website)  
Hazard Management Plan 2014 (available on the Audit Office website)

## **FINANCE & ADMINISTRATION**

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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

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## Corporate Publications

Corporate publications of the Audit Office include the following:

*Annual Reports (see link below for Annual Reports on our website):*

- [Office of the Auditor General, Cayman Islands Annual Report 30 June 2014](#)
- [Office of the Auditor General, Cayman Islands Annual Report 30 June 2013](#)
- [Office of the Auditor General, Cayman Islands Annual Report 30 June 2012](#)
- [Office of the Auditor General, Cayman Islands Annual Report 30 June 2011](#)
- [Annual Report of Office of the Auditor General for the Year Ended 30 June 2010](#)
- [Annual Report of Office of the Auditor General for the Year Ended 30 June 2009](#)
- [Annual Report of Cayman Islands Audit Office for the 2007/08 Financial Year](#)
- [Annual Report of Cayman Islands Audit Office for the 2006/07 Financial Year](#)
- [Annual Report of Cayman Islands Audit Office for the financial year ending 30 June 2006](#)
- [Annual Report of Cayman Islands Audit Office for the financial year ending 30 June 2005](#)

*Quarterly Reports (see link below for our Quarterly Reports on our Website):*

- [OAG Quarterly Report 30 September 2014](#)

*Other Corporate Publications (see link below for Corporate Publications on our website):*

- [Fraud: Can you afford to ignore it? \(October 2013\)](#)
- [Promoting Transparency \(October 2013\)](#)
- [Good Governance: Key Attributes \(October 2013\)](#)
- [Consultation on our Future Performance Audit Programme \(June 2013\)](#)
- [OAG Workplace Walk-off Challenge 2013 \(February 2013\)](#)
- [OAG Publication Scheme 2014](#)
- [OAG Publication Scheme, 2013](#)
- [OAG Publication Scheme, 2012](#)
- [OAG Publication Scheme, 2011](#)
- [Performance Audit Programme 2011-2013 \(September 2011\)](#)
- [Consultation on our Performance Audit Programme \(July 2011\)](#)
- [Making a Difference, Strategic Plan 2011-2013](#)
- [Quick Guide to the Office of the Auditor General](#)
- [Effective Public Sector Governance and How External Public Auditing Supports it \(March 2011\)](#)
- [HR Audit on the Office of the Auditor General \(November 2010\)](#)

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## POLICIES & PROCEDURES

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The current written protocols used by the Audit Office for carrying out functions, activities and delivering services are as follow:

- [OAG Travel and Subsistence Policy - May 2014](#) (available on the OAG website)
  - Key principles
  - Travel and Allowances
  - Administrative Arrangements
  - Travel Approval Form
  - Travel Expense Claim Form
  - Travel Advance Form
- [Hazard Management Plan 2014 – April 2014](#) (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
- [Hazard Management Plan 2013 – May 2013](#) (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

- [Reporting the Results of our Work – January 2013](#) (available on the OAG website)
  - Reporting to the Legislative Assembly
    - Reporting Responsibilities of the Auditor General
    - Clearance of general, performance audit & public interest reports
    - Responsibility for responding to reports
    - Confidentiality and Freedom of Information
  - Reporting to individual entities
    - Reporting Responsibilities of the Auditor General
    - Clearance of individual entity reports
    - Confidentiality and Freedom of Information
- [OAG Risk Management Policy & Strategy – July 2012](#) (available on the OAG website)
  - Purpose of the policy
  - Objective of risk management
  - Principal policies
  - Nature and context of risk
  - Strategy for implementing the risk management policy
  - Dissemination and review of the risk policy and strategy
- [Hazard Management Plan 2012 – April 2012](#) (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 Code of Conduct – Revised January 2012](#) (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

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## POLICIES & PROCEDURES (continued)

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- [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
  - 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

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## POLICIES & PROCEDURES (continued)

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- [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



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## POLICIES & PROCEDURES (continued)

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- [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 CICS
  
  - 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

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## **POLICIES & PROCEDURES (continued)**

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### **OAG Human Resource Management Policies and Procedures Manual (Revised: October 2010) (continued)**

- 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

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## DECISIONS & RECOMMENDATIONS

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- Senior Management Meeting Minutes\*
- Staff Meeting Minutes\*

\*Copies/Inspection can be obtained upon request from Information Manager

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS

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### Senior Management Remuneration:

- [Senior Management Remuneration 12 months to 30 June 2014](#)
- [Senior Management Remuneration 12 months to 30 June 2013](#)
- [Senior Management Remuneration 12 months to 30 June 2012](#)
- [Senior Management Remuneration 12 months to 30 June 2011](#)

### Hospitality Provided and Received (Senior Management):

#### 2014:

- [Hospitality Provided 6 months to 30 June 2014](#)
- [Hospitality Received 6 months to 30 June 2014](#)

#### 2013:

- [Hospitality Provided 6 months to 31 December 2013](#)
- [Hospitality Received 6 months to 31 December 2013](#)
- [Hospitality Provided 6 months to 30 June 2013](#)
- [Hospitality Received 6 months to 30 June 2013](#)

#### 2012:

- [Hospitality Provided 6 months to 31 December 2012](#)
- [Hospitality Received 6 months to 31 December 2012](#)
- [Hospitality Provided 6 months to 30 June 2012](#)
- [Hospitality Received 6 months to 30 June 2012](#)

#### 2011:

- [Hospitality Provided 6 months to 31 December 2011](#)
- [Hospitality Received 6 months to 31 December 2011](#)
- [Hospitality Provided 6 months to 30 June 2011](#)
- [Hospitality Received 6 months to 30 June 2011](#)

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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### Senior Management Travel and Subsistence:

2014:

- [Senior Management Travel and Subsistence 6 months to 30 June 2014](#)

2013:

- [Senior Management Travel and Subsistence 6 months to 31 December 2013](#)
- [Senior Management Travel and Subsistence 6 months to 30 June 2013](#)

2012:

- [Senior Management Travel and Subsistence 6 months to 31 December 2012](#)
- [Senior Management Travel and Subsistence 6 months to 30 June 2012](#)

2011:

- [Senior Management Travel and Subsistence 6 months to 31 December 2011](#)
- [Senior Management Travel and Subsistence 12 months to 30 June 2011](#)

### Register of Interests (Senior Management):

- [Alastair Swarbrick Register of Interests 2014](#)
- [Garnet Harrison Register of Interests 2014](#)
- [Martin Ruben Register of Interests 2014](#)
- [Patrick Smith Register of Interests 2014](#)
  
- [Alastair Swarbrick Register of Interests 2013](#)
- [Garnet Harrison Register of Interests 2013](#)
- [Martin Ruben Register of Interests 2013](#)
- [Patrick Smith Register of Interests 2013](#)
  
- [Alastair Swarbrick Register of Interests 2012 Update April](#)
- [Alastair Swarbrick Register of Interests 2012](#)
- [Garnet Harrison Register of Interests 2012](#)
- [Martin Ruben Register of Interests 2012](#)
- [Patrick Smith Register of Interests 2012](#)
  
- [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](#)

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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### Payments & Contracts:

- [Expenses and Contracts 6 months to 30 June 2014](#)
- [Expenses and Contracts 6 months to 31 December 2013](#)
- [Expenses and Contracts 6 months to 30 June 2013](#)
- [Expenses and Contracts 6 months to 31 December 2012](#)
- [Expenses and Contracts 6 months to 30 June 2012](#)
- [Expenses and Contracts 6 months to 31 December 2011](#)
- [Expenses and Contracts 12 months to 30 June 2011](#)

### Management Team Meeting Minutes:

#### 2014:

- [14 January 2014 Management Meeting Minutes](#)
- [25 February 2014 Management Meeting Minutes](#)
- [25 April 2014 Management Meeting Minutes](#)

#### 2013:

- [17 January 2013 Management Meeting Minutes](#)
- [1 March 2013 Management Meeting Minutes](#)
- [18 April 2013 Management Meeting Minutes](#)
- [24 May 2013 Management Meeting Minutes](#)
- [19 June 2013 Management Meeting Minutes](#)
- [16 September 2013 Management Meeting Minutes](#)
- [21 October 2013 Management Meeting Minutes](#)
- [29 November 2013 Management Meeting Minutes](#)

#### 2012:

- [25 January 2012 Management Meeting Minutes](#)
- [28 February 2012 Management Meeting Minutes](#)
- [20 March 2012 Management Meeting Minutes](#)
- [26 July 2012 Management Meeting Minutes](#)
- [7 September 2012 Management Meeting Minutes](#)
- [19 October 2012 Management Meeting Minutes](#)
- [21 November 2012 Management Meeting Minutes](#)
- [10 December 2012 Management Meeting Minutes](#)

### Other Proactive Disclosures:

- [Training Costs Summary \(July 2006 - June 2011\)](#)
- [Professional Fees Summary \(July 2006 - June 2011\)](#)
- [Acting Allowance Summary \(July 2006 - June 2011\)](#)
- [Duty Allowance Summary \(July 2006 - June 2011\)](#)

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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### Other Registers & Lists:

- [OAG Risk Register](#)
- Freedom of information disclosure logs by year are 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

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### General Nature of Activities

The *Cayman Islands 2009 Constitution* requires that there shall be an Auditor General who 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 power to undertake value for money investigations in respect of the activities of such authorities, offices and departments”*.

It further states that *“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.”* The powers and duties of the Auditor General are further set out in the *Public Management and Finance Law (2013 Revision)*.

We have developed a clear vision for the work that the Office of the Auditor General (OAG or Office) carries out, along with three core values that underpin our vision. We envision that:

**“Our independent work promotes good governance, transparency and accountability in the use of public funds”**

The three core values underpinning the Office’s vision are:

- **Independent** – We work independently from Government
- **Professional** – We carry out our work with integrity and respect, competently and in the public interest.
- **Accountable** – We are accountable to the Legislative Assembly and the people of the Cayman Islands for what we do.

Our vision and values provide an overarching framework under which we have developed the strategic objectives and related activities as outlined in our Strategic Plan for 2011 to 2013.

### Scope of Activities

The Office of the Auditor General is the independent **“Watchdog of Government Spending”** working on behalf of the Legislative Assembly and the wider public. We carry out this role on a day to day basis by undertaking three main categories of work:

- Financial statement audits – includes the Entire Public Sector (EPS) consolidated financial statements, and of each Ministry, Portfolio, Statutory Authority, Government Company and certain non-public funds.
- Performance audits and public information reports which promote the efficient, effective and economic use of resources across Ministries, Portfolios, Statutory Authorities or Government Companies.
- Support and assistance to the Public Accounts Committee (PAC) of the Legislative Assembly.

We also provide support services to Hazard Management Cayman Islands, and the Auditor General is a member of the recently established Anti-Corruption Commission and Auditor Oversight Authority.

During late 2012, the International Organisation of Supreme Audit Institutions (INTOSAI) published a draft performance management framework for public audit offices, which is now in the process of being finalised. The INTOSAI performance management framework provides a clear and appropriate framework for reporting the performance of the OAG. Therefore, we decided to implement this framework over the next couple of years rather than continue developing our own. The performance management framework and performance indicators will provide the Members of the Legislative Assembly a better means to assess the performance of the Office and how well it achieved its planned results. These will be discussed with the Public Accounts Committee prior to their use.

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 & Performance Reporting: Statutory Authorities and Government Companies for the year ending 30 June 2012 (October 2014)*
- *Financial & Performance Reporting: Ministries, Portfolios & Offices for the years ending 30 June 2011 and 2012 (October 2014)*
- *Financial and Performance Reporting – Progress Update as of 30 September 2013*
- *Restoring Financial Accountability – A Time for Change? (June 2013)*
- *Financial and Performance Reporting in Statutory Authorities and Government Companies for the year ending 30 June 2011 (June 2013)*
- *Financial and Performance Reporting – Progress Update as of 10 October 2012*
- *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)*
- *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*



#### **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 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 Travel and Hospitality Expenditures (June 2014)*
- *Governance in the Cayman Islands Government: Key Messages (January 2014)*
- *Governance in the Cayman Islands Government: Describing the Framework (January 2014)*
- *Governance in the Cayman Islands Government: How Core Government Manages Resources (January 2014)*
- *Governance in the Cayman Islands Government: Accountability of Statutory Authorities / Government Companies (January 2014)*
- *Governance in the Cayman Islands Government: Survey of Statutory Authorities / Government Companies Governance (January 2014)*
- *Management of Major Capital Projects (June 2012)*
- *Fuel Card Usage and Management Follow up (May 2012)*
- *Management of Overseas Medical Services (May 2012)*
- *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)*

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**Performance Audit and Special Reports (continued):**

- *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)*
- *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).*
- *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)*

**Public Interest Reports:**

- *Management of Air Ambulance Services (June 2013)*
- *Road Paving Expenditure in Cayman Brac (April 2012)*

**Reports to Those Charged with Governance**

Some of these reports are publically available on our website under REPORTS tab; otherwise, copies can be obtained upon request from Information Manager or an inspection appointment made with the Information Manager.

**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, CPA, CA  
Deputy Auditor General & Freedom of 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, CFE  
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 DIRECTOR OF PUBLIC PROSECUTIONS**

## **2015 Freedom of Information Publication Scheme**

### **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 FOI 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**

Neil Kumar (Information Manager)

Evita Dixon (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](#)

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 are redacted.

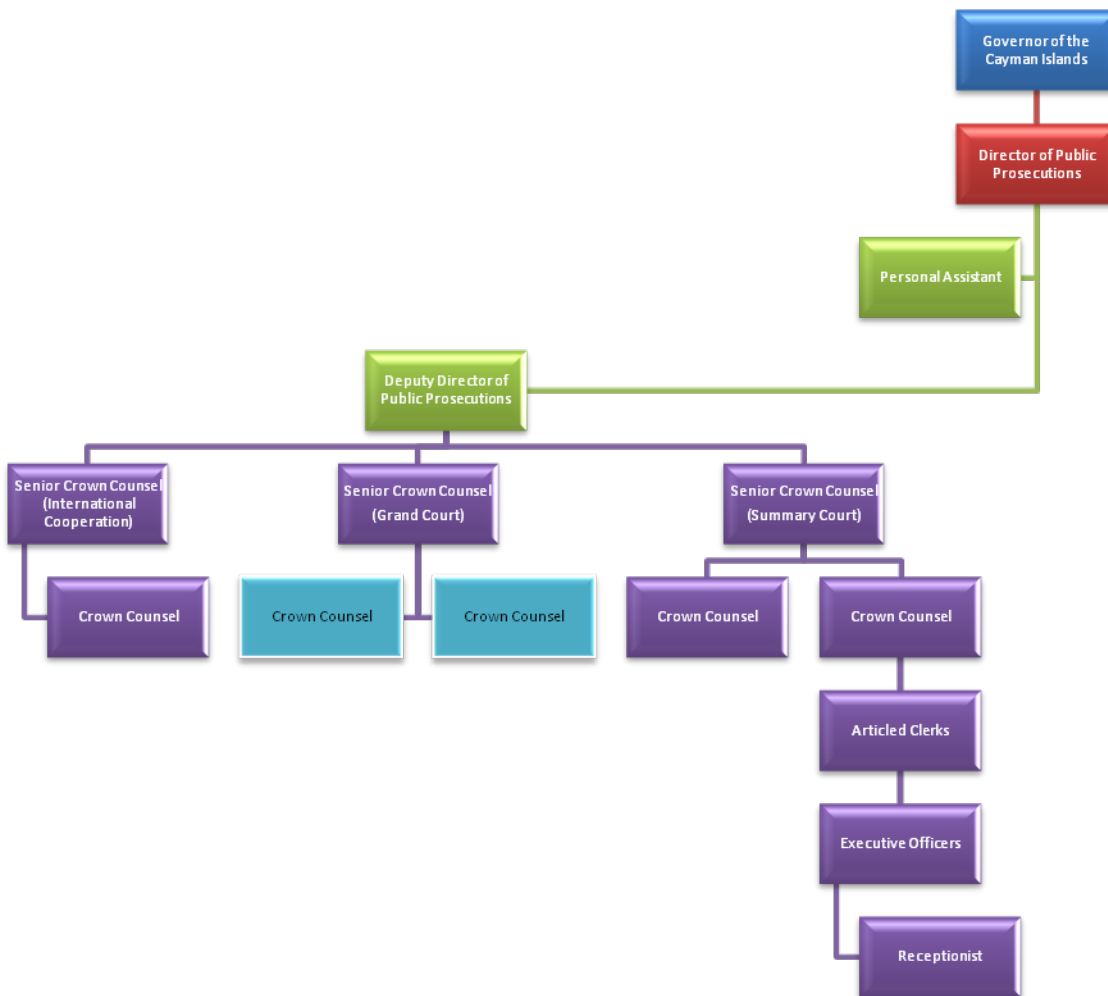
Please note that the Office of the Director of Public Prosecutions was established on the 1st of July 2011, thus there would have been no requests pursuant to this Law prior to that date. You may wish to refer to the Portfolio of Legal Affairs' website for disclosure of records prior to the 1<sup>st</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 & #44515 | 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          | 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.   |
| #48269          | Number of law students doing articles with the ODPP in the last five years?  | <p>Please note that the Office of the Director of Public Prosecutions was established on 1<sup>st</sup> June 2011 therefore there are no records, prior to the 1<sup>st</sup> June 2011, relevant to your request. We can advise however that the Office of the Director of Public Prosecutions does not offer articles independent of the Office of the Solicitor General. The program is a joint one offering training in the areas of civil, criminal and international law.</p> <p>During the period, 1<sup>st</sup> June 2011 to present, three Caymanian articulated clerks, ranging from age 25 to 54, have completed rotations with the Office of the Director of Public Prosecutions as part of the joint articleship program with the Office of the Solicitor General. In addition to the aforementioned, there are two Caymanian clerks who are in the process of commencing and completing rotations with the Office of the Director of Public Prosecutions.</p> |
| #48263          | Nationalities of those employed  | Caymanians – 10<br>British – 3<br>Trinidadians – 3   |

|             |  |   |      |      |      |  |
|-------------|--|---|------|------|------|--|
|             | with the ODPP (as at 9 <sup>th</sup> November 2012.                                  | Jamaicans – 3<br>New Zealander - 1  |      |      |      |  |
| #50651      | Matters being held in Camera   | Governing legislation is section 10 of Criminal Procedure Code (2010 Revision).   |      |      |      |  |
| #49791      | ODPP's move to Bermuda House.  | 2012 Throne Speech – <a href="http://www.legislativeassembly.ky">www.legislativeassembly.ky</a>                                     |      |      |      |  |
| # 56982 /13 | Request for records held on Summary Court file that was completed before the Court.  | Summary Court files are ordinarily returned to the Royal Cayman Islands Police once the matter has been concluded before the court. |      |      |      |  |
| #61451 /14  | Request for records relating to firearm ammunition offence files ruled on by the DPP |   | 2011 | 2012 | 2013 |  |
|             |  | No. of ammunition offence files ruled on for foreign nationals  | 0    | 2    | 1    |  |
|             |  | No. of ammunition offence files resulting in prosecution of foreign nationals   | 0    | 2    | 1    |  |
|             |  | No. of ammunition offence files resulting in no prosecution for foreign nationals   | 0    | 0    | 0    |  |

## 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](#)
6. 2012 Throne Speech – Move to Bermuda House  
[http://www.gov.ky/portal/page?\\_pageid=1142,6902933&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,6902933&_dad=portal&_schema=PORTAL)
7. Director of Public Prosecutions Appointed Queen’s Counsel
8. Deputy Director of Public Prosecutions Appointed Queen’s Counsel



### **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 Office’s 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 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.

This website forms the Office of the Director of Public Prosecutions e-publication scheme, developed in compliance with Section 5 of the FOI Law.

#### **1.4 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.

#### **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, the requesting party 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.

## 1.6 The Office of the Director of Public Prosecutions

### 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 Q.C.

### **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 offence 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).

### **Generally**

#### **Financial Management**

- Annual Salary Scale for Salaried Staff (September 1, 2012)
- Financial Regulations (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Public Management and Finance Regulations(2010 Revision) PMF
- Public Holidays Law (2007 Revision)

#### **Administration & Human Resource Management**

- Health Insurance Law (2013 Revision)
- Public Service Management Law (2013 Revision) & Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2013 Revision)

- Public Servant Code of Conduct Code of Conduct for Civil Servants (December 2007)
- Public Service Pensions Law (2013 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)

### **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- The Freedom of Information Law, 2007 (Commencement) Order (2008)

### **Address Office of the Director of Public Prosecutions**

Physical Address: 2<sup>nd</sup> Floor, Bermuda House, Cayman Financial Centre, 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**

[www.judicial.ky](http://www.judicial.ky) (through to December 31 2014).

[www.dpp.ky](http://www.dpp.ky) (as of January 1 2015).

### **Opening hours of the ODPP:**

The Office of the Director of Public Prosecutions is open from 8.30am to 5.00pm Monday to Friday.

### **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 Q.C. – Director of Public Prosecutions
- Mr. Trevor M. Ward Q.C. – Deputy Director of Public Prosecutions
- Ms. Tricia N. Hutchinson – Senior Crown Counsel (Grand Court)

- Mrs. Tanya A. Lobban – Jackson– Senior Crown Counsel – (Summary Court)
- Mrs. Elisabeth Lees – Schreiner - Senior Crown Counsel – (International Co-operation)
- Ms. Toyin Salako – Crown Counsel I
- Mrs. Nicole Tyson-Petit – Crown Counsel
- Mr. Kenneth Ferguson – Crown Counsel
- Ms. Laura Manson – Crown Counsel
- Ms. Candia James – Crown Counsel
- Mrs. Marilyn Y. Brandt – Crown Counsel
- Mr. Neil Kumar – Crown Counsel
- Mr. Greg Walcolm – Crown Counsel
- Mrs. Aaliyah McCarthy – Crown Counsel (Traffic)
- Ms. Stacy-Ann Kelly– 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– Traffic Court Clerk
- Ms. Eddree Fisher – Grand Court 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  
CI\$2,569,550.00

The budget allocated to the Office of the Director of Public Prosecutions for the year 2012/13 is  
CI\$2,723,981.

2013/14 Budget –

<http://www.legislativeassembly.ky/pls/portal/docs/PAGE/LGLHOME/BUSINESS/BUSINESS/REPORTS/REPORTS20132014/2013-14%20ANNUAL%20PLAN%20AND%20ESTIMATES.PDF>

[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)

**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)

OR

Mrs. Trenda Kelly  
Personal Assistant to the Director of Public Prosecutions  
Office of the Director of Public Prosecutions  
P.O. Box 2328  
Grand Cayman – KY1-1106  
Cayman Islands  
By e-mail: [trenda.kelly@gov.ky](mailto:trenda.kelly@gov.ky)  
[Dpp.complaints@gov.ky](mailto:Dpp.complaints@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:

Neil Kumar  
P.O. Box 2328  
Grand Cayman – KY1-1106  
Cayman Islands  
Tel: 1-345-949-7712  
Fax: 1-345-949-7183  
e-mail: [neil.kumar@gov.ky](mailto:neil.kumar@gov.ky)

The designate to the Information Manager for the Portfolio is:

Evita Dixon  
P.O. Box 2328  
Grand Cayman – KY1-1106  
Cayman Islands  
Tel: 1-345-949-7712  
Fax: 1-345-949-7183  
e-mail: [Evita.dixon@gov.ky](mailto:Evita.dixon@gov.ky)

OR

[Foi.dpp@gov.ky](mailto:Foi.dpp@gov.ky)

• Link to FOI 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.



## Publication Scheme 2015

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

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<sup>1</sup>

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

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.caymanport.com/FOI.php>. If you are still having trouble locating information listed under our scheme, please contact Mr. James C. Parsons, Jr., Information Manager or Mrs. Sandra Barnett, Information Manager (Alternate).

#### 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, Jr. at (345)914 3725 or Mrs. Sandra Barnett at (345) 914 3715 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, Jr. at (345)914 3725 or Mrs. Sandra Barnett at (345)914 3715.

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, Jr. at (345)914 3725 or Mrs. Sandra Barnett at (345)914 3715, 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 4:00pm.

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.

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**

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### **Name of public authority**

Port Authority of the Cayman Islands (PACI)

### **Ministry**

Ministry of District Administration, Tourism & Transport

### **Chief Officer**

Mr. Stran Bodden, Ministry of District Administration, Tourism & Transport, 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

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:     | <a href="mailto:FOI@caymanport.com">FOI@caymanport.com</a> or <a href="mailto:foi.poa@gov.ky">foi.poa@gov.ky</a> |
| PACI Web site: | <a href="http://www.caymanport.com">www.caymanport.com</a>   |
| FOI Web site:  | <a href="http://foi.gov.ky">http://foi.gov.ky</a>  |

## 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><br>45A Harbour Drive<br>George Town<br><br>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> </ul> |

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>▪ Seaport Taxi Dispatch</li> <li>▪ Small craft/boat sea worthiness inspection/licensing</li> <li>▪ Voyage clearance permits</li> <li>▪ Purchase of water and/or fuel for vessels</li> </ul> |
| <b>Billing Office</b><br>110 Portland Road<br>George Town<br><br>8:30am to 4:00pm Monday to Friday<br>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><br>126A Portland Road<br>George Town<br><br>8am to 4:30pm Monday to Friday<br>8am to 12pm Saturday   | Pick-up of Cargo   |
| <b>Dock</b><br>45A Harbour Drive<br>George Town<br><br>6pm to 6am Monday to Sunday<br>(closed on public holidays from 12 midnight before the holiday until 12 AM after the holiday)   | Taxi Dispatch  |
| <b>Container Yard</b><br>126A Portland Road<br>George Town<br><br>8am to 4:30pm Monday to Friday<br>8am to 12pm Saturday and 6pm to 5am Monday to Sunday<br>(closed on public holidays from 12 midnight before the holiday until 12 AM after the holiday) | Pick-up of Containers<br>Pick-up of Cargo<br>Return of Empty of Containers   |
| <b>Cruise Operations</b><br>North Terminal, South Terminal, and Royal Watler Terminal<br>Harbour Drive<br>George Town<br><br>Spotts Dock*<br>Shamrock Road<br>George Town<br><br>6am to 6pm Monday to Sunday  | Cruise Operations  |
| <b>Cayman Brac:</b>   |  |
| <b>Admin Offices</b><br>385 Creek Road<br>Cayman Brac<br><br>8:30am to 4:00pm Monday to Friday  | Clearing of Cargo**  |

8:30am to 12pm Saturday

**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. Errol L. Bush, Chairman                       | Meets monthly 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:  |
| Mr. Gerry Kirkconnell, Deputy Chairman            |  |   |
| Mr. Paul W. Hurlston, Secretary                   |  |   |
| Members:  |  |   |
| Mr. Stran Bodden                                  |  | Mr. James C. Parsons, Jr.<br>Information Manager<br>Port Authority of the Cayman Islands<br>P.O. Box 1358<br>Grand Cayman KY1-1108<br>Cayman Islands<br>Direct Line: (345)914 3725<br>Office: (345)949 2055<br>Email: <a href="mailto:jparsons@caymanport.com">jparsons@caymanport.com</a><br>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><br>Website: <a href="http://www.caymanport.com">www.caymanport.com</a><br>Freedom of Information Website: <a href="http://foi.gov.ky">http://foi.gov.ky</a> |
| Ms. Samantha Bennett                              |  |   |
| Mr. Arek Joseph                                   |  |   |
| Mr. Michael Nixon                                 |  |   |
| Mr. Woodward DaCosta                              |  |   |
| Mr. Ashton Bodden                                 |  |   |
| Mr. Robert Foster                                 |  |   |
| Ms. Jacqueline Scott                              |  |   |

## 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.

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### **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.

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### **What is the maximum lifting capacity of the Port cranes?**

The maximum lifting capacity of the cranes is 40 tons.

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### **What type of cargo can be handled?**

Containers, RoRo, Break-bulk and Bulk.

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### **What is the time of the cargo ship operations?**

1800hrs to 0500 hrs. (6pm to 5am)

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### **What time can cargo be collected?**

Cargo can be collected from the Cargo Distribution Centre on Portland Road Monday through Friday from 8am to 4:30pm and Saturdays 8am to 12 noon.

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### **What cargo lines service the Cayman Islands?**

Thompson Shipping/Tropical Shipping  
Seaboard Marine  
West Indian Marine

Hyde Shipping

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### **From which cities or countries does the majority of our cargo come from?**

Florida, USA and Jamaica.

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### **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.

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### **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.

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### **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.

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### **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.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](#).

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## **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 (2011 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 (2011 Revision) and Regulations
  - 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 (2012 Revision) and (Regulations 2007 Revision)
  - Public Service Management Law (2011 Revision) and Personnel Regulations (2012 Revision)
  - Workmen's Compensation Law (1996 Revision)
  - Immigration Law (2011 Revision) and Regulations
  - Health Insurance Law (2011 Revision) and Regulations (2005 Revision)
  - National Pensions Law (2012 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 of the laws can be obtained upon request from Information Manager or from the Legislative Assembly for a nominal fee.

### **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 or by accessing information on the Port Authority website.

## **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

### **POLICIES & PROCEDURES\***

-  Port Authority Law (1999 Revision)
-  Port Authority Regulations (2011 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: Extended Sick Leave
  - Policy No. 25: Salary Advances
  - Policy No. 26: Unloading Flat rack Policy
  - Policy No. 27: Flat rack weight Policy
  - Policy No. 26: Credit Card Policy
- 
- Information management policy; Disposal schedule (records retention policy)
  -  Operating policies and procedures; Standards of service
  - Labour Law (2012 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 may 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 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

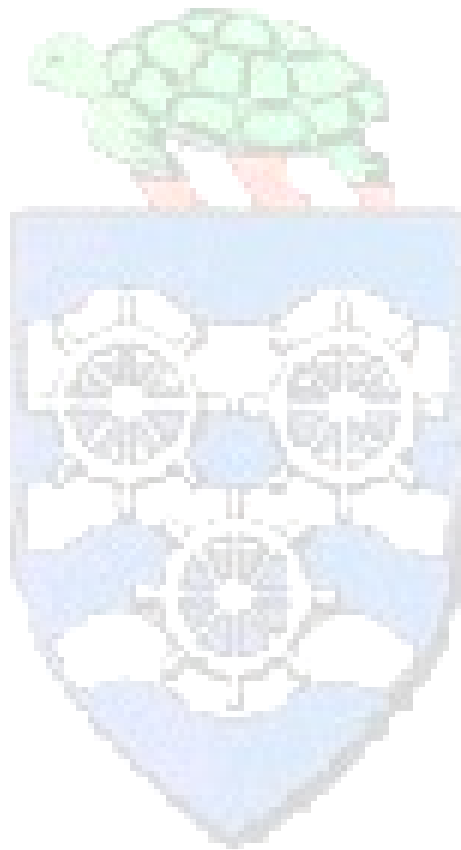
\*Available on our website: <http://www.caymanport.com/abouttheport.php>

## **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>



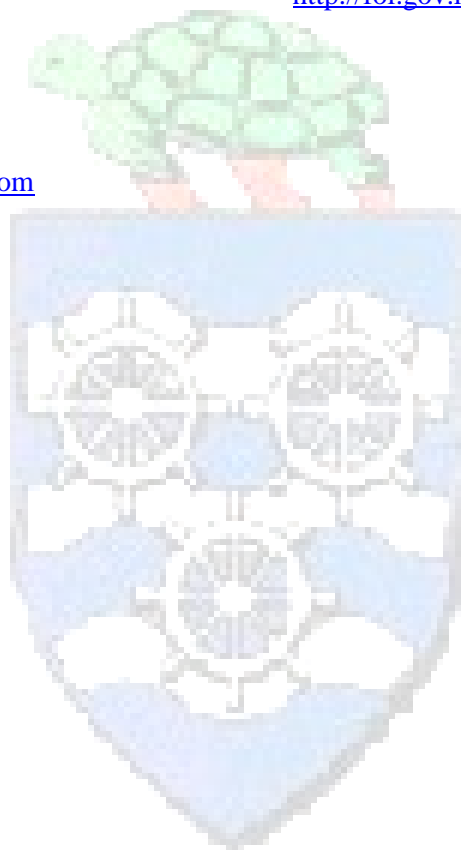
All documents can be obtained by writing or calling our Information Manager or his Designate at the below addresses between the hours of 8:30am and 4:00pm, Monday to Friday.

### **Information Manager**

Mr. James C. Parsons, Jr.  
Information Manager

Mr. Sandra Barnett  
Information Manager (Alternate)  
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)

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>



# **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 Assented to 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)  
Tonicia Williams (Designate)

Please click the following link for information relating to [Information Manager and Designate](#).

### **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 within the Cayman Islands Government

[Government Application Form](#) - Updated 30th January 2008  
[Government Application Form Guidance Notes](#) - Updated 5th December 2007  
[Information for Prospective Students](#) – Law School  
[General Application Form PPC](#) – Law School  
[PPC Student Handbook](#) Law School  
[University of Liverpool Examinations Code of Practice](#) – Law School  
[Mature Entrance Exam Application Form](#) – Law School  
[CILS Admission Policy](#) – Law School

<http://www.lawschool.gov.ky/pls/portal/url/item/CAA1A3E797C95CAAE0406F0A6F1F31BB> - Undergraduate Student Handbook – Academic Year 2013/14.

[Attorney General's Annual Review 2006/7](#)  
[Hurricane Preparedness Plan](#)

## 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 FOI requests were received as the Freedom Information Law had not yet 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 <i>"structure chart for the legal Department including staff job titles and pay band."</i>   | Request granted in full –<br>1. The pay bands for the various posts in the Legal Department are as follows:<br>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.<br><br>2. The salary bands are in the public domain as they have been published as part of the Public Service Management Regulations, 2006.<br><br>3. See below for structure chart. |
| #40340/11             | Request for disclosure of number of appeals by Legal Department to the Grand Court and Court of Appeal in 2010.   | Access to records granted at Internal Review stage:<br>Total Appeals to Court of Appeal – 33<br>Appeals by Attorney General's Chambers to Court of Appeal – 8<br><br>Total Appeals to Grand Court 46<br>Appeals by Attorney General's Chambers to Grand Court – 8<br>[This is not an exhaustive List]  |
| #39762/11             | Request for disclosure of <i>"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."</i> | According to our records one (1) person was extradited from Jamaica to the Cayman Islands in 2005.<br><br>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:<br>1. <i>"Number of</i>  | Access to records granted:<br>2007 – 17<br>2008 – 20   |

|           |   |  |
|-----------|---|--|
|           | <p><i>qualified lawyers working for Legal Department in 2007, 2008, 2009.</i></p> <p>2. <i>Number of Crown Counsel specifying civil and criminal designation working for Legal Department in 2007, 2008, 2009 including the Solicitor-General."</i></p> | <p>2009 – 22</p> <p>2007 – 11 (Crim) 6 (Civil)</p> <p>2008 – 12 (Crim) 8 (Civil)</p> <p>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."   | <ol style="list-style-type: none"> <li>Human Resources Audit Reviews 2007 and 2010.</li> <li>Financial Statement Audit Report – in public domain <a href="http://www.legislativeassembly.ky">www.legislativeassembly.ky</a></li> <li>Internal Audit – however Portfolio of Legal Affairs is not the custodian of this record – Applicant referred to Ministry of Financial Services, Tourism and Development.</li> </ol> |
| #38176/10 | <p>Request for disclosure of</p> <p>1. "Number of case files submitted to Legal by the RCIPS;</p> <p>2. Number of case files ruled on by the Legal Dept;</p> <p>for the years 2007, 2008 and 2009."</p>   | <p>Item 1:</p> <p>2007 – 1,365</p> <p>2008 – 1,358</p> <p>2009 – 1,183</p> <p>Item 2:</p> <p>2007 – 1,365</p> <p>2008 – 1,358</p> <p>2009 – 1,183</p>  |
| #50525/12 | Nationalities of individuals employed by the Attorney General's Chambers/Office of the Solicitor General (as at 9 <sup>th</sup> November 2012)  | <p>Caymanians – 2</p> <p>Trinidadians – 3</p> <p>Jamaicans – 3</p> <p>Canadian – 1</p> <p>Guyanese – 1</p> <p>Vincentian – 1</p> <p>Filipino – 1</p>   |



|           |  |   |                                |                                |                                |
|-----------|--|---|--------------------------------|--------------------------------|--------------------------------|
| #48263/12 | How many exemptions have been granted by Cabinet in the last five years to allow foreign students to do their articles with local law firms.         | During the period specified, there were ten successful applications by non-Caymanians to register articles. These exemptions were granted on the basis that the Applicants had strong family connections to the Cayman Islands. In addition to the aforementioned exemptions, consent was given in one instance to an Applicant to enroll in the Professional Practice Course. Notwithstanding the above exemptions, the Portfolio has been advised that a number of these students have not been successful in actually securing articles. |                                |                                |                                |
| #52434/13 | Number of persons who were granted government scholarships to attend the Law School.   | The Portfolio of Legal Affairs is not responsible for issuing government scholarships, therefore there are no records kept by the Portfolio, of the number of persons who were issued government scholarships to attend the Law School.   |                                |                                |                                |
| #52434/13 | Information regarding Building Societies.  | The Rules of the Building Societies, developed under the Building Societies Law, are generally filed and preserved in the office of the Registrar.  |                                |                                |                                |
| #59325/14 | Information regarding the Employment Law, 2004 – specifically what it means when a Law is passed but not "in force".                                 | Please refer to sections 13 to 17 of the Interpretation Law (1995 Revision) and section 1(2) of the Employment Law, 2004.   |                                |                                |                                |
| #60842/14 | Number of trips made off island by individuals employed by the Portfolio of Legal Affairs, on official business, for the period 2011, 2012 and 2013. | This information relates to the following Departments which fall under the Portfolio of Legal Affairs:<br>1. Attorney General’s Office;<br>2. Attorney General’s Chambers (SGO);<br>3. Legislative Drafting;<br>4. Law Reform Commission;<br>5. Law Revision Commission;<br>6. Financial Reporting Authority; and<br>7. The Truman Bodden Law School (formerly the Cayman Islands Law School).  |                                |                                |                                |
|           |  |   | 1st July 2010 – 30th June 2011 | 1st July 2011 – 30th June 2012 | 1st July 2012 – 30th June 2013 |
|           |  | Number of official business trips off Island by Attorney General  | 6                              | 4                              | 7                              |
|           |  | Total expenditure for official trips off Island by Attorney General   | CI\$65,150.96                  | CI\$28,570.63                  | CI\$54,679.99                  |
|           |  | Number of official business trips off Island by Attorney General’s Staff  | 46*                            | 30*                            | 26*                            |

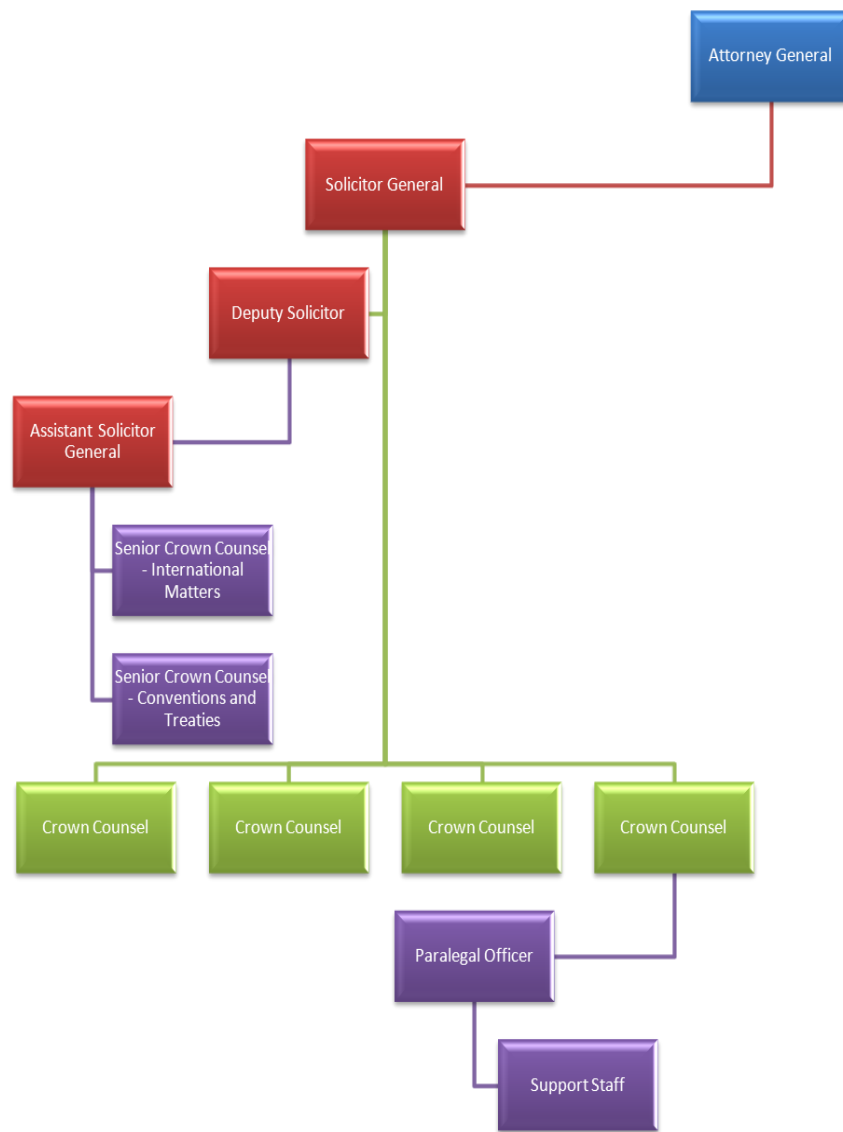
|   |   | <table><tr><td><b>Total expenditure for official trips off Island by Attorney General's Staff</b></td><td>CI\$71,458.98*</td><td>CI\$87,267.26*</td><td>CI\$60,146.31*</td></tr><tr><td><b>Number of times outside Counsel retained by Attorney General's Chambers</b></td><td>10</td><td>9</td><td>8</td></tr><tr><td><b>Total expenses fees, travel, accommodation and car rental for outside counsel employed by the Attorney General's Chambers</b></td><td>CI\$334,670.84</td><td>CI\$251,337.82</td><td>CI\$345,877.00</td></tr><tr><td><b>Number of disciplinary action taken by Portfolio against Staff</b></td><td>0</td><td>1</td><td>0</td></tr></table> | <b>Total expenditure for official trips off Island by Attorney General's Staff</b> | CI\$71,458.98* | CI\$87,267.26*  | CI\$60,146.31* | <b>Number of times outside Counsel retained by Attorney General's Chambers</b> | 10                 | 9   | 8                  | <b>Total expenses fees, travel, accommodation and car rental for outside counsel employed by the Attorney General's Chambers</b> | CI\$334,670.84 | CI\$251,337.82 | CI\$345,877.00 | <b>Number of disciplinary action taken by Portfolio against Staff</b> | 0 | 1 | 0 |
|---|---|---|--|----------------|-----------------|----------------|--|--------------------|---|--------------------|--|----------------|----------------|----------------|---|---|---|---|
| <b>Total expenditure for official trips off Island by Attorney General's Staff</b>  | CI\$71,458.98*  | CI\$87,267.26*  | CI\$60,146.31*   |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| <b>Number of times outside Counsel retained by Attorney General's Chambers</b>  | 10  | 9   | 8  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| <b>Total expenses fees, travel, accommodation and car rental for outside counsel employed by the Attorney General's Chambers</b>  | CI\$334,670.84  | CI\$251,337.82  | CI\$345,877.00   |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| <b>Number of disciplinary action taken by Portfolio against Staff</b>   | 0   | 1   | 0  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| <p>* These figures include travel to Cayman Brac for Court related matters.</p> <p>Please note that the financial statements for 1st July 2013 to 30th June 2014 were being audited at the time of release.</p> |   |   |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| #61104/14   | Salaries and emoluments – Attorney General's Chambers (SGO)   | Greater than 150,000.00 = One<br>120,000 to 150,000 = One<br>100,000 to 120,000 = Two<br>50,000 to 100,000 = Twelve<br>25,000 to 50,000 = Three<br>Less than 25,000 = None  |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| #63213/14   | Name of Chief Officer, any changes in salary since appointment and reasons, and salary range.                         | The Chief Officer of the Portfolio of Legal Affairs is Ms. Jacqueline Wilson. Since her appointment her salary has been reduced as a result of Government's cost saving initiative.<br>The Chief Officer's salary band is C and the scale can be found at <a href="http://www.gov.ky/portal/page?_pageid=2721,5757611&amp;_dad=portal&amp;_schema=portal">www.gov.ky/portal/page?_pageid=2721,5757611&amp;_dad=portal&amp;_schema=portal</a> .  |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| #63223/14   | Copy of duly executed contractual agreement between CIG and Health City.  | The primary document is already in the public domain and can be found at: <a href="http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/FIND/ORGANISATIONS/AZAGENCIES/MHS/NOTICES/SHETTY%20AGREEMENT.PDF">http://www.gov.ky/pls/portal/docs/PAGE/CIGHOME/FIND/ORGANISATIONS/AZAGENCIES/MHS/NOTICES/SHETTY%20AGREEMENT.PDF</a>   |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| #64419/14   | Name and positions of senior officers in the Portfolio of Legal Affairs (as required by applicant) and benefits under | <table><tr><th>Position</th><th>Name of Officer</th></tr><tr><td>Chief Officer</td><td>Ms. Jacqueline Wilson (Solicitor General)</td></tr><tr><td>Head of Department</td><td>Mrs. Myrtle Brandt (Legislative Drafting)</td></tr><tr><td>Head of Department</td><td>Ms. Cheryl Neblett (Law Reform)</td></tr></table>  |  | Position       | Name of Officer | Chief Officer  | Ms. Jacqueline Wilson (Solicitor General)                                      | Head of Department | Mrs. Myrtle Brandt (Legislative Drafting) | Head of Department | Ms. Cheryl Neblett (Law Reform)  |                |                |                |   |   |   |   |
| Position  | Name of Officer   |   |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| Chief Officer   | Ms. Jacqueline Wilson (Solicitor General)   |   |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| Head of Department  | Mrs. Myrtle Brandt (Legislative Drafting)   |   |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |
| Head of Department  | Ms. Cheryl Neblett (Law Reform)   |   |  |                |                 |                |  |                    |   |                    |  |                |                |                |   |   |   |   |

|  |                     |   |   |
|--|---------------------|---|---|
|  | employment contract |   | Commission)   |
|  |                     | Head of Department  | Mr. Stephen Miller (Law Revision Commission)              |
|  |                     | Head of Department  | Mr. Lindsay Cacho (Financial Reporting Authority)         |
|  |                     | Head of Department  | Mr. Mitchell Davies (Director - Truman Bodden Law School) |
|  |                     | Chief Financial Officer   | Ms. Kim France  |
|  |                     | Human Resources Manager   | Mrs. Angella Bent-Thomas                                  |
|  |                     | The Chief Officer receives a monthly allowance of CI\$31.25 for motor car upkeep. In relation to the pension benefits, please be advised that these are prescribed by Law. In addition, each employee is entitled to medical coverage however the dollar value is not set out in the employment contract thus we are unable to provide the sum. |   |

### **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 [http://www.gov.ky/portal/page?\\_pageid=2721,5757611&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=2721,5757611&_dad=portal&_schema=PORTAL)
5. Appointment of New Solicitor General [http://www.gov.ky/portal/page?\\_pageid=1142,6846590&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,6846590&_dad=portal&_schema=PORTAL)

# **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.

## **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
- The Truman Bodden Law School of the Cayman Islands (formerly the 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 answerable to the Chief Officer on matters relating to financial and budgetary management of the Portfolio of Legal Affairs. The financial management initiative which was implemented in 1999 has 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 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 also acts 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 Portfolio of Legal Affairs for the purposes of the Public Management and Finance Law (2013 Revision).

### **Anti-Money Laundering Unit**

The establishment of the Anti-Money Laundering Unit (AMLU) in the Attorney General's Chambers in March 2014 was a critical development in the jurisdiction's ongoing effort to enhance its anti-money laundering and counter terrorist financing (AML/CFT) regime. The AMLU would co-ordinate and spearhead the preparatory work that is necessary for the fourth round of mutual evaluations in which the Cayman Islands' AML/CFT framework would be assessed for technical compliance and effectiveness, in accordance with the revised Financial Action Task Force (FATF) 40 Recommendations of February 2012 and the Methodology for Assessing Technical Compliance with the FATF Recommendations and the Effectiveness of AML/CFT Systems of February 2013.

Since its establishment, the AML Unit has taken extensive measures to sensitize Government officials and key stakeholders in the public and private sector on ways to improve the AML/CFT regime and

necessary measures to prepare for the Caribbean Financial Action Task Force (CFATF) mutual evaluation of the Cayman Islands, slated for the first quarter of 2017.

One important component of the preparation is the conduct of a national money laundering/terrorist financing risk assessment (NRA). The AMLU has assembled NRA working groups, comprising of persons both from the public and private sector. The World Bank is currently providing technical assistance to the Cayman Islands on the development NRA, which will assist the Cayman Islands in identifying, assessing, and understanding money laundering and terrorist financing risks and will form the basis by which financial institutions and designated non-financial businesses and persons (DNFBPs) assess risks for their respective sectors.

The work of the Unit is both time sensitive and resource intensive as measures have to be taken to meet the new standards and to demonstrate effectiveness of the overall AML/CFT regime at the time of the CFATF mutual evaluation.

## **Legislative Drafting Department**

The Legislative Drafting Department provides legislative drafting support to the Government by researching, analysing and drafting both primary and subsidiary 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 efficient legislative drafting services, including related legislative advice.

## **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 update the List of current Laws and Subsidiary legislation of the Cayman Islands titled "The Consolidated Index" annually.

The Commission is also responsible for incorporating new Amendments of Laws and Subsidiary legislation into current Laws thereafter calling such consolidations Revisions.

## **Financial Reporting Authority**

The Financial reporting Authority receives, analyses and disseminates suspicious activities reports, which provides 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.



## **Truman Bodden Law School (formerly Cayman Islands Law School)**

The Law School provides tuition for both full and part-time programmes leading to the Bachelor of Laws (Honours) Degree from the University of Liverpool and the qualification of Attorney-at-Law, which follows successful completion of the postgraduate Professional Practice Course and articles. It is also possible to enroll at the law school as a general student studying individual courses, with or without taking examinations at the conclusion of said course. Students may register with the University of Liverpool for individual courses and upon successful completion of the course will receive a university course certification.

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 Law School were awarded Qualifying Law Degree status by the English Law Society and the English Bar Council and continued to be recognized as such. 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 in other common law jurisdiction which recognize 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**

Ms. Kim France – Chief Financial Officer

#### **Office of the Solicitor General and Chief Officer of the Portfolio**

Ms. Jacqueline Wilson – Solicitor General & Chief Officer

#### **Head of Legislative Drafting Department**

Mrs. Myrtle Brandt – First Legislative Counsel

#### **Head of Law Reform Commission**

Ms. Cheryl Ann Neblett – Director, Law Reform Commission

#### **Head of Law Revision Commission**

Mr. Stephen Miller – Law Revision Commissioner

#### **Head of Financial Reporting Authority**

Mr. Lindsay Cacho – Director

#### **Head of the Truman Bodden Law School (formerly Cayman Islands Law School)**

Mr. Mitchell Davies – Director of Legal Studies

#### **Anti-Money Laundering Unit**

Mr. Francis Arana – Head of AML Unit

## **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, 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

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.

#### Anti-Money Laundering Unit

- Co-ordinate and spearhead the preparatory work that is necessary for the fourth round of mutual evaluations in which the Cayman Islands' AML/CFT framework would be assessed for technical compliance and effectiveness, in accordance with the revised Financial Action Task Force 40 Recommendations;

- Sensitize Government officials and key stakeholders in the public and private sector on ways to improve the AML/CFT regime and necessary measures to prepare the Caribbean Financial Action Task Force (CFATF) mutual evaluation of the Cayman Islands;
- Conduct of national money laundering/terrorist financing risk assessment (NRA); and
- Facilitate inter-agency cooperation and coordination with respect to AML/CFT.

### **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 Laws and subsidiary legislation.

### **Financial Reporting Authority**

Suspicious Activities Reports

### **Truman Bodden Law School (formerly known as Cayman Islands Law School)**

All aspects of Legal Education within the Cayman Islands ( 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

### **Truman Bodden Law School (formerly known as Cayman Islands Law School)**

The Legal Practitioners Law (2012 Revision)  
The Legal Practitioners (Student) Regulations (2012)

## **Generally**

### **Financial Management**

- Annual Salary Scale for Salaried Staff (September 1, 2012)
- Financial Regulations (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Public Management and Finance Regulations (2010 Revision)
- Public Holidays Law (2007 Revision)

### **Administration & Human Resource Management**

- Health Insurance Law (2013 Revision)

- Public Service Management Law (2013 Revision) & Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2013 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants (December 2007)
- Public Service Pensions Law (2013 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2013 Revision)

## **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- The Freedom of Information Law, 2007 (Commencement) Order (2008)

## **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

**E-mail:** [Tesia.Scott@gov.ky](mailto:Tesia.Scott@gov.ky)

### **Attorney General's Chambers**

#### *Office of the Solicitor General*

#### Physical Address:

4<sup>th</sup> Floor, Government Administration Building  
George Town  
Grand Cayman  
Cayman Islands

#### Mailing Address:

P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands

Tel: 1-345-946-0022

Fax: 1-345-946-0019

**E-mail:** [Michaiah.Bryan@gov.ky](mailto:Michaiah.Bryan@gov.ky)

### **Legislative Drafting Department**

Physical Address:

4th Floor, Government Administration Building  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:

P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands

Tel: 1-345-946-0022

Fax: 1-345-946-0019

**E-mail:** [Darrah.Jervis@gov.ky](mailto:Darrah.Jervis@gov.ky)

### **Law Reform Commission**

Physical Address:

4th Floor, Government Administration Building  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:

P.O. Box 1999  
Grand Cayman – KY1-1104  
Cayman Islands

Tel: 1-345-244-2365

Fax: 1-345-946-0019

**E-mail:** [Kimberly.Allen@gov.ky](mailto:Kimberly.Allen@gov.ky)

### **Law Revision Commission**

Physical Address:

4th Floor, Government Administration Building  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address:

P.O. Box 907  
Grand Cayman – KY1-1103  
Cayman Islands

Tel: 1-345-946-0022

Fax: 1-345-946-0019

**E-Mail:** [Patricia.Sutherland@gov.ky](mailto:Patricia.Sutherland@gov.ky)

### **Financial Reporting Authority**

Physical Address:

4th Floor, Government Administration Building  
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

**E-mail:** [Sharon.dhamalie@gov.ky](mailto:Sharon.dhamalie@gov.ky)

### **The Truman Bodden Law School (formerly known as the Cayman Islands Law School)**

Physical Address:

CIBC Bank 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

**E-mail:** [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.judicial.ky](http://www.judicial.ky) however there are Departments which have their own websites as well.

### **Portfolio of Legal Affairs**

<http://www.judicial.ky/>

### **Financial Reporting Authority**

[www.fra.gov.ky](http://www.fra.gov.ky)

**The Truman Bodden Law School (formerly known as the 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 for much of the teaching year.

**List of Committees, Boards, Councils, Associations, Trusts, Foundations etc that the Public Authority holds membership/provides legal advice:**

**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;  
Inter-Ministerial Task Force to finalize Implementation Planning for the Cayman Islands Disability Policy  
Child Abuse Prevention Board;  
National Conservation Council  
Water Authority; and  
Health Services Authority.

**Legislative Drafting Department**

Copyright Committee  
Data Protection Working Group  
Financial Services Legislative Committee

**Law Reform Commission**

None

**Law Revision Commission**

None

**Financial Reporting Authority**

Guidance Note Committee



## **The Truman Bodden Law School (formerly known as the 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. Prospective Students Information Handbook
3. 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:**

The Portfolio of Legal Affairs does not issue work permits but hires 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. Tesia Scott – Executive Officer

#### **Chief Financial Officer**

Ms. Kim France – Chief Financial Officer  
Ms. Ligia Whitaker – Financial Administrator

#### **Attorney General's Chambers**

##### **Office of the Solicitor General**

Ms. Jacqueline Wilson – Solicitor General & Chief Officer  
Mrs. Suzanne Bothwell – Senior Crown Counsel  
Mr. Wayde Bardswell – Crown Counsel I (Civil)  
Ms. Dawn Lewis – Crown Counsel (Civil)  
Ms. Anne-Marie Rambarran – Crown Counsel (Civil)  
Ms. Joan Mattis – Crown Counsel (Civil)  
Ms. Jennifer Catron – Crown Counsel (Civil)  
Mrs. Jenesha Bhoorasingh-Simpson - Crown Counsel (Civil)/Information Manager  
Ms. Tonicia Williams – Crown Counsel (II) (Civil)  
Mr. Francis Arana – Head of the Anti-Laundering Unit

Mrs. Christine Cooke - Paralegal

Administrative Staff

Mrs. Angella Bent – Thomas – Human Resource Manager  
Mrs. Beverly Speirs - Librarian  
Mr. Michaiah Bryan – Executive Officer / Senior Records Officer

**Legislative Drafting Department**

Mrs. Myrtle Brandt – First Legislative Counsel  
Mr. Stephen Miller – Senior Legislative Counsel  
Mr. Bilika Simamba – Senior Legislative Counsel  
Ms. Maureen Benjamin – Legislative Counsel  
Ms. Catherine Williams – Legislative Counsel (Financial Services)  
Ms. Bethea Christian – Legislative Counsel

Administrative Staff

Ms. Darrah Jervis – Administration Secretary

**Law Reform Commission**

Ms. Cheryl Ann Neblett – Director  
Mr. Jose Griffith – Legislative Council  
Ms. Kimberly Allen, Executive Officer

**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. Roman Reyes – Senior Accountant/IT  
Mr. Julian Hurlston – Financial Analyst  
Mrs. Elena Jacob – Financial Analyst

Administrative Staff

Ms. Sharon Dhamalie - Administrative Manager

**The Truman Bodden Law School (formerly known as the Cayman Islands Law School)**

Mr. Mitchell C. Davies – Director of Legal Studies  
Mrs. Deborah Barker-Roye – Assistant Director of Legal Studies and Professional Practice Course Leader;  
Mr. Matthew Rollinson – Senior Lecturer  
Ms. Rhian Minty – Senior Lecturer  
Ms. Leyla Jackson – Lecturer  
Ms Meryl Thomas - Lecturer  
Dr Leo Raznovich – Lecturer  
Ms. Roisin Liddy-Murphy - Lecturer

Administrative Staff

Mrs. Beverly Speirs – Librarian  
Ms. Lourdes Pacheo – 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

Annual report 2008/9

Annual report 2009/10

Annual report 2010/11

Annual report 2011/12

Annual report 2012/13

Annual report 2013/14

## **Budget Allocated to the Public Authority: (An option is to provide a link to the Budget)**

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)

2012/13 Budget -

The budgeted expenditures for 2012/13 for the Portfolio of Legal Affairs are \$5,193,930.

2013/14 Budget-

<http://www.legislativeassembly.ky/pls/portal/docs/PAGE/LGLHOME/BUSINESS/BUSINESS/REPORTS/REPORTS20132014/2013-14%20ANNUAL%20PLAN%20AND%20ESTIMATES.PDF>

[http://www.gov.ky/portal/page?\\_pageid=2882,7644275&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=2882,7644275&_dad=portal&_schema=PORTAL)

2014/15 Budget -

<http://www.gov.ky/pls/portal/docs/PAGE/PFEHOME/PUBLICATIONS/2014-2015-BUDGET-DOCUMENTS/2014-15-ANNUAL-PLAN-AND-ESTIMATES/2014-15-ANNUAL-PLAN-AND-ESTIMATES.PDF>

## **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 (4<sup>th</sup> Floor, Government Administration Building, 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  
Portfolio of Legal Affairs  
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: (attach list of classes of files 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; discussion papers, bills, laws and

Final reports

**Law Revision Commission**

Gazettes

**Financial Reporting Authority**

Suspicious Activity Report Form

**The Truman Bodden Law School (formerly known as the 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**

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, 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, the Government and its Statutory 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 provide legal advice to members of the public.

### **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.

### **The Truman Bodden Law School (formerly known as the 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 (2012 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 Associate's 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.lawschool.gov.ky](http://www.lawschool.gov.ky).

#### **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**

Please refer to section 3 of the Legal Practitioners Law (2012 Revision).

**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-simpson@gov.ky](mailto:Jenesha.bhoorasingh-simpson@gov.ky)

The designate to the Information Manager for the Portfolio is:

Tonica Williams  
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)

**FOI E-mail address**

[foi.plg@gov.ky](mailto:foi.plg@gov.ky)

- **Link to FOI Website:**

[www.judicial.ky](http://www.judicial.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.





## 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

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#### 1. About the Publication Scheme

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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**

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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**

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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.

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<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 Mrs. Deloris Gordon, 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 Deloris Gordon or Darren Curry on (345) 244 6611 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  
P.O. Box 117  
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 Deloris Gordon or Darren Curry on (345) 244 6611.

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**

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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**

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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**

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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  
Fax: +1 345 949 2026  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

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

## **ABOUT US**

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### **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.

### **Principal officer**

The Principal officer in the Portfolio of the Civil Service is:

Gloria McField-Nixon  
Chief Officer  
Portfolio of the Civil Service  
C/O Government Administration Building  
P.O. Box 117  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

### **Information manager**

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

*By mail at:*

Deloris Gordon  
Portfolio of the Civil Service  
C/O Government Administration Building  
P.O. Box 117  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

*By phone on:*  
(345) 244 6611

*Or by email at:*  
[foi.pocs@gov.ky](mailto: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**

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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 page 759 onwards)**

[http://www.bmu.gov.ky/\\_files/file\\_126.pdf](http://www.bmu.gov.ky/_files/file_126.pdf)

### **Governance**

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

- Cayman Islands Constitution Order 2009
- Public Service Management Law (2013 Revision)
- Personnel Regulations, 2013 Revision
- Public Management and Finance Law (2012 Revision)
- Finance Regulations (2008 Revision)
- Freedom of Information Law, 2007
- Freedom of Information (General) Regulations (2008)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- National Archive and Public Records Law (2010 Revision)

- National Archive and Public Records (Regulations) 2007

### **Corporate management**

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

[http://www.bmu.gov.ky/\\_files/file\\_126.pdf](http://www.bmu.gov.ky/_files/file_126.pdf)

## **FINANCE & ADMINISTRATION**

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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 \***

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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**

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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**

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**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;
- 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;
- 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.

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.

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<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.peb@gov.ky](mailto:foi.peb@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 Manger**

**Public Service Pensions Board**

**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)

D. Melanie Ebanks-Jackson, Director, Plan Administration (Designate)

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

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

Richard Moody, Director, Projects

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

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

## Information Manager

Faith Ebanks, Information Manager  
Main line: (345) 945-8175 Direct line: 244-7141  
Email: [faith.ebanks@pspb.ky](mailto:faith.ebanks@pspb.ky) or [foi.peb@gov.ky](mailto:foi.peb@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.peb@gov.ky](mailto:foi.peb@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.peb@gov.ky](mailto:foi.peb@gov.ky)  
[www.pspb.gov.ky](http://www.pspb.gov.ky)

| Location and hours  | Matters handled   |
|---|---|
| Ground Floor<br>Government Administration Building<br>133 Elgin Avenue, George Town<br>Grand Cayman, Cayman Islands<br><br>Opened from 8:30am to 5:00pm | 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 Law |

## Boards and Committees

| Name  | Meetings  | Minutes  |
|---|---|--|
| Board of Directors<br>Members:<br>Hon. Kenneth Jefferson, Chairman<br>Mr. Wayde Bardswell, Legal Council<br>Mr. Eric Bush<br>Mr. James Walter, CICA President<br>Mr. Kirkland Nixon, Pensioner's Representative<br>Mr. Nicholas Freeland, Private Sector Representative<br>Mrs. Jewel Evans Lindsey, Managing Director<br>Ms. Bethany Powery-Ebanks, 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 Pension 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 e-Forms 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, Cayman Islands National Insurance Company, National Roads Authority, Electricity Regulatory Authority and Information and Communications Technology Authority.

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

The current active participants count now stands at 5,529.

**How many pensioners are there?**

There are currently 1,504 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 1 January 2011 was \$154,067 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; 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



Investment Managers Reports

## **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;
- 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)



## Public Works 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

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#### 1. About the Publication Scheme

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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 Works Department to making information available to the public as part of its normal business activities.

The Public Works 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**

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The Public Works Department will generally not publish:

- information in draft form;
- information that is not held by the Public Works 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 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 Works 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.

### **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.pwd@gov.ky](mailto:foi.pwd@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. Juliette Frederick at (345)244 4834 or Mr. M. Lyle Hill at (345)244-4885 to request information.

### Post

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

Ms. Juliette Frederick  
Information Manager  
P.O. Box 10505  
Grand Cayman KY1-1005  
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 either of the below persons:

Ms. Juliette Frederick  
Information Manager  
Tel: (345) 244-4834  
Email: Juliette.Frederick@gov.ky

Mr. M. Lyle Hill  
Information Manager - Designate  
Tel: (345) 244-4885  
Email: mitchell.hill@gov.ky

The Public Works 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 Public Works 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 Public Works 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 Public Works 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 Public Works Department has received your payment.

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

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Information held by the Public Works Department that is not published under this scheme can be requested in writing, via email, fax, or by visiting the Public Works Department. Your request will be considered in accordance with the provisions of the FOI Law.

Send written requests to:

Ms. Juliette Frederick  
Information Manager  
Public Works Department  
370 North Sound Road  
P.O. Box 10505  
Grand Cayman KY1-1005  
Cayman Islands

For requests by email, please forward to [foi.pwd@gov.ky](mailto:foi.pwd@gov.ky)

All faxed requests should be sent to the attention of the Information Manager at (345) 949-7731.

### **6. Complaints**

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The Public Works 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 Ms. Juliette Frederick at (345)244-4834 or Mr. M. Lyle Hill at (345)244-4885, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our HR Manager, Mrs. Francene Roach, at (345)244-4823 or by collection of a complaints form from our office at 370 North Sound Road, George Town, Grand Cayman.

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**

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

## **ABOUT US**

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### **Name of public authority**

Public Works Department

### **Ministry**

Ministry of Planning, Lands, Agriculture, Housing & Infrastructure

### **Principal Officer**

Mr. J. Maxwell Jones  
Director

### **Major Projects Office**

Mr. Jim Scott  
Chief Project Manager

### **Development & Planning**

Mr. Sean Evans  
Acting Deputy Director of Development & Planning

### **Operations & Works**

Mr. Robert Johnson  
Acting Deputy Director of Operations & Works

### **Recreation Parks & Cemeteries**

Mr. Mark Bothwell  
Acting General Manager

**Information Manager**

Ms. Juliette Frederick  
Acting Deputy Director of Finance & Administration

**Information Manager - Designate**

Mr. M. Lyle Hill  
Assistant Manager- Town Management / F&A

**Organisation and functions**

The Public Works Department (PWD) is the Government's principal advisor on matters relating to public buildings and their facilities. The department provides project management, construction management, construction activities, architectural, quantity surveying and MEP consultancy services for building related projects and also the provision of repair and maintenance services to Government properties as requested by fund-holding Client Agencies.

On February 6, 2013, Recreations Parks & Cemeteries Unit (RPCU) was assimilated into the Public Works Department (PWD) as a functional Unit. With this re-structuring, PWD took on the additional services of the maintenance and management of public toilets, docks, ramps, cemeteries, beaches and parks.

October 6, 2014 saw the Major Projects Office relocating, from the Government Administration Building to PWD. This unit will be providing Project Management and Consultancy for upcoming large Government projects such as the Airport Expansion Project, Cruise Berthing Facilities and Govt. Waste Management Project.

Services are provided using in-house professional staff, project and construction management expertise and direct labour services or by procuring private sector services, on the basis that PWD will be reimbursed for the full cost of its efforts, as aggregated from time recording and project costing systems.

**Contact Information:**

P.O. Box 10505  
Grand Cayman KY1-1005  
Cayman Islands  
Tel: (345)949-2547  
Fax: (345)949-7731  
FOI email: [foi.pwd@gov.ky](mailto:foi.pwd@gov.ky)  
Facility Maintenance **Service Line:** (345)244-4838 or [PWDHelpDesk@gov.ky](mailto:PWDHelpDesk@gov.ky)  
Emergency **Hotline:** (345)916-6694  
Website: [www.pwd.gov.ky](http://www.pwd.gov.ky)

| Location and hours   | Matters handled  |
|--|--|
| Public Works Department<br>370 North Sound Road<br>George Town, Grand Cayman<br><i>Regular Hours:</i> 8:30A.M. to 5:00 P.M.<br><i>Emergency Hours:</i> 5.00P.M. to 8.00A.M.weekdays AND 24hrs.<br>weekends & Public Holidays | <ul style="list-style-type: none"><li>▪ Professional and technical consulting services.</li><li>▪ Public Construction Projects</li><li>▪ Maintenance of Buildings</li><li>▪ Emergency Support Services</li><li>▪ Maintenance of Recreation areas, Parks and Cemeteries</li></ul> |

## Frequently asked questions

- **What Does PWD do?**

The Public Works Department (PWD) is responsible for the design, construction and maintenance of Government facilities as well as Disaster preparedness support. Located in a complex on the North Sound Road, the department employs Engineers, Architects, Project Managers, Quantity Surveyors, Administrative and Trade staff.

- **How does one gain employment with PWD?**

Whenever a job vacancy exists, the department will post advertisements in both the local media and on the Government Intranet.

To apply for a job with the PWD you should mail, email, fax or hand deliver a complete application form and current resume to the department, by the deadline listed on the job advertisement to:

Human Resources  
Public Works Department  
370 North Sound Road  
P.O. Box 10505  
Grand Cayman KY1-1005  
Cayman Islands

Fax: (345) 949-7731  
Email: [pwdrecruitment@gov.ky](mailto:pwdrecruitment@gov.ky)

- **If I submit a resume do I still need to complete the government application form?**

Yes. The application form includes information that isn't listed on the resume.

- **Who should I contact regarding a post I have applied for?**

The Human Resources Manager or Human Resources Executive Officer at (345) 244-4823 or Email [pwdrecruitment@gov.ky](mailto:pwdrecruitment@gov.ky)

- **How can I offer consultancy/Business services to PWD?**

PWD is consistently involved in administrative or operational activities requiring the contracting of external services. When this need arises PWD will advertise its invitation of tenders via the local media and on the PWD website. These invitations will outline the process involved in making such bids.

- **Who are PWD's clients?**

PWD provides services to Ministries, Portfolios, Government Departments, Statutory Authorities, and Government owned companies, approved private sector clients and any other entity that PWD agrees to provide services to. The majority of our activities are located in Grand Cayman and occasionally in the Sister Islands.

- **Can PWD fix my roads?**

No. The construction and maintenance of roads is the responsibility of the National Roads Authority (NRA)

- **What is the difference between PWD and NRA?**

Initially the Public Works Department consisted of two divisions, namely Roads and Buildings. In July 2004 the Roads division was separated and by an act of government became an authority, now referred to as the National Roads Authority (NRA).

## **STRATEGIC MANAGEMENT**

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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 for the Public Works Department

### **1. Continuous improvement in customer service (both External and Internal customers)**

- 1.1 Improve ability to gather and utilize real-time information to better advise stakeholders regarding work related matters
- 1.2 Develop content and conduct continuous and relevant customer service training
- 1.3 Develop systems to garner client feedback (these may include focus groups, surveys etc.)
- 1.4 Develop and integrate into operations, a department wide Customer Service Policy
- 1.5 Establish a Standard operating procedure for creating opportunities to delight clients and exceed their basic expectations

### **2. Improve PWD information management systems.**

- 2.1 Implement the government Enterprise Content Management (ECM) within the department
- 2.2 Develop a document issuing policy and standardize all documents, templates and forms currently in use.
- 2.3 Fully implement the government Enterprise Asset Management (EAM) within the department and use it to manage the maintenance process
- 2.4 Implement a department wide Version Control policy

### **3. Develop comprehensive succession management policies and practices.**

- 3.1 Conduct self-evaluation to determine organizational priorities
- 3.2 Develop feedback mechanisms to ensure participant involvement in planning process
- 3.3 Implement a formal Peer Mentoring programme
- 3.4 Craft business continuity plans
- 3.5 Ratify PWD succession planning framework
- 3.6 Craft individual succession plans for Key Posts (mission critical jobs)

#### **4. Improve organizational development and training.**

- 4.1 Complete the development and conduct the implementation of a PWD apprenticeship programme
- 4.2 Develop a three-year Strategic HR Plan
- 4.3 Develop a three-year Training Plan hinged against the department's Strategic HR Plan
- 4.4 Enroll staff in Technical/ Vocational certificate and degree training programmes targeting Administrative and Site-Based employees
- 4.5 Implement robust Cross-training practices
- 4.6 Implement Industrial Furlough programme
- 4.7 Complete development and implementation of stores system
- 4.8 Conduct periodic organizational reviews
- 4.9 Conduct cyclical Job Description Reviews
- 4.10 Improve HR administration management (examine online leave applications)

#### **5. Improve communication (Internal and external)**

- 5.1 Standardize Inter/Intra Departmental communication policies
- 5.2 Develop and implement a PWD Marketing and Communications strategy
- 5.3 Improve quality of management reporting to achieve increased frequency, scope, quality and timeliness and availability of reports

#### **6. Improve Accountability**

- 6.1 Improve Performance Management System (this will include activities such as setting measurable performance objectives)
- 6.2 Implement Qualitative measurement systems into the Work Order management process.
- 6.3 Hold persons accountable for poor performance

#### **7. Promote environmental stewardship and sustainability.**

- 7.1 Improve employee awareness regarding environmental sustainability
- 7.2 Implement a recycling programme within the Department
- 7.3 Enhance sustainable design and maintenance practices
- 7.4 Implement environmental stewardship policies within the department
- 7.5 Include environmental stewardship promotional items in Departments Marketing Plan

#### **8. Perform to industry standards through benchmarking (best practice).**

- 8.1 Maintain useful association memberships in order to identify appropriate benchmarks
  - 8.1.1 Research various associations proven to be useful in the industry as a team
  - 8.1.2 Effectively compile list of chosen associations to gain memberships with
  - 8.1.3 The team should choose several associations that benefit all departments throughout PWD
  - 8.1.4 Identify different approaches to benchmarking for PWD as a whole
  - 8.1.4 Identify different approaches to benchmarking for each department
- 8.2 Implement industry best practices and systems

- 8.2.1 Compile industry data to provide best practice standards for overall PWD employees. Teams should focus on a combination of each division needs to create stages of standards for the separate departments
- 8.2.2 Create a model of best practices standards for presentation and acceptance of Strategic Team
- 8.3 Develop measures to determine if benchmarks are met (examine on the basis of time, quality & cost)
- 8.3.1 Create a matrix in which to evaluate all divisions for the level of TQC to calculate overall benchmark
- 8.3.2 Matrix should rate each division individually (per JD) and produce a combined averaged output measure
- 8.4 Seek relevant industry based recognition
- 8.4.1 Ensure employees performing to industry standards receive the recognition deserved by all
- 8.4.2 Provide system to ensure relevant industry based recognition provided
- 8.5 Conduct 40-Hour Industrial furlough
- 8.5.1 Initiate furlough plan once plan has been implemented by Team 4
- 8.5.2 Ensure all employees are informed of the program and encouraged to participate
- 8.5.3 Measure knowledge gained from the experience
- 8.5.4 Factor furlough knowledge gained into matrix for benchmarking purposes

## **9. Continuous improvement in management practices.**

- 9.1.1 Craft a technology Plan
- 9.1.2 Establish and implement a full spectrum of Policies and Procedures and conduct periodic reviews of them.
- 9.1.3 Conduct familiarization sessions on developed policies and established procedures with all staff.
- 9.1.4 Develop and implement a Fleet Management operational plan which will facilitate the maintenance and renewal of our fleet in order to support efficient delivery of client services.

## **10. Enhance employee care and recognition.**

- 10.1 Showcase team members via public communications media.
- 10.2 Obtain group benefit packages for employees from product and service suppliers
- 10.3 Support social-needs projects and establish staff volunteer programmes.
- 10.4 Revamp reward and recognition programmes
- 10.5 Implement additional staff welfare programmes

## **Governance**

- Public Accountants Law (2009 Revision) - International Public Accounting Standards
- Labour Law (2007 Revision) and Regulations
- Public Holidays Law (2007 Revision)
- Public Service Management Law (2011)
- Public Service Personnel (Regulations) (2011)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- The Freedom of Information Law, 2007 (Commencement) Order (2008)
- Electronic Transactions Law 2003 revision
- Public Management and Finance Law (2012 Revision), Financial Regulations 2010
- Workmen's Compensation Law (1996 Revision)
- Immigration Law (2011 Revision)
- Public Holidays Law (2007 Revision)
- Customs Law (2007 Revision) and Regulations; Customs Tariff (Amendment) Bill 2012
- Environmental Health Laws and Regulations
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- Chief Secretary's Code of Practice on Record Management
- Health Insurance Law (2011 Revision)
- The Development and Planning Law (2011 Revision)
- The Development and Planning (Amendment) Regulations, 2012
- The Building Code (Amendment) Regulations, 2012
- Schedule One of the Personnel Regulations: A document describing Employment Terms and Conditions (2011 Revision)

## **FINANCE & ADMINISTRATION**

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### **Financial management**

- Annual Budget
- Accounting Policies and Procedures
- Contracting Procedures
- List of current tenders, contracts or quotations; Recently-awarded contracts

### **Administration**

- Press Releases
- Job Vacancies; career opportunities
- Staff pay and grading structures
- Records Management file plan

## **POLICIES & PROCEDURES\***

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- Complaints-Handling Procedures; HR Policies and Procedures
- Finance, Stores & Fleet Policies and Procedures
- Operations and Works Policies and Procedures
- Development & Planning Policies and Procedures
- Information Management Policy; Disposal schedule (records retention policy)

\*Copies can be obtained upon request from Information Manager



## **LISTS & REGISTERS**

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- Asset Register
- FOI Disclosure Log

## **OUR SERVICES**

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### **Policy Advice**

Policy advice and services on government facilities and related matters to support the Minister of District Administration, Works, Lands and Agriculture involving:

- Preparation of Reports and Advice Papers and
- Attending Meetings

### **Advice and Assistance on Government Facilities and Related Matters**

Advice and services on government buildings and facilities and related matters to support various entities involving:

- Preparation of Reports and Advice Papers and
- Attending Meetings

### **Public Facility Maintenance and Management**

Maintain and manage public toilets, docks, ramps, cemeteries, beaches and parks

### **Consulting Services for Government Building Projects**

Provision for architectural, project management and quantity surveying services to provide the following:

- Project Definition Documents (PDD)
- Architectural Designs
- Drawing production
- Cost estimates
- Tender documentation
- Consultant contracts
- Consultant coordination
- Change orders
- Certificate of payments
- Construction punch list
- Project handover

## **Facilities Maintenance, Construction and Renovations of Government Buildings**

Maintenance to and construction of government facilities including:

- Execution of work orders for mechanical, electrical and plumbing services (this involves assessment and procurement of materials and identification of labour, etc.)
- Preparation of Facility Condition Reports.
- Issuance of Customer Survey forms.
- Construction of new facilities and repairs/renovations to existing buildings.

## **Disaster Preparedness**

Carry out disaster preparedness activities for hurricane, earthquake and other natural and manmade disasters including:

1. Executing an annual hurricane preparedness exercise.



## 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

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#### 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

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*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 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

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

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<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**

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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.

##### 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**

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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

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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

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

## ABOUT US

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### **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 89.9 on Grand Cayman and 91.9 on Cayman Brac and Little Cayman and Breeze 105.3FM on Grand Cayman 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 89.9FM and a magical mix of music on Breeze 105.3FM. The station also delivers the most extensive and credible local, regional and international newscasts in the Cayman Islands.

Radio Cayman is the "Community 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, National Heroes Day Celebrations in January 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 Reporters   | (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<br>Grand Cayman KY1-1102<br>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.)

### **Portfolio**

#### **Cabinet Office**

Government Administration Building, 133 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

**Engineer**

Dean Bremmer

P.O. Box 1110, Grand Cayman KY1-1102, Cayman Islands

**News Director**

Carsley Fuller (*Acting*)

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.

| Location and hours  | Matters handled  |
|---|--|
| Physical address: 71B Elgin Avenue,<br>George Town, Grand Cayman.<br><br>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 18

▪ **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**

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### **Governance**

- Public Service Management Law, (2011 Revision). Personnel Regulations (2012 Revision).
- 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**

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### **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**

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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**

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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).



## **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.**



**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**

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- 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;
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- 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

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*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).

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<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.



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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.

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#### **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 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**

Tourism Attraction Board (TAB)

### **Ministry**

District Administration, Tourism and Transport  
5th Floor, Government Administration Building  
133 Elgin Avenue, George Town  
Grand Cayman  
Tel: (345) 244-2458 Fax: (345) 945-1746  
Email: [foi.mte@gov.ky](mailto:foi.mte@gov.ky) Website: [www.mtd.gov.ky](http://www.mtd.gov.ky)

### **Chief Officer - Ministry of District Administration, Tourism & Transport**

Mr. Stran Bodden

### **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. Melanie McField

- 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

*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><br>Suite 203, Crighton Building,<br>George Town, Grand Cayman<br>8:30 am – 5:00 pm – Monday to Friday<br>(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><br>367 Botanic Road<br>North Side<br>Grand Cayman, Cayman Islands<br><b>October to March:</b> 9 a.m. to 5:30 p.m.,<br>last admission at 4:30 p.m.<br>(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><br>290 Pedro Castle Road<br>Savannah<br>Grand Cayman, Cayman Islands<br><br>Open daily from 9 a.m. to 5 p.m.<br>(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.<br>(Final seating is at 4 p.m.)  |   |
| <b>Cayman Craft Market</b><br>Corner of Boilers Road and South Church Street<br>George Town<br>Grand Cayman, Cayman Islands<br><br>8:30 pm– 3:00 pm – Monday to Friday (weather permitting)<br><br>(Occasionally open on Saturdays during high season)<br>(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><br>93 Hell Road<br>West Bay<br>Grand Cayman, Cayman Islands<br><br>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><br>10 Shedden Road<br>George Town<br>Grand Cayman, Cayman Islands<br><br>8:30 am – 5:00 pm – Monday to Friday<br>(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><br><br>Chairman – Carla Reid<br>Deputy Chairperson – Chet Ebanks<br>Member – CO Ministry of Health...<br>Member – CO Ministry of Planning...<br>Secretary – Financial Controller (TAB)<br>Ex-Officio (DOT)<br>Ex-Officio (Ministry DATT) | Meets monthly. Not opened to the public.   | Minutes are available in hard and soft copies 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 available in hard and soft copies 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 2014/15 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.

***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*.

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<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.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.

#### **Telephone**

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 9: 30am-4:00pm  
Telephone: +1 345 747 5402  
Fax 345-949-2026  
Email: *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, Employment and Gender Affairs

### **Principal Officer**

### **Minister of Education, Employment and Gender Affairs**

The Honourable Tara Rivers, MLA



**Physical Address**

5<sup>th</sup> Floor, Government Administrative Building  
133 Elgin Avenue, George Town, Grand Cayman  
Cayman Islands  
Telephone: 345-244-2417

**Mailing Address**

Government Administration Building  
Box 108, 133 Elgin Avenue  
Grand Cayman, KY1-9000, Cayman Islands  
Telephone Number: 345-244-2417  
Website: [www.education.gov.ky](http://www.education.gov.ky)

**Acting Chief Officer of Ministry of Education, Training & Employment**

Mr. Christen Suckoo

**Physical Address**

5<sup>th</sup> Floor, Government Administrative Building  
133 Elgin Avenue, George Town, Grand Cayman  
Cayman Islands  
Telephone: 345-244-2417

**Mailing Address**

Government Administration Building  
Box 108, 133 Elgin Avenue  
Grand Cayman, KY1-9000, Cayman Islands  
Telephone Number: 345-244-2417  
Website: [www.education.gov.ky](http://www.education.gov.ky)

**Deputy Chief Officer of Ministry of Education**

Mrs. Tasha Ebanks-Garcia

**Physical Address**

5<sup>th</sup> Floor, Government Administrative Building  
133 Elgin Avenue, Grand Cayman, Grand Cayman  
Cayman Islands  
Telephone Number: 325-244-2417

**Mailing Address:**

Government Administration Building  
Box 108, 133 Elgin Avenue  
Grand Cayman, KY1-9000, Cayman Islands  
Telephone Number: 345-244-2417  
Website: [www.education.gov.ky](http://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](mailto: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](mailto:info@ucci.edu.ky)

**Dean of Academics: University College of the Cayman Islands**

Dr. Allan Young

**Physical Address:**

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Email: ayoung@ucci.edu.ky

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George Town, Grand Cayman  
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Email: info@ucci.edu.ky

**Dean of Administration: University College of the Cayman Islands**

Mr. Perry George

**Physical Address:**

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Email: pgeorge@ucci.edu.ky

**Mailing Address:**

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Telephone Number: 345-623-8224 Fax: 345-949-6781  
Email: info@ucci.edu.ky

**Director of UCCI Brac Campus**

Mr. Martin Keeley

**Physical Address**

Avistar Building, West End  
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 College 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

Website: [www.ucci.edu.ky](http://www.ucci.edu.ky)

| Location and hours   | Matters handled  |
|--|--|
| <p><b>University College of the Cayman Islands</b><br/> <b>Administration Office</b><br/> Opening hours:<br/> Monday 8 am -Thursday 5:00pm<br/> Friday 8:30 am-4:30 pm</p> <p><b>The Sam Basdeo Learning and Resource Centre</b><br/> Opening hours:<br/> Monday 8:00 am- Thursday 9pm.<br/> Friday 8:00 am-4:00pm<br/> Sat &amp; Sun 9:am-5:00pm</p> <p><b>Civil Service College of the Cayman Islands</b><br/> Opening hours:<br/> Monday- Saturday 8:30 am- 9:00 pm.<br/> 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> |

| Boards and Committees   |  |   |
|---|--|---|
| Name  | Meetings   | Minutes   |
| <b>UCCI Board of Governors....</b><br><br><i>Chairman: Mrs. Sheree Ebanks<br/> Dr. The Hon. Linford A. Pierson<br/> Dr. Tasha Ebanks-Garcia<br/> Ms. Juliet Du Feu<br/> Ms. Andrea Bryan<br/> Ms. Lisa Watler<br/> Ms. Theresa Walters<br/> Mr. Scott McLaren<br/> Mr. Henry Orren Merren IV<br/> Mr. Isaac Rankine<br/> Ex-Officio: Mr. J. A. Roy Bodden<br/> Secretary: Mrs. Lucille Kong</i> | <i>Location:<br/> University College<br/> of the Cayman<br/> Islands</i> | <i>Minutes may be<br/> requisitioned<br/> through a FOI<br/> request by<br/> contacting Mrs.<br/> Lucille Kong at<br/> <a href="mailto:foi@ucci.edu.ky">foi@ucci.edu.ky</a></i> |
|   |  |   |
|   |  |   |

| Academic and Administrative Committees   |   |   |
|--|---|---|
| Name   | Meetings  | Minutes   |
| <b>UCCI Board &amp; Academic &amp; Admin...</b><br><br><i>President J A Roy Bodden, JP - Chair</i><br><i>Mr. Scott McLaren (Board of Governors Member)</i><br><i>Mr. Henry Orren Merren IV (Board of Governors Member)</i><br><i>Mr. Perry George - Dean of Administration</i><br><i>Dr. Allan Young - Dean of Academic Affairs</i><br><i>Dr. J.D. Mosley-Matchett - Dean of Graduate Studies and Professional Development</i><br><i>Ms. Heather Hogarth-Smith - Registrar</i><br><i>Mr. Ansel Temporal - Financial Controller</i><br><i>Mr. Mitch Ebanks - Director of Student Services</i><br><i>Mr. Eustach Placide - Faculty Representative</i><br><i>Rafael B. Elias - Student Representative</i> | <i>Location: University College of the Cayman Islands</i> | <i>Minutes may be requisitioned through a FOI request by contacting Mrs. Lucille Kong at <a href="mailto:foi@ucci.edu.ky">foi@ucci.edu.ky</a></i> |
|  |   |   |
|  |   |   |



## **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 Administrative 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 (2012 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 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
- Petty Cash
- Receipts

### **Administration**

- Examinations
- Insurance Policies
- Employment Contracts
- 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 Resource 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
- Academic Amnesty
- Never Attended (NA) Grade

## **Information and Technology**

- Press Releases

## **DECISIONS AND RECOMMENDATIONS**

- Committee Minutes (Electronic Record)

## **LIST AND REGISTERS**

- FOI requests
- FOI Request handling

## **OUR SERVICES AT UCCI**

- Application Forms
- Absent forms
- Absent forms –final exam
- Agreement for Administration of Examinations
- Authorization for release of Information
- Authorization for release of information to Cayman Islands Government
- Change of Grade form
- Change of Major form
- Change of Name form
- Change of Personal Data form
- Challenge Exam Forms (cost \$75)
- Grade Forgiveness Request form
- Grade Appeal Forms
- Petition for make –up Examination
- Payment Plan Fees (\$50)
- Refund Request form
- Request for Letter (\$10 express \$20)
- Time Table
- Transcript Request form (transcript cost \$10 for the first one any additional will cost \$5)
- Rush Transcript /Letter \$20
- Transfer Credit form
- Transcript form (\$10 for 1<sup>st</sup> copy each additional \$5)
- Course Withdrawal form (\$10)
- University Withdrawal form

- Transient Student from
- Conversion Forms – to Associate / Bachelor Degree
- College Catalogue (<http://www.ucci.edu.ky>) electronic copy
- Forms/Leaflets (<http://www.ucci.edu.ky>) electronic copy
- Student Records (Exemption under the freedom of information law section 23(1) Pg 87, but Students can access their personal records)
- Proctor overseas examination – fees (cost \$150)

### **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 examination

### **Brochures**

- Certificate
- Associate Degree
- Associate in Legal Studies
- Associate of Arts in Primary Education
- Bachelor Degree
- Bachelor of Science in Social Sciences
- Bachelor of Science in Primary Education
- Executive Certificate in Global Leadership
- Executive Master of Business Administration
- MSc in Logistics and Supply Chain Management
- Legal Secretary

- University College Brochures
- Continuing Education
- Sam Basdeo Learning Resource Centre
- CLEX Level 2 Certificate of Legal Security
- CLEX Level 2 Certificate in Legal Studies
- Chartered Institute of Securities and Investment (pending)

### **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 C/\$25.00.*
  
- **Where is the UCCI testing centre located?**
- *In the Learning Resource Centre ( Sam Basdeo Building)*



## Water Authority - Cayman

### Publication Scheme 2015

*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

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#### 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**

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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**

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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.

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<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**

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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**

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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**

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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**

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- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services
- List of Forms
- FOI Contact Details

## **ABOUT US**

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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 Planning, Lands, Agriculture, Housing and Infrastructure (PLAHI) The Minister responsible for the portfolio:

Hon. D. Kurt Tibbetts, OBE, JP, MLA

Address: 5th Floor, Government Administration Building, 113 Elgin Ave., George Town, Grand

Mailing Address: Box 107 Gov't Admin Bldg, Grand Cayman, KY1-9000, CAYMAN ISLANDS

Tel: (345) 244-2412

Fax: (345) 945-2922

### **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](mailto: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](mailto:wendy.whittaker@waterauthority.ky)

FOI email: [foi@waterauthority.ky](mailto:foi@waterauthority.ky)

Website: [www.waterauthority.ky](http://www.waterauthority.ky)

13G Red Gate Road, PO Box 1104, Grand Cayman KY1-1102, Cayman Islands

### **Information Manager (Deputy)**

Pat Bell

Chief Human Resources Manager

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)

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<br>P.O. Box 1104<br>13G Red Gate Road, George Town<br>Grand Cayman KY1-1102<br>Cayman Islands<br>Tel: (345) 949-2837<br>Fax: (345) 949-0094<br><br>8:30am to 5:00pm Monday to Friday | General Inquiries<br>General Administration<br>Customer Service<br>Water Supply<br>Sewerage<br>Development Control<br>Lab Analysis<br>Permits & Licences |
| Wastewater Treatment Works<br>Off Seymour Drive<br>(Adjacent to the landfill)<br>George Town<br>Grand Cayman<br><br>7:30am to 4:30pm Monday to Friday<br>7:30am to 2:30pm Saturday & Sunday                      | Septage Deliveries   |
| Cayman Brac Operations Office<br>P.O. Box 240<br>96 West End Cross Road<br>Cayman Brac KY2-2002<br>Cayman Islands<br>Tel: (345) 948-1403<br>Fax: (345) 948-1404<br><br>8:30am to 5:00pm Monday to Friday         | General Inquiries<br>General Administration<br>Customer Service<br>Water Supply  |

## Boards and Committees

| <b>The Water Authority Board</b>   | <b>Meetings</b>   | <b>Minutes</b>                                  |
|--|---|---|
| Chairman: Mr. John Lemuel Hurlston<br><br>Members: Mr. James Gill<br>Mr. Christopher John Randall<br>Mr. Alfonso Wright<br>Ms. Tannya Mortimer<br>Mr. Hansen Bingham Ebanks<br>Mr. Otto Watler<br>Mr. Miguel Jacques<br>Ms. Anne Owens<br>Ms. Reshma Sharma<br><br>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.<br><br>These meetings are not open to the public. | Available Online or Contact Information Manager |
| <b>Plumber's Examination Board</b>   | <b>Meetings</b>   | <b>Minutes</b>                                  |
| Chairman: Mr. Hendrik-Jan van Genderen<br>Members: Mr. James Smith<br>Mr. James Merren<br>Mr. Victor Yates<br>Secretary: Ms. Alisha Racz   | Board meets on the 4 <sup>th</sup> Thursday of every quarter at Water Authority's Red Gate Road location.<br><br>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.

- **Is the water safe to drink?**

Absolutely. The Water Authority adheres to strict quality control standards for provision of drinkable water.

- **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?**

Customers can pay bills online via a secure page provided by our online merchant via debit or credit cards. Use your debit card and pay in CI\$ or use your Visa/Master credit card and pay in USD.

## **STRATEGIC MANAGEMENT**

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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 (2011 Revision) and the Water Authority Regulations (2007 Revision).

### **Governance**

- Water Authority (Amendment) Regulations 2012
- Water (Production & Supply) Law, 2011 (2 of 2011)
- Wastewater Collection and Treatment Law, 2011 (3 of 2011)

### **Corporate Management**

- Annual Reports
- Business Plans
- Hurricane Preparedness Plan
- Contracts & Agreement Documents
- Tender Documents
- Capital Projects & Operations Reports

## **FINANCE & ADMINISTRATION**

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### **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**

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- Standard Operating Procedures
- Complaints-handling Procedure
- HR Policies and Procedures
- Labour Law (2007 Revision) & Regulations
- FOI Internal Procedures

## **DECISIONS & RECOMMENDATIONS**

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- Minutes of meetings
- Permits & licences
- Consultation Reports

## **LISTS & REGISTERS**

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- Register of Canal Works Permit
- Register of Cesspool Emptying Licence
- Register of Quarry Permits
- Register of Licenced Well Drillers
- List of Registered Water Plants
- List of Registered Plumbers:
  - Master Plumbers 2013
  - Journeyman Plumbers 2013
  - Apprentice Plumbers 2013
- FOI Disclosure Log

## **OUR SERVICES**

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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**

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- 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 form 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.

## **FOI CONTACT DETAILS**

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### **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 (Deputy)**

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)



## **Economics and Statistics Office (ESO)**

### **Publication Scheme**

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

#### **CONTENTS:**

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  - Finance & Administration
  - Policies and Procedures – How we Make Decisions
  - Decisions and Recommendations
  - Lists and Registers
  - Our Services

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#### **1. About the Publication Scheme**

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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**

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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 (2011 Revision). 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 (2011 Revision) ;
- constitutes an actionable breach of confidence, for example an opinion, advice or recommendations prepared for another party;

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<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 (2011 Revision) 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 \(2011 Revision\)](#)

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

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

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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 at [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky) or 244-4600
- Shanna Saunders at [Shanna.Saunders@gov.ky](mailto:Shanna.Saunders@gov.ky) or 244-4622

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**

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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 |
| 2010 Cayman Islands Census              | 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**

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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**

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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](#) (345)-244-4600 or email [foi.eso@gov.ky](mailto:foi.eso@gov.ky) or [Shanna Saunders](#) 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

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

### ABOUT US

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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 Finance and Economic Development

**Chief Officer:**

Mr Kenneth Jefferson, JP, Ministry of Finance and Economic Development, 3<sup>rd</sup> 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)

Vacant, Deputy Director

Tel:(345) 244-1621, Email:

Adolphus Laidlow, Senior Economist – Economics Unit

Tel:(345) 244-4618, Email: [Adolphus.Laidlow@gov.ky](mailto:Adolphus.Laidlow@gov.ky)

Julietta Beaupierre, Senior Statistician Balance of Payments Unit

Tel:(345) 244-4600, Email: [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky)

Selburn Christian, Senior Statistician System of National Accounts Unit

Tel:(345) 244-4676, Email: [Selburn.Christian@gov.ky](mailto:Selburn.Christian@gov.ky)

Andrelene Royal, Senior Statistician Social Statistics Unit

Tel:(345) 244-4602, Email: [Andrelene. Royal@gov.ky](mailto:Andrelene.Royal@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) 244-4600

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) 244-4622

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  
Elgin Avenue, 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

| Name   | Meetings  | Minutes  |
|--|---|--|
| <p>National Statistical Coordination Committee (NSCC)</p> <ul style="list-style-type: none"> <li>▪ Department of Education</li> <li>▪ Department of Environment</li> <li>▪ Department of Environmental Health</li> <li>▪ Cayman Islands Monetary Authority</li> <li>▪ General Registry</li> <li>▪ Information and Communication Technology Authority</li> <li>▪ Immigration Department</li> <li>▪ Health Services Authority</li> <li>▪ Lands and Survey Department</li> <li>▪ Planning Department</li> <li>▪ Treasury Department</li> <li>▪ Department of Tourism</li> <li>▪ Statistical units of Ministries and other departments</li> </ul> <p>Where possible, key users of statistics in the private sector may also be invited, such as business associations and schools.</p> | <p>Quarterly</p>  | <p><u>Terms of Reference</u></p> <p><a href="http://www.eso.ky/UserFiles/page_documents/files/uploads/ci_national_statistical_coordination_com-1.pdf">http://www.eso.ky/UserFiles/page_documents/files/uploads/ci_national_statistical_coordination_com-1.pdf</a></p> <p><i>Minutes can be requested or accessed</i></p> <p><u>by telephone :</u><br/>Tel: (345) - 949-0940</p> <p><u>by mail :</u><br/>Economics &amp; Statistics Office<br/>Government Office Administration Building<br/>P.O. Box 127, KY1-9000<br/>Grand Cayman, Cayman Islands</p> <p><u>or by visiting the office:</u><br/>Economics &amp; Statistics Office<br/>3rd Floor, Government Office Administration Building,<br/>Elgin Avenue, George Town, Grand Cayman, Cayman Islands</p> |
| <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</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><br/>Tel: (345) - 949-0940</p> <p><u>by mail :</u><br/>Economics &amp; Statistics Office<br/>Government Office Administration Building</p>   |

|  |   |   |
|--|---|---|
| <p>Employment Relations</p> <ul style="list-style-type: none"> <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>P.O. Box 127, KY1-9000<br/>Grand Cayman, Cayman Islands</p> <p><u>or by visiting the office:</u><br/>Economics &amp; Statistics Office<br/>3rd Floor, Government Office<br/>Administration Building,<br/>Elgin Avenue, George Town, Grand Cayman, Cayman Islands</p> |
| <p><i>Public Sector Investment Committee -</i></p>   | <p><i>Not yet convened by the Financial Secretary</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**

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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 include:

- 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 2012-2015 is available on our website: [www.eso.ky](http://www.eso.ky).

## **Governance**



Public Service Management Law (2011 Revision)



Personnel Regulations (2011 Revision)



Public Service Code of Conduct



The Freedom of Information Law, 2007



Statistics Law (2011 Revision)



The Statistics (System of National Accounts and Balance of Payments) Regulations 2010



The Census (Cayman Islands) Order 2010



The Census (Cayman Islands) Regulation 2010



National Archive and Public Records Law (2010 Revision)



Evidence Law (2011 Revision)



UN Fundamental Principles of Official Statistics



Cayman Islands Census Order 1999



Electronic Transactions Law (2003 Revision)

## **Corporate management**



ESO Strategic Plan 2014-2017



Ministry of Finance, Tourism & Development (Public Finance) Awards Criteria- Deputy Governor's Award "Most" Theme



ESO Continuity Plan, April 2013



Cayman Islands Government Email Policy



ESO Succession Plan September 2011

## **FINANCE & ADMINISTRATION**

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ESO Policies and Procedures May 2012



Financial Regulations (2012 Revision)

## **POLICIES & PROCEDURES**

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### **Administrative Policies and Procedures**



ESO Customer Feedback and Complaints Procedure



ESO Open Door Policy



Guidelines for the Selection of Census Enumerators and Field Supervisors



HR Policies and Procedures



ESO Policies and Procedures May 2012

### **Manuals:**



1999 Census Field Manual



2010 Population and Housing Census: Census Information PowerPoint



2010 Population and Housing Census Enumerator's Manual



2014 Labour Force Field Manual



2008 Consumer Price Index Basket



2013 Labour Force Survey and Pilot Census Interview Field Manual



Cayman Islands Classification of Individual Consumption According to Purpose (COICOP)



International Standard Classification of Occupation 2008

## **International Manuals, Principles, Methodologies & Classification**



International Standard of Industrial Classification Rev.4



International Standard Classification of Education



Balance of Payments Manual 6<sup>th</sup> Edition



System of National Accounts 1993

## **Decisions & Recommendations**

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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**

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- 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 (2011 Revision)
- Household Register – Not covered by FOI Law and disclosure is barred under S.8 (2) and S. (17) of the Statistics Law (2011 Revision)
- Enumeration Area Maps
- Organizational Chart

## **OUR SERVICES**

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### **1) Census & Surveys**

- Labour Force Survey
- Census (every 10 years)
- Business surveys

- Household expenditure surveys
- Consumer Price Index Survey
- Survey of Living Conditions and Household Budget Survey
- Other special surveys

2) Official Publications:

- Consumer Price Index Report
- Labour Force Survey Report
- Overseas Trade Report
- Quarterly Trade Bulletin
- Compendium of Statistics
- 1999 and 2010 Census Reports
- National Accounts
- Balance of Payments
- Annual & Quarterly Economic Reports
- Special reports

3) Compilation of Administrative Data from Government and Other Sources

- Trade
- Education
- Monetary
- Fiscal
- Others

4) Studies, Advice & Recommendations for Cabinet – Exempt S. 19 (1) FOI Law

5) Technical Assistance to Agencies