

CAYMAN ISLANDS



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**THE PUBLICATION SCHEMES 2016**

## Cayman Islands National Archive

### Publication Scheme

*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 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;

# **Cayman Islands Development Bank**

## **Publication Scheme**

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

### **CONTENTS:**

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6. Complaints
7. Categories of information

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

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

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

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

This publication scheme commits the *Cayman Islands Development Bank* to making information available to the public as part of its normal business activities.

The *Cayman Islands Development Bank* will:

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

## 2. Information that may be withheld

The *Cayman Islands Development Bank* will generally not publish:

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

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

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

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

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

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]**

*Tracy Ebanks GM/CEO*  
*Paula Smith Financial Controller*  
*Andrew Thomas Senior Manager/Credit & Portfolio Management*  
*Eustace Jeffers Senior Manager – Risk Management*  
*Susan Watler Manager/Operations*

**Information manager**

*Rhonda Conolly*  
*36B Dr. Roy’s Drive*  
*George Town*  
*P.O. Box 2576*  
*Grand Cayman KY1-1103*  
*CAYMAN ISLANDS*  
*Telephone (345) 814-6262*  
[\*Rhonda.conolly@cidb.ky\*](mailto:Rhonda.conolly@cidb.ky)

*Paula Smith*  
*36B Dr. Roy’s Drive*  
*George Town*  
*P.O. Box 2576*  
*Grand Cayman KY1-1103*  
*CAYMAN ISLANDS*  
*Telephone (345) 814-6270*  
[\*Paula.smith@cidb.ky\*](mailto:Paula.smith@cidb.ky)

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

### **Boards**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<i>CIDB Board of Directors 2015 – 2017  Janet Hislop, Chairperson  LynneWhitaker ,Deputy Chairperson  James R. Tibbetts, Director  Uriel Scott, Director  Edward Hessing, Director  Lucille Seymour, Director  Janine Walton, Director</i>	<i>Closed Meetings as Needed  (Only Quarterly Meetings Required)</i>	<i>Board Secretary</i>

### **Frequently asked questions**

**What type of loans do we offer?**

**How long will it take to process loan?**

**Terms & Conditions of Loan?**

**How much do I qualify for?**

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

- Loan Application forms
- Complaints Policy & Procedures
- Complaints Report Form
- Freedom of Information - FOI

## **CLASSES OF INFORMATION HELD**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.

## Information Commissioner's Office

### Publication Scheme

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

*Effective: 1 January 2016  
To be reviewed: November 2016*

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  - 7.7 Our Services

#### 1. About the Publication Scheme

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- specify the information held by the authority, which falls within the seven (7) categories below (see section 7);
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## 2. Information that may be withheld

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- information in draft form, where a final document is available;
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- 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 recognizes 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  
3<sup>rd</sup> 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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- 7.2 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  
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George Town, Grand Cayman

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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. Charlene Roberts

*Office Manager and Information Manager*

Ms. Shelly-Ann Davis

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 2015 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 (2015 Revision)
- 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 (2013 Revision)
- Public Service Personnel (Regulations) (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Financial Regulations (2013 Revision)
- Public Service Pensions Law (2013 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 (2013 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>
- 2014 / 2015 1<sup>st</sup> Quarter Report: July 1<sup>st</sup> – September 30<sup>th</sup>
- 2014 / 2015 2<sup>nd</sup> Quarter Report: October 1<sup>st</sup> – December 31<sup>st</sup>
- 2014 / 2015 3<sup>rd</sup> Quarter Report: January 1<sup>st</sup> – March 31<sup>st</sup>
- 2014 / 2015 4<sup>th</sup> Quarter Report: April 1<sup>st</sup> – June 30<sup>th</sup>
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#### 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
- Freedom of Information Statistics 2015

#### 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

#### 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

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## **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
- ICO 2013-2014 Audited Financial Statements
- ICO 2014-2015 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
- International Realty Group 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
- ICO IM Seminar Series IV 2015

### 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 2013
- ICON – 19<sup>th</sup> Edition, December 2014

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## **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)
- ICO Decision – 43-00814 (The Portfolio of Legal Affairs)
- ICO Decision – 44-01114 (The Health Services Authority - Discontinued, no Decision issued)
- ICO Decision – 45-00000 (The Governor's Office – Matter is in progress)
- ICO Decision – 46-00914 (Ministry of Education, Employment and Gender Affairs – Matter is in progress)
- ICO Decision – 47-00515 (Department of Health Regulatory Services)
- ICO Decision – 48-01115 (HM Customs Department)

## Investigations

### Section 44. Compliance Investigations

SEC.44 INVESTIGATION	PUBLIC AUTHORITY	DATE
Inv 18	Immigration Department	Discontinued
Inv 17	Judicial Administration	27 June 2014
Inv 16	Court Administration	16 May 2013
Inv 15	National Pensions Office	Discontinued
Inv14- FOI 51457	Ministry of Tourism and Development and Computer Services Department	1 Mar 2013
Inv 13 – 00313	Ministry of Financial Services	7 Mar 2013
Inv 10 – 02711	Civil Aviation Authority of the Cayman Islands	21 Dec 2011
Inv 11 – 00311	Prison Service	23 Feb 2011

Inv 10 – 00211	Royal Cayman Islands Police	09 Jun 2011
Investigation 9	Lands and Survey - No Order issued, matter resolved informally	---
Inv 9 – 00111	Ministry of Finance, Tourism and Development	04 Apr 2011
Inv 8 – 00710	Immigration Department	29 Dec 2010
Inv 7 – 00610	Ministry of Finance, Tourism and Development	09 Dec 2010
Inv 6 – 00510	Ministry of Finance, Tourism and Development	11 Nov 2010
Inv 5 – 00410	Ministry of Community Affairs, Gender and Housing	08 Nov 2010
Inv 1- 00109	Governor's Office	18 Dec 2009

#### Own Initiative Investigations

- Own-Initiative 1 – Public Authority Records Management, section 52 Compliance 15 June 2010
- 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 5 – (Government FOI Email Addresses) 9 May 2014

#### Good Practice Assessments

- Good Practice Assessment – 0111 Health Services Authority 20 October 2011

### **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*)
- 2016 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



## Water Authority - Cayman

### Publication Scheme

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

#### CONTENTS:

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

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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,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
PO Box 1375  
Grand Cayman KY1-1108  
Cayman Islands  
Tel: (345) 747-5402  
Email: [foi.ico@gov.ky](mailto:foi.ico@gov.ky) or [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
- 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
<p>Main Administration Offices  P.O. Box 1104  13G Red Gate Road, George Town  Grand Cayman KY1-1102  Cayman Islands  Tel: (345) 949-2837  Fax: (345) 949-0094</p> <p>8:30am to 5:00pm Monday to Friday</p>	<p>General Inquiries  General Administration  Customer Service  Water Supply  Sewerage  Development Control  Lab Analysis  Permits &amp; Licences</p>
<p>Wastewater Treatment Works  Off Seymour Drive  (Adjacent to the landfill)  George Town  Grand Cayman</p> <p>7:30am to 4:30pm Monday to Friday  7:30am to 2:30pm Saturday &amp; Sunday</p>	<p>Septage Deliveries</p>
<p>Cayman Brac Operations Office  P.O. Box 240  96 West End Cross Road  Cayman Brac KY2-2002  Cayman Islands  Tel: (345) 948-1403  Fax: (345) 948-1404</p> <p>8:30am to 5:00pm Monday to Friday</p>	<p>General Inquiries  General Administration  Customer Service  Water Supply</p>

## Boards and Committees

The Water Authority Board	Meetings	Minutes
Chairman: Mr. John Lemuel Hurlston  Members: Mr. James Gill Mr. Christopher John Randall Mr. Alfonso Wright Ms. Tannya Mortimer Mr. Hansen Bingham Ebanks Mr. Otto Watler Mr. Miguel Jacques Ms. Anne Owens Ms. Reshma Sharma  Secretary: Dr. Gelia Frederick-van Genderen	Board meets every 3 <sup>rd</sup> Wednesday of the month at Water Authority's Red Gate Road location in the Board Room.  These meetings are not open to the public.	Available Online or Contact Information Manager
Plumber's Examination Board	Meetings	Minutes
Chairman: Mr. Hendrik-Jan van Genderen Members: Mr. James Smith Mr. James Merren Mr. Victor Yates Secretary: Ms. Alisha Racz	Board meets on the 4 <sup>th</sup> Thursday of every quarter at Water Authority's Red Gate Road location.  These meetings are not open to the public.	Contact Information Manager

## Frequently asked questions

- **What is a cubic metre?**

One (1) cubic metre equals 1,000 litres or 264.2 US gallons. The scientific way to write cubic metre is m<sup>3</sup>.

- **Where is my meter located?**

All meters are located as close as possible to the front corner boundaries of each parcel.

- **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 Emptier's Licence
- Register of Quarry Permits
- Register of Licenced Well Drillers
- List of Registered Water Plants
- List of Registered Plumbers:
  - Master Plumbers
  - Journeyman Plumbers
  - Apprentice Plumbers
- 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 17025-2005 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)

***University College of the Cayman Islands***  
**Publication Scheme**

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

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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**

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#### **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.

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**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.

**Physical Address:**

Information Commissioner's Office,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
George Town, Grand Cayman  
Cayman Islands

**Mailing Address**

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 Administration 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)

**Chief Officer of Ministry of Education, Training & Employment**

Mr. Christen Suckoo

**Physical Address**

5<sup>th</sup> Floor, Government Administration 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 Administration 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:**

University of the Cayman Islands (UCCI)  
168 Olympic Way,  
George Town, Grand Cayman  
Email: ayoung@ucci.edu.ky

**Mailing Address:**

P.O. Box 702, KY1-1107  
George Town, Grand Cayman  
Telephone Number: 345-623-8224 Fax: 345-949-6781  
Email: info@ucci.edu.ky

**Director of UCCI Brac Campus**

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>  <b>Administration Office</b>  Opening hours:  Monday 8:30 am -Thursday 5:00pm  Friday 8:30 am-4:30 pm</p>	<p><i>Application/registration for students and enquires from the public about our programmes.</i></p>
<p><b>The Sam Basdeo Learning and Resource Centre</b>  Opening hours:  Monday 8:00 am - Thursday 9pm.  Friday 8:00 am-4:00pm  Sat &amp; Sun 9:am-5:00pm</p>	<p><i>Learning resources, books, proprietary database, staff expertise in research assistance and study facilities.</i></p>
<p><b>Civil Service College of the Cayman Islands</b>  Opening hours:  Monday- Saturday 9: am -5:30 pm.  Friday 9:00 am - 4:30 pm.</p>	<p><i>Application/registration special courses for Civil Servants and enquiries from the public about our programmes</i></p>

<b>Boards and Committees</b>		
<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>UCCI Board of Governors....</b></p> <p><b>Chairman:</b> <i>Mr. Lemuel Hurlston, CVO, MBE,JP</i></p> <p><b>Deputy Chair:</b> <i>Ms. Andrea Bryan</i></p> <p><b>Members:</b> <i>Ms. Shena Ebanks</i> <i>Dr. Tasha Ebanks-Garcia</i> <i>Mr. Scott Maclaren</i> <i>Mr. Henry Orren Merren IV</i> <i>Mr. Isaac Rankine</i> <i>Ms. Lisa Watler</i> <i>Ms. Theresa Walters</i> <i>Mr. Stephen Watler</i> <i>Ex-Officio: Mr. J. A. Roy Bodden</i></p> <p><b>Secretary:</b> <i>Mrs. Lucille Kong</i></p>	<p><i>Location:</i> <i>University College</i> <i>of the Cayman</i> <i>Islands</i></p>	<p><i>Minutes may be</i> <i>requisitioned</i> <i>through a FOI</i> <i>request by</i> <i>contacting Mrs.</i> <i>Lucille Kong at</i> <a href="mailto:foi@ucci.edu.ky"><u>foi@ucci.edu.ky</u></a></p>

<b>Academic and Administrative Committees</b>		
<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>UCCI Board &amp; Academic &amp; Admin...</b></p> <p><i>President J A Roy Bodden, JP - Chair</i>  <i>Ms. Andrea Bryan, Deputy Chair (Board of Governors Member)</i>  <i>Mr. Isaac Rankine (Board of Governors Member)</i>  <i>Ms. Shena Ebanks (Board of Governors Member)</i>  <i>Dr. Allan Young - Dean of Academic Affairs</i>  <i>Mr. Ansel Temporal - Financial Controller</i>  <i>Dr. J.D. Mosley-Matchett - Dean of Graduate Studies and Professional Development</i>  <i>Ms. Heather Hogarth-Smith - Registrar</i>  <i>Mr. Mitch Ebanks - Director of Student Services</i>  <i>Dr. Livingston Smith, Chair of Social Sciences &amp; Director of Research &amp; Publications (coopted Member)</i>  <i>Dr. Kwabena Asamoah - Chair of Computer Science &amp; Engineering (Coopted Member)</i>  <i>Mr. Eustach Placide - Faculty Representative</i>  <i>Charles Lewinson - Student Representative</i></p>	<p><i>Location: University College of the Cayman Islands</i></p>	<p><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></p>

## **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
- Executive Master in Public Administration
- 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)*



## 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

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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;
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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*.

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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

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#### **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,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
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	rccsales@gov.ky
Talk Today	TalkToday@candw.ky

#### **Mailing Address**

Radio Cayman	P.O. Box 1110 Grand Cayman KY1-1102 CAYMAN ISLANDS
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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.

<b>Location and hours</b>	<b>Matters handled</b>
Physical address: 71B Elgin Avenue, George Town, Grand Cayman.  Hours of Work: 8:30am to 5pm	Functions of Public Authority: Provides broadcast of current affairs, entertainment (music) and educational programmes to the people of the Cayman Islands

**Frequently Asked Questions:**

▪ **When was Radio Cayman's first broadcast?**

Radio Cayman's first official broadcast was on 12 December 1976, but testing began during Easter of 1976.

▪ **What are the frequencies of Radio Cayman?**

The frequencies in Grand Cayman are Radio Cayman 1 89.9 and Breeze FM 105.3 on Cayman Brac and Little Cayman RC 1 is 93.9 and Breeze FM is 91.9

▪ **Where does Radio Cayman get its funding?**

Radio Cayman is partially funded by the Government of the Cayman Islands and also earns revenue from commercial sales.

- **What forms of payment are accepted at Radio Cayman for commercial orders?**

Radio Cayman accepts payment by Cash, cheque and Visa or Master debit and credit cards

- **What is the staff complement at Radio Cayman ?**

The staff complement at Radio Cayman is 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).



# 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,  
3rd Floor, Anderson Square  
64 Shedden Road  
George Town, Grand Cayman  
CAYMAN ISLANDS

P.O. Box 1375  
Grand Cayman, KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General Matters: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

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

### **ABOUT US**

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

Public Service Pensions Board

#### **Ministry**

Portfolio of the Civil Service

#### **Principle officers**

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)

Ledra Lawrence, Deputy Managing Director / Chief Member Services Officer (Designate)

Main line: (345) 945-8175    Direct Line: 244-7146

Email: [ledra.lawrence@pspb.ky](mailto:ledra.lawrence@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)

Cal Powery, Chief Information Officer

Main line: (345) 945-8175    Direct Line: 244-7162

Email: [cal.powery@pspb.ky](mailto:cal.powery@pspb.ky)

Angella Bent-Thomas, Chief HR & Operations Officer

Main line: (345) 945-8175 Direct Line: 244-7173

Email: [angella.bent-thomas@pspb.ky](mailto:angella.bent-thomas@pspb.ky)

### Information Manager

Angella Bent-Thomas, Information Manager

Main line: (345) 945-8175 Direct line: 244-7173

Email: [angella.bent-thomas@pspb.ky](mailto:angella.bent-thomas@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)

Trevor Gibbs, Information Manager (Designate)

Main line: (345) 945-8175 Direct line: 244-7167

Email: [trevor.gibbs@pspb.ky](mailto:trevor.gibbs@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:www.foi.peb@gov.ky)  
[www.pspb.gov.ky](http://www.pspb.gov.ky)

Location and hours	Matters handled
Ground Floor Government Administration Building 133 Elgin Avenue, George Town Grand Cayman, Cayman Islands  Opened from 8:30am 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 Members: Hon. Kenneth Jefferson, Chairman Mr. Eric Bush Mr. James Walter, CICA President Mr. Kirkland Nixon, Pensioner's Representative Mr. Nicholas Freeland, Private Sector Representative Mrs. Jewel Evans Lindsey, Managing Director 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 5,579.

### **How many pensioners are there?**

There are currently 1,868 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)



## Portfolio of the Civil Service

### Publication Schemes

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

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  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers

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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, Information Manager on (345) 244 6611 or Darren Curry, Deputy Information Manager on (345) 244 2366 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, Information Manager, on (345) 244 6611 or Darren Curry, Deputy

Information Manager, on (345) 244 2366.

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.

Physical Address:

Information Commissioner's Office,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

Mailing Address:

PO Box 1375,  
Grand Cayman KY1-1108, CAYMAN  
ISLANDS

Telephone: +1 345 747 5402

FOI matters – [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters- [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

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- About Us
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers

## **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 core units of the Portfolio of the Civil Service can be contacted:

*By mail at:*

Deloris Gordon  
Information Manager  
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

**Organisation and functions**

Please note, the Cayman Islands Government operates a decentralised human resources function. While the Portfolio of the Civil Service provides and manages policy advice to other government entities, each ministry/portfolio is responsible for its own operational human resources policies and decisions. Accordingly requests for information should be directed to the individual ministries/portfolios.

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 Her 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.

In addition the Internal Audit Unit conducts evaluations of management systems in order to determine whether financial and operating information is accurate and reliable; risks to government agencies are being identified and minimized; regulations, policies and procedures are followed; assets are adequately safeguarded; resources are used efficiently

and economically; agencies are operating efficiently and effectively.

### **H.E. Governor's Office**

The office is responsible for servicing and supporting Her Excellency the Governor including:

- Managing the Government House
- Coordinating engagement programmes
- Providing support including administrative and accommodations, for the Foreign and Commonwealth Office (FCO) staff in the Governor's Office

FOI requests for H.E. Governor's Office should be forwarded via email to: [foi.gov@gov.ky](mailto:foi.gov@gov.ky)

### **Deputy Governor's Office**

The office is responsible for servicing and supporting the Deputy Governor including:

- Policy advice to the Deputy Governor on public administration and other matters
- Processing applications for British Overseas Territories Citizenship and registration as British Citizens
- Provision of Administration Services and advice to the Parole's Commissioners' Board, the Prison's Inspection Board and the Advisory Committee of the Prerogative of Mercy Board (ACPM)
- Issuance of deportation and exclusion orders
- Coordination of official visits and ceremonial occasions

FOI requests for the Deputy Governor's Office should be forwarded via email to: [foi.odg@gov.ky](mailto:foi.odg@gov.ky)

### **Strategic Reform Implementation Unit**

The SRIU provides programme management services to the Deputy Governor, to oversee, facilitate, guide and monitor the implementation process for the Project Future programme of public service reform projects.

The SRIU activities fall within the scope of Cabinet-approved EY recommendations, except for PPPs and Capital Projects, and as directed by the Deputy Governor.

FOI requests for the Strategic Reform Implementation Unit should be forwarded via email to: [foi.odg@gov.ky](mailto:foi.odg@gov.ky)

### **Elections Office**

The office maintains the electoral register involving addition of eligible voters and deletion of deceased or ineligible voters. Also, it is responsible for administering and holding general elections as well as the planning and execution of referendums.

FOI requests for the Elections Office should be forwarded via email to: [foi.ele@gov.ky](mailto:foi.ele@gov.ky)

## **Legislative Department**

Servicing the Legislative Assembly and the Members of the Legislative Assembly including:

- Sale of Cayman Laws to the Public
- Servicing and supporting sittings of the House
- Administrative support and research for the Speaker and MLAs and the local branch of the Commonwealth Parliamentary Association
- Managing the Legislative Assembly Building

FOI requests for the Legislative Department should be forwarded via email to: [foi.lal@gov.ky](mailto:foi.lal@gov.ky)

## **Cayman Islands National Archive**

- Preserve, protect and provide access to key public information, both current and historic.
- Operate a records and information service across the entire public sector to support and advise agencies on efficient management of information while ensuring compliance with the National Archive and Public Records Law (2010 Revision).
- Monitor and evaluate records and information management gaps across the public service and develop practical recordkeeping tools for improvement.

FOI requests for the Cayman Islands National Archive should be forwarded via email to: [foi.cna@gov.ky](mailto:foi.cna@gov.ky)

## **Commission Secretariat**

The office is responsible for providing research, analytical, operational, policy, strategic, and administrative support services to the Anti-Corruption Commission, the Civil Service Appeals Commission, the Commission for Standards in Public Life, the Constitutional Commission, the Human Rights Commission, the Judicial and Legal Services Commission, and the Public Police Complaints Commission.

The office also maintains the Register of Interests in accordance with the Standards in Public Life Law, 2014 and provides investigative support services to the Anti-Corruption Commission and the Public Police Complaints Commission.

FOI requests for the Commissions Secretariat should be forwarded via email to: [foi.cos@gov.ky](mailto:foi.cos@gov.ky)

## **Portfolio of the Civil Service Core Business Units & Internal Support Services**

### **OUR CORE BUSINESS**

- **Strategic & Corporate HR Services**
  - Strategic HR

- Provision of strategic HR advice to the Head of the Civil Service,
- Development of the IRIS corporate HR system, provision of corporate management information and HR IRIS user support and training,
- Management of Human Resources Information Systems,
- Promotion and facilitation of HR best practice within Civil Service entities and across the Civil Service, including supporting the HR Forum programme of workshops for Civil Service entities.
- Corporate HR
  - HR advice and guidance on the Public Service management Law and Regulations,
  - Provision of job evaluation services to Civil Service entities,
  - Job specification, recruitment and selection,
  - HR records management, Electronic Content Management for active employee as of 2010 and physical records for persons hired previously except in circumstances where the records remain with the employing entity.
  - Advice and consulting support on HR matters i.e.
    - Performance management, employee relations and retention
    - Employee discipline and termination, grievance and appeals.

Documents relating to the strategic & corporate HR services include (where those services were provided by the Portfolio):

- Evaluation criteria and selection methodology for recruitment
- Disciplinary and dismissal matters
- Job Evaluation reports
- Job Descriptions held as a result of job evaluations
- Employment related data including employment records
- HR Annual Report

### **HR Audit & Compliance Service**

The role is to undertake an ongoing programme of HR audit to provide an independent assessment of compliance by all Civil Service entities with the Public Service Management Law and Personnel Regulations and the associated delegations made by the Governor.

Documents relating to the HR Audit & Compliance Services include:

- Audit reports

### **• Management Support Services**

The goal of the MSU is to develop high performance and a culture of continuous improvement in Civil Service entities. Specifically by providing the following services:

- Undertake Civil Service-wide reform initiatives across a range of subject areas,
- Provide policy advice and undertake one-off projects for the Head of the Civil Service,
- Work collaboratively with Civil Service entities to generate solutions to management issues that will lead to improved performance and build management capability.

Documents relating to Management Support Services include:

- Reports
- Policy Advice

- **Learning & Development Support (Civil Service College)**

The role of Learning & Development Support is to provide:

- Strategic leadership and development of the Civil Service College
- Learning needs assessments within the Civil Service
- Course design, development and delivery
- Management of service provider contracts
- Development, promotion and regular review of learning and development policy for civil service.

Documents relating to Learning & Development Support (Civil Service College) include:

- Classes
- Grades
- Schedules
- Workshops & webinars
- Curriculum guides
- Further information can be found at: <http://www.csc.gov.ky/>

- **Support services & advice to the Civil Service Appeals Commission (CSAC)**

In relation to appeals made by Civil Servants and Chief Officers under the Public Service Management Law, 2005 and Personnel Regulations, 2006, the Portfolio of the Civil Service provides administrative support and technical advice to the CSAC.

- **Internal Finance and Administration Services**

The role is to provide:

- financial and administrative support to the Portfolio of the Civil Service
- contracted financial services to selected Civil Service entities.

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

- Annual Budget
- Financial statements:
- Audit reports
- Procurement decisions

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

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

Copies of these documents can be obtained upon request from the Information Manager

## **INTERNAL AUDIT SERVICES**

Evaluation of management systems in order to determine whether financial and operating information is accurate and reliable; risks to government agencies are being identified and minimized; regulations, policies and procedures are followed; assets are adequately safeguarded; resources are used efficiently and economically; agencies are operating efficiently and effectively.

Documents relating to the Internal Audit Services include:

- Audit reports

Publication Scheme for Internal Audit Reports is as follows:

1. Annual Follow-Up Reviews to be automatically published within one month after the completion of the review.
2. Subject to any applicable exemptions, regularly scheduled Internal Audit Reports are to be automatically published six months after the issuance of the final report.
3. Subject to any applicable exemptions, agency-initiated audits are to be automatically published either six months after the issuance of the final report or 3 months after the latest agreed implementation deadline contained within the final report, whichever is greater provided that all audits will be published no later than 12 months after issuance.

## **Governing Legislation**

*Law and Regulations that govern 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

## **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.

## **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/>

***As a former Cayman Islands Government employee, how can I gain access to my employee file?***

As the Portfolio holds a significant portion of the employment records of former staff, such requests should be made first through the Portfolio. In the event that a record is not held by the Portfolio, you will be referred to the previous employing entity which holds the record.

***How do I request to view my current employee file?***

Request to review your current employment file should be made through the Human Resources Manager of your current CIG employment entity.

***Where do I direct a request for internal review?***

Request for internal review should be directed to Gloria McField-Nixon, Chief Officer Portfolio of the Civil Service via email at Gloria.McField@gov.ky

## **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
- Grievance procedure
- Relevant Policy & Procedure Manuals for each relevant section

Copies can be obtained upon request from the Information Manager

## **LISTS & REGISTERS**

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The Portfolio holds the following lists and registers:

- Fixed Assets Register
- Freedom of Information Disclosure Log
- Other Employment related lists
- Credit Card & Travel Expense lists

**Authorities, Board and Committees:**

- Public Service Pension Board (via email at: [foi.pspb@gov.ky](mailto:foi.pspb@gov.ky))
- Cayman Islands Civil Aviation Authority (via email at: [foi@caacayman.com](mailto:foi@caacayman.com))

Please note that these authorities, boards and committees which fall under the Portfolio, have responsibility for maintaining its records and ensuring compliance under the Freedom of Information Law. As such, all requests for information should be forwarded to the respective Information Managers.

# 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.

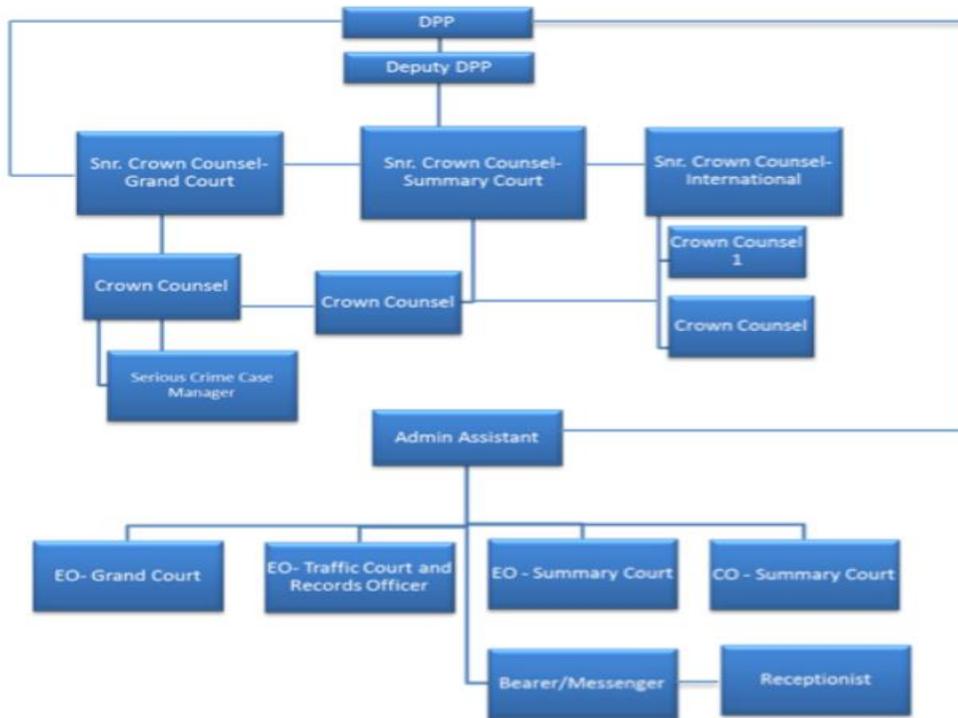
Please note that the Office of the Director of Public Prosecutions was established on the 1st of July 2011, thus there would have been no requests pursuant to this Law prior to that date. You may wish to refer to the Portfolio of Legal Affairs' website for disclosure of records prior to the 1<sup>st</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.

<b>Request Number</b>	<b>Request Details</b>	<b>Outcome</b>
#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 British – 3 Trinidadians – 3

	with the ODPP (as at 9 <sup>th</sup> November 2012.	Jamaicans – 3 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. Patrick Moran

#### **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. Patrick Moran – 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. Eleanor Fargin – Crown Counsel
- Ms. Candia James – Crown Counsel
- Ms. Scott Wainwright – Crown Counsel
- Mr. Neil Kumar – Crown Counsel
- Mr. Greg Walcolm – Crown Counsel
- Mrs. Alliyah McCarthy – Crown Counsel (Traffic)
- Ms. Stacy-Ann Kelly– Crown Counsel (Traffic)
- Mr. Dennis Walkington – Serious Crime Case Manager

## **Administrative Staff**

- Mrs. Tenda Kelly – Personal Assistant
- Mrs. Beverly Speirs – Librarian
- Ms. Evita Dixon – Summary Court Clerk / Human Resource Assistant
- Mrs. D. Kim Chin – Summary Court Clerk
- Ms. Maureen Guy – Traffic Court Clerk
- Ms. Eddree Fisher – Grand Court Clerk
- Mr. Simeon Stewartson – Office Assistant
- Mr. Joeniel Bent – Receptionist

## **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 ( 2<sup>nd</sup> Floor, Bermuda House, Cayman Financial Centre, George Town Grand Cayman)  
Mailing Address:
- by telephone (1-345-949-7712)
- in writing by way of letter (P.O. Box 2328, Grand Cayman KY1- 1106, Cayman Islands.)

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:

Ms. Evita A. Dixon  
Human Resource Assistant  
Office of the Director of Public Prosecutions  
P.O. Box 2328  
Grand Cayman – KY1-1106  
Cayman Islands  
By e-mail: [Evita.Dixon@gov.ky](mailto:Evita.Dixon@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.



## **CORPORATE PUBLICATION SCHEME**

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**Effective: 1 January 2016**

**To be reviewed: December 2016**

## 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*.

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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, Acting 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.)

### 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  
3<sup>rd</sup> Floor, Anderson Square  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

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

**Name of Public Authority**

Office of the Auditor General

**Senior Management**

Garnet Harrison, CPA, CA

Acting 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
Office of the Auditor General 3 <sup>rd</sup> Floor Anderson Square 64 Shedden Road, George Town  Hours of Operation: 8:30 am – 5:00 pm	All activities listed above

**Boards and committees**

No Boards or committees have been established under the Office of the Auditor General. However, the Auditor General reports to the Public Accounts Committee, which is a standing committee of the Legislative Assembly.

**Frequently asked questions**

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 Acting Auditor General. His contact information is:

Garnet Harrison, CPA, CA  
Acting Auditor General  
Phone Number: (345) 244-3213  
Email: [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky)

4. Who is responsible for the preparation of financial statements for government and public sector entities?

Each individual ministry, portfolio, statutory authority and government company is responsible for the preparation of their financial statements. They are required to present to the OAG financial statements that present fairly the operations and activities of their entities for audit. It is not the responsibility of the OAG to prepare the financial statements of any government or public entity.

5. Under what legislation does the OAG carry out its work?

The work of the OAG is undertaken under the powers vested in the Auditor General under the Cayman Islands Constitution and the *Public Management and Finance Law*.

6. What is the role of the Auditor General and OAG?

The Auditor General is independent of the executive branch of government. Our role is to assist the Legislative Assembly to strengthen the efficiency, effectiveness, and accountability of government. This is achieved by providing independent information, advice and assurance on whether government's activities have been carried out and accounted for in accordance with the legislature's intention and with due regard to securing value for money and the avoidance of waste.

7. How is the independence of the Auditor General preserved?

The Auditor General is constitutionally independent of Government and this independence is further enshrined in the *Public Management and Finance Law*. In the exercise of his powers he cannot be subject to direction or control by any person. In the determination of the matters that will be subject to audit the Auditor General and OAG continue to exercise complete discretion, and carry out audit work that is risk based and in the public interest. The Auditor General and the OAG are physically separate from Government and exercise independence of mind in respect to their audit work. However, under the *Public Management and Finance Law* the OAG is technically an office of the Government, and this along with other legislative provisions compromise the financial and operational independence of the OAG, which are important conditions in ensuring the independence of a public audit office.

8. Is the OAG part of Government?

The Auditor General is constitutionally independent of Government and this independence is further enshrined in the *Public Management and Finance Law*. In the exercise of his powers he cannot be subject to direction or control by any person. However under the *Public Management and Finance Law* the OAG is technically an office of the Government, and this along with other legislative provisions compromise the financial and operational independence of the OAG.

**Employment Opportunities:**

The Office is looking for Caymanians who would like to join a dynamic organization committed to improving government operations in the Cayman Islands. Are you a Caymanian with a least two years post qualification experience? Would you like to join an organization that works within government to strengthen economy, efficiency, and accountability? If so, the Office of the Auditor General would like to speak to you. If you would like to talk about opportunities contact, [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky) or telephone 244-3213.

For application forms and job descriptions please visit the government website: [www.gov.ky/recruitment](http://www.gov.ky/recruitment) or telephone 244-3213.

Please deliver application form and resume to:

Office of the Auditor General  
3<sup>rd</sup> Floor Anderson Square  
64 Shedden Road, George Town  
PO Box 2583  
Grand Cayman KY1-1103  
CAYMAN ISLANDS

Or fax to: 1-345-945-7738

Or email to: [auditorgeneral@oag.gov.ky](mailto:auditorgeneral@oag.gov.ky)

**STRATEGIC MANAGEMENT**

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Our vision, mission and values provide the overarching framework for our strategic objectives and related activities in our Strategic Plan.

In our own strategic plan document, we have outlined the vision, mission and core values that underpin how we will achieve our results.

**Vision:** To help the public service spend wisely

**Mission:** To deliver independent, high quality public sector audit that promotes accountability, transparency and integrity in the use of public resources.

**Four core values:**

- *Professional* – competently carrying out independent and objective work, always striving to deliver a quality service
- *Respect* – treating our employees, client and stakeholders with respect and dignity
- *Integrity* – conducting our work ethically, in a manner that creates confidence and trust in what we do
- *Transparent* – accountability and transparency in the operations of the OAG

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Our strategic plan has been prepared against this context and in line with our Strategic Ownership Goals as set out in our 2015/16 Budget Submission to the Legislative Assembly. The key strategic goals and objectives for the Audit Office are as follows:

- To **strengthen** the accountability, transparency, integrity and delivery of **public services** through high quality audits by:
  - Delivering our core business more effectively and efficiently
  - Increasing the impact of our work and add value
  - Encourage the public sector to respond effectively to our work
  - Ensuring the Office is truly independent of Government
- To **demonstrate** ongoing **relevance** to the people of the Cayman Islands, Legislative Assembly and other stakeholders by:
  - Engaging effectively with our stakeholders
  - Working effectively with our key stakeholders
- To encourage improvement through **leading by example** by:
  - Being a well governed and transparent organisation
  - Being a well organised and sustainable organisation
  - Having a motivated, high performing and skilled workforce
  - Using technology to improve our performance and enhance security
  - Ongoing development of our corporate office and audit practices
  - Supporting the development of public audit across the region

## 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.

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## STRATEGIC MANAGEMENT (continued)

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### Governance (continued)

(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>
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(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.

(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.

Appointment  
of acting  
Auditor-  
General

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.

#### **Powers and Duties of Auditor-General**

Powers and  
duties of  
Auditor-  
General

60. (1) The Auditor-General shall -
- (a) conduct audits of the financial statements -
    - (i) referred to in section 29(2)(a)(ii) in respect of the core government and the entire public sector; and
    - (ii) referred to in sections 44(2)(b) and 52(2)(d)(ii) in respect of every ministry, portfolio, statutory authority and government company;
  - (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 2015 (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

## 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 2015\*](#)
- [\*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 2015 \(updated as at 31 October 2015\)\*](#)
- [\*OAG Quarterly Report 31 March 2015\*](#)
- [\*OAG Quarterly Report 31 December 2014\*](#)
- [\*OAG Quarterly Report 30 September 2014\*](#)

*Other Corporate Publications (see link below for Corporate Publications on our website):*

- [\*Delivering Value, Strategic Plan 2015 to 2019 \(May 2015\)\*](#)
- [\*OAG Independence and Public Reporting – a position paper \(16 January 2015\)\*](#)
- [\*Performance Audit Programme 2015 – 2017 \(January 2015\)\*](#)
- [\*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 2015\*](#)
- [\*OAG Publication Scheme 2014\*](#)
- [\*OAG Publication Scheme, 2013\*](#)
- [\*OAG Publication Scheme, 2012\*](#)
- [\*OAG Publication Scheme, 2011\*](#)
- [\*Performance Audit Programme 2011-2013 \(September 2011\)\*](#)

*Other Corporate Publications (continued)*

- [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 \(November 2010\)](#)

## **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:

- [Mobile Phone Policy – July 2015](#) (available on the OAG website)
  - Introduction
  - Scope of the Policy
  - Responsibility for Implementation of the Policy
  - Hardware
  - Mobile Phone Plan and Usage Costs
  - Overseas Roaming Costs
- [Excess Leave Policy – July 2015](#) (available on the OAG website)
  - Introduction
  - Who is covered by this policy
  - The scope of the policy
  - Responsibility for implementation of the policy
  - Policy
- [OAG Fraud and Corruption: Policy and Response Plan – July 2015](#) (available on the OAG website)
  - Fraud Policy**
    - Introduction
    - The scope of the policy
    - Responsibility for implementation of the policy
    - Definition of Fraud
    - Reducing the Opportunity for Fraud - Separation of Duties
    - Robust Systems of Control
    - The Importance of Monitoring
    - Identification of fraud
    - Red Flags
    - Reporting Fraud
    - Responding to Fraud
    - Enforcement

## **POLICIES & PROCEDURES (continued)**

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### **OAG Fraud and Corruption: Policy and Response Plan (continued)**

#### **Fraud Response Plan**

- Purpose
- Application
- Fraud Response Group
- Investigations
- Selection of Investigating Officer
- Action on Investigation Findings
- Case Closure, Follow Up and Review
- Confidentiality
- Reporting Cases of Fraud
- External Fraud

- **[Social Media Policy – July 2015](#)** (available on the OAG website)

- Introduction
- Scope of the Policy
- Responsibility for Implementation of the Policy
- Social Media in the Workplace
- Social Media Outside the Workplace
- Disciplinary Action

- **[Procurement Policy – July 2015](#)** (available on the OAG website)

- Responsibility for implementation of the policy
- General Principles
- Quotation/Tendering Limits
- Definition of Tender and Quotation
- Non-Competitive (or Single) Quotations
- Competitive Quotations
- Acceptance of Quotations
- Tendering Procedures
- Appendix 1 - Financial Regulations (2013 Revision)
- Appendix 2 – Sole Source Procurement Business Case Form

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**POLICIES & PROCEDURES (continued)**

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- [Hazard Management Plan 2015 - April 2015](#) (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 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

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## **POLICIES & PROCEDURES (continued)**

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- [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

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## POLICIES & PROCEDURES (continued)

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- [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
  
- [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

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## POLICIES & PROCEDURES (continued)

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- [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
  
- [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

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## POLICIES & PROCEDURES (continued)

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- [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
  
- [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

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## POLICIES & PROCEDURES (continued)

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- [OAG Human Resource Management Policies and Procedures Manual](#) (Revised: October 2010)  
(available on the OAG website)

Part A: Purpose and Responsibilities

1. Introduction
2. HR Roles and Responsibilities within the Audit Office

Part B: General HR Policies

3. The Audit Office's HR Management Philosophy
4. Terms and Conditions of Employment in the Audit Office
5. Work Hours and Attendance
6. Pay Periods and Method
7. Audit Office Workplace Rules
8. Performance Management in the Audit Office
9. Training and Capability Development in the Audit Office
10. Induction of Staff New to the Audit Office
11. Access to Personnel Files
12. Health and Safety in the Audit Office
13. Promotion of Values, Code of Conduct and Workplace Rules in the Audit Office
14. The Audit Office's Relationship with CICSA

Part C: Specific HR Procedures and Related Policies

*Appointment Processes*

15. Recruitment and Appointment of Staff to Positions within the Audit Office
16. Reappointment of Staff on Fixed-Term Employment Agreements
17. Reappointment of Staff Who Have Reached Retirement Age
18. Appointment of Staff to Acting or Interim Positions within the Audit Office

*Performance Management Processes*

19. Preparation of Annual Performance Agreements
20. Conduct of Interim (Half-Year) Performance Assessments
21. Conduct of Annual Performance Assessments
22. Assessment and Payment of Performance Related Pay

*Discipline and Termination Processes*

23. Determining Which Disciplinary, Dismissal or Other Termination Action to Initiate
24. Disciplining Staff for Minor Misconduct or Inadequate Performance
25. Dismissing Staff for Serious Misconduct or Significant Inadequate Performance
26. Dismissing Staff for Gross Misconduct Not Involving Criminal Activity
27. Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity within the Workplace
28. Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity Outside the Workplace

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**POLICIES & PROCEDURES (continued)**

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**OAG Human Resource Management Policies and Procedures Manual (Revised: October 2010) (continued)**

- 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 2015
- [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):

2015:

- [Hospitality Provided 6 months to 30 June 2015](#)
- [Hospitality Received 6 months to 30 June 2015](#)

2014:

- [Hospitality Provided 6 months to 31 December 2014](#)
- [Hospitality Received 6 months to 31 December 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:

2015:

- [Senior Management Travel and Subsistence 6 months to 30 June 2015](#)

2014:

- [Senior Management Travel and Subsistence 6 months to 31 December 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 2015](#)
- [Garnet Harrison Register of Interests 2015](#)
- [Martin Ruben Register of Interests 2015](#)
- [Patrick Smith Register of Interests 2015](#)
  
- [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](#)

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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Register of Interests (Senior Management) (continued):

- [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](#)

Payments & Contracts:

- [Expenses and Contracts 6 months to 30 June 2015](#)
- [Expenses and Contracts 6 months to 31 December 2014](#)
- [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:

2015:

- [24 February 2015 Management Meeting Minutes](#)
- 10 June 2015 Management Meeting Minutes
- 21 September 2015 Management Meeting Minutes
- 29 September 2015 Management Meeting Minutes
- 26 & 27 November 2015 Management Meeting Minutes

2014:

- [14 January 2014 Management Meeting Minutes](#)
- [25 February 2014 Management Meeting Minutes](#)
- [25 April 2014 Management Meeting Minutes](#)
- [20 May 2014 Management Meeting Minutes](#)
- [10 June 2014 Management Meeting Minutes](#)
- [26 September 2014 Management Meeting Minutes](#)
- [29 October 2014 Management Meeting Minutes](#)
- [28 November 2014 Management Meeting Minutes](#)
- [17 December 2014 Management Meeting Minutes](#)

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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Management Team Meeting Minutes (continued):

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 \(July 2006 - June 2011\)](#)

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)*.

In our own strategic plan document, we have outlined the vision, mission and core values that underpin how we will achieve our results.

**Vision:** To help the public service spend wisely

**Mission:** To deliver independent, high quality public sector audit that promotes accountability, transparency and integrity in the use of public resources.

#### Four core values:

- *Professional* – competently carrying out independent and objective work, always striving to deliver a quality service
- *Respect* – treating our employees, client and stakeholders with respect and dignity
- *Integrity* – conducting our work ethically, in a manner that creates confidence and trust in what we do
- *Transparent* – accountability and transparency in the operations of the OAG

Our vision, mission and values provide the overarching framework for our strategic objectives and related activities in our Strategic Plan.

We have also developed performance measures for the Members of the Legislative Assembly to assess our performance and the extent to which we have achieved our plans. The performance measures are grouped in three areas:

#### Quality of our operations:

1. Number of audits carried out within budget and that meet deadlines
2. Staff satisfaction using surveys

- 
3. Results of internal quality assurance reviews and external peer reviews
  4. Results of external financial statement audit and contracted internal and HR audits

Quality of our outputs:

1. Number of the auditor general's recommendations accepted for implementation
2. Number of recommendations implemented by government
3. Results of internal quality assurance reviews
4. Results of external peer reviews

Effectiveness of our work:

1. MLAs (and possibly PAC members separately) surveyed believe our work over the last year promoted efficient and accountable government
2. Quality of financial statements produced by the Government
3. Government officials find our work (performance and financial audits, training, advice, support for government initiatives, etc.) adding value to their efforts
4. Public perception of the OAG

### 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 undertake this role on a day to day basis by three main categories of work:

- Financial statement audits – includes the Entire Public Sector (EPS) consolidated financial statements, and each ministry, portfolio, office, statutory authority, government company and certain non-public funds.
- Performance audits and public interest reports which promote the efficient, effective and economic use of resources across ministries, portfolios, offices, statutory authorities and government companies.
- Support and assistance to the Public Accounts Committee (PAC) of the Legislative Assembly.

We provide support services to Hazard Management Cayman Islands, and the Auditor General is a member of the Anti-Corruption Commission and Auditor Oversight Authority. In addition, we sit as advisors on ad-hoc government committees for the development of legislation and other matters.

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 years ending 30 June 2013 and 2014 (September 2015)*
- *Financial & Performance Reporting: Ministries, Portfolios and Offices for the years ending 30 June 2013 and 2014 (September 2015)*
- *Financial and Performance Reporting: Entire Public Sector for the year ending 30 June 2014 (September 2015)*

**Financial Audit and General Reports (continued):**

- *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*
- *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*

**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 1995*

**Performance Audit and Special Reports:**

- *Collecting Government Revenues (September 2015)*
- *Management of the Nation Building Programme (July 2015)*
- *National Land Development & Government Real Property (June 2015)*
- *Major Capital Projects - Building Schools (May 2015)*
- *Government Programmes Supporting Those in Need (May 2015)*
- *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)*
- *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)*
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**Performance Audit and Special Reports (continued):**

- *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:**

- *Government IT Security (September 2015)*
- *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)



# National Housing Development Trust

## Publication Scheme

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

### CONTENTS:

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

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## 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**

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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**

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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 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**

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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](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 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.

<b>Location and hours</b>	<b>Matters handled</b>
National Housing Development Trust Cayman Centre, Building E, Unit 4 118 Dorcy Drive George Town Grand Cayman Opening hours: Mon – Fri 9:00am – 4:30pm	<ol style="list-style-type: none"> <li>1. Assist low income Caymanian families to obtain accommodation via the Affordable Housing Initiative (AHI) program.</li> <li>2. Administer the Government Guaranteed Home Assisted Mortgage Program on behalf of the Cayman Islands Government.- GGHAM</li> </ol>

## Boards and committees

Name	Meetings	Minutes
<p><b><u>Board of Directors</u></b></p> <p>Mr., George Anthony Powell, Chairperson            Mr. Kearney S. Gomez, Deputy Chairperson            Mr. Allan Bush, Director            Ms. Lucille Barnes-Rico, Director            Ms. Louise Christine Burke-Richardson, Director            Mr. Teddie C. Ebanks, Director            Mr. Harwell A. McCoy, Director            Mr. Rayburn Farrington, Director            Mr. Julio Ramos, Secretary</p>	<p>NHDT Board Meetings are not open to public and are held at least once a month.</p>	<p>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>.</p>

## 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 program (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 program, 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 program 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**

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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 program 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, 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.

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

### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the Publication Scheme
6. Complaints
7. Categories of information

#### **1. About the Publication Scheme**

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

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

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

This Publication Scheme commits the NRA to making information available to the public as part of its normal business activities.

The NRA will:

- Specify the information held by the Authority, which falls into the categories below;
- Proactively publish or otherwise make routinely available, information which is held by the Authority and falls within the categories below;
- Describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- List any fees charged for access to information described in this scheme;
- Publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- Make this publication scheme available to the public;
- Regularly review and update the information made available under this scheme.

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

The NRA will generally **not** publish:

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

In maintaining this Publication Scheme, our aim is to be as open as possible.

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

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

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

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

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

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

Information available under our Publication Scheme will usually be accessible through the methods described below.

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

#### Online

Many of our documents are published electronically on the NRA website at [www.caymanroads.com](http://www.caymanroads.com) and can be downloaded in PDF format.

If you are still having trouble locating information listed using the NRA website, please contact the Deputy Information Manager at 946-7780 or email [foi.nra@gov.ky](mailto:foi.nra@gov.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*.

## Email

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

## Phone

Documents listed in the Publication Scheme can be requested by telephone. Please call 946-7780 or email at [foi.nra@gov.ky](mailto:foi.nra@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:

Information Manager  
National Roads Authority  
370 North Sound Road  
PO Box 10426  
Grand Cayman KY1-1004

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

## Personal visits

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

## Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager, at 946-7780 or email at [foi.nra@gov.ky](mailto:foi.nra@gov.ky).

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

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

## **4. Fees and charges**

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

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

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

#### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of CI\$1.00 per copy (black & white – 8 ½ X 11 & 8 ½ x 14) and CI\$1.50 per copy (colored – 8 ½ x 11 & 8 ½ x 14) and computer discs at a rate of CI\$2.00 per disc as per the FOI Law.

The NRA will charge CI\$3.00 per copy (black & white – 11 x 17) and CI\$3.50 per copy (colored – 11 x 17).

#### Postage costs

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

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

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

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

Information held by the NRA that is **not** published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting the Information Manager at 946-7780 or email at [foi.nra@gov.ky](mailto:foi.nra@gov.ky) to request information.

### **6. Complaints**

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

If you wish to complain about any aspect of this Publication Scheme, please contact the Information Manager at 946-7780 or email at [foi.nra@gov.ky](mailto:foi.nra@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from the Information Manager at 946-7780 or email at [foi.nra@gov.ky](mailto:foi.nra@gov.ky) .

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

#### **Information Commissioner's Office**

Physical Address:  
3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

Mailing Address:  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

Telephone:  
345-747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of Information

- About Us
  1. Ministry
  2. Organization & Function
  3. Laws & Regulations
  4. Board & Committees
  5. Permits Granted
- Policies and Procedures
- Strategic Management
  1. Governance
  2. Corporate Management
- Finance & Administration
  1. Financial Management
  2. Administration
- Our Services

### **ABOUT US**

The NRA was created July 1<sup>st</sup>, 2004 by the National Roads Authority Law (2004). The NRA was created to administer, manage, control, develop and maintain the Cayman Islands public roads and related facilities such as signals, storm water facilities, roadway lighting, roadway directional signage, etc. It performs the following: collects information on the performance of the existing transportation system, forecasts future traffic demand, and identifies possible solutions to anticipated issues in system performance and deficiencies. The NRA will publish a long-term National Roads Plan (NRP) every four years to be updated annually. The NRP which is a general planning document will be the provision on which medium to long-term plans for road development will be identified. It also will be used to seek approval for funding of NRP projects that will be implemented according to the objectives of this long-term plan.

A Board of Directors governs the NRA and members of the Board are appointed by the Governor in Cabinet. The Managing Director oversees daily operations, supported by the Deputy Managing Director.

According to the NRA Law, the Managing Director is charged with specifying a three-year public roads development plan that included construction programmes for new public roads.

### **Ministry**

The NRA operates under the Hon. Minister Mr. Kurt Tibbetts of the Ministry of Planning, Lands, Agriculture, Housing and Infrastructure, (PLAHI) Government Administration Building, Grand Cayman, CAYMAN ISLANDS. The Ministry is responsible for the authority and may give general policy directions to the Board. The Board is then responsible for enacting NRA policy and the general affairs and business of the Authority.

Chief Officer

Mr. Alan Jones  
Ministry of Planning, Lands, Agriculture, Housing and Infrastructure  
Government Building, George Town  
Grand Cayman

Principal Officers

**Mr. Paul Parchment**

Managing Director  
National Roads Authority

**Mr. Edward Howard**

Deputy Managing Director  
National Roads Authority

**Mr. Olson Bush**

Chief Financial Officer  
National Roads Authority

**Ms. Julie Campbell**

Human Resource Manager  
National Roads Authority

Information Manager

Mrs. Lois Hall-Vaughan  
Executive Secretary to the NRA Board of Directors/Information Manager  
National Roads Authority  
PO Box 10426  
Grand Cayman KY1-1004  
Tel # 1-345-946-7780  
Fax # 1-345-946-4151  
Email: [lois.hall-vaughan@nra.ky](mailto:lois.hall-vaughan@nra.ky)  
Website: [www.caymanroads.com](http://www.caymanroads.com)

Designate

Mrs. Marion Pandohie  
Transportation Planner/Interim Information Manager  
National Roads Authority  
PO Box 10426  
Grand Cayman KY1-1004  
Tel # 1-345-946-7780  
Fax # 1-345-946-4151  
Website: [www.caymanroads.com](http://www.caymanroads.com)

Organization and Functions

The Mission of the NRA is to contribute to sustainable transport and land development in the Cayman Islands by building and maintaining a safe and efficient network of national roads, in partnership with Cabinet and the Private Sector, having regard to national and economic growth strategies.

The vision of the NRA is that commitment to our mission will enhance the quality of life, promote economic prosperity, and improve access and mobility for all residents and visitors to the Cayman Islands. We will be a recognized leader in the Caribbean for providing high quality roads and transport related infrastructure.

The NRA's primary function is to secure the provision of a safe and efficient network of national roads. It has overall responsibility for the planning and supervision of construction and maintenance of national roads. In addition, the NRA has a number of specific functions under the National Roads Authority Law 2004, including:

- Provision of medium to long term plans for road development that make up a National Roads Plan (updated every four (4) years)
- Implementation of a management system for planning, organizing, directing and controlling routine and periodic maintenance activities performed by employees of the Authority or through independent contractors
- Securing the carrying out of construction, improvement and maintenance works on national roads
- Carrying out on a permanent basis such necessary engineering traffic and economic studies that it may consider necessary for the maintenance and improvement of public roads
- Training, research or testing activities in relation to any of its functions.

National Roads Authority  
PO Box 10426  
Grand Cayman KY1-1004  
CAYMAN ISLANDS  
Website: [www.caymanroads.com](http://www.caymanroads.com)

National Roads Authority  
Office location: 370 North Sound Road  
Public Works Department Compound  
George Town  
Operating hours: Monday to Friday – 8:30am to 5:00pm

#### Laws and Regulations

- The National Roads Authority Law 2006
- The Roads Law 2005 (Revision)
- The Traffic Law (2011) & Regulations 2012

#### Board and Committees

The NRA Board of Directors

Mr. Donovan Ebanks - Chairman (NRA Board of Directors)  
Mrs. Sheree Ebanks - Deputy Chairman (NRA Board of Directors)

This Board meets once a month (or more if required). The Minutes are available on the NRA's website and can also be obtained in a hard copy from the Information Manager. There are two (2) sub-committees of the Board, the Personnel Sub-Committee which reviews HR matters and the Finance Sub-Committee which reviews the finances of the NRA. Select members of the Board are members of both committees.

Members of the Senior Management of the NRA staff also sit on the following committees:

- The Traffic Management Panel
- The Aggregate Assessment Committee
- The Utilities Committee
- Hazard Management Cayman Islands
- The Development Planning Review Committee

Permits/Licenses Granted

The NRA grants permits for the importation, transportation and storage of explosives and also grants licenses to blasters in the Cayman Islands.

## **POLICIES AND PROCEDURES**

The following are policies and procedures of the NRA, the ones with red asterisk \* are awaiting approval:

- Absence Management
- Management of Leave
- Overtime Working, TOIL, Flexible Working, Flexible Hours
- Staff Development
- Capability
- Health & Safety
- Sickness Absence
- Recruitment Selection
- Promotion
- Performance Management
- Discipline & Dismissal
- Redundancy
- Talent Management & Success Planning
- Grievances
- Drug & Alcohol Abuse \*
- Complaints handling Procedure
- Information Management Policy
- Disposal schedule (records retention policy)
- Operating policies & procedures
- Standards of service
- Probationary Employment \*
- Managing Staff Reductions \*

## **STRATEGIC MANAGEMENT**

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

### **Governance**

- The National Roads Authority Law (2006)
- The Roads Law 2005 (Revision)
- The Traffic Law (2011) & Regulations (2012 Revision)
- The Labour Law (2007)
- The Public Management, Finance Law (2012 Revision)
- The National Archive & Public Records Law
- The Freedom of Information Law 2007

### **Corporate Management**

- Corporate Plans
- Annual Reports
- Audit reports on overall operations and major projects
- Monthly NRA Management Report
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics (collect traffic counts)
- Asset Management (pavement, street lights, storm water management, structure, traffic signs and signals)
- Plans for business continuity, hazard management and disaster recovery
- Access Management Plan (this details access points on primary arterial roads especially the newly constructed Esterley Tibbetts Highway & the East/West Arterial)
- Long-Range Transportation Plan

## **FINANCE & ADMINISTRATION**

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

To finance the NRA, government created a 'Road Fund' with four (4) categories of revenue. These are:

- 20% of the duty collected motor gasoline imported into the Cayman Islands
- 16 2/3% of the duty collected upon diesel oil imported into the Cayman Islands, (excluding diesel used by Caribbean Utilities Co. Ltd.)
- 100% of the fees paid to the infrastructure fund, as outlined in the Development and Planning Law (2003 Revision)

- 80% of the fees paid in respect of the registration of motor vehicles under Part II of the Traffic Law (2011 Revision)

### Financial Management

- Annual Budget
- Financial Statements; monthly reports
- Sources of revenue; payment of invoices
- Accounting procedures; contracting procedures
- Board members allowances and expenses
- List of current tenders, contracts or quotations; recently awarded contracts

### Administration

- Insurance Policies
  1. Health Insurance for staff
  2. Motor Vehicle Insurance
  3. Property Insurance
  4. Liability Insurance (Risk Management)
- Press Releases
  1. Information regarding road projects
- Job vacancies
- Staff pay and grading structures
- Records management file plan or classification scheme

### **OUR SERVICES**

The architecture of a country defines its culture; the efficiency of its transportation systems defines its intellect.

Roads are one of the first indicators of the stability and strength of any country's infrastructure. They are the avenues to social and economic growth, providing access to health centres, financial institutions, supermarkets and most importantly, to family and friends.

Not only does the NRA build and maintain roads, we also collect information on the performance of the existing transportation system; forecast future traffic demand; and identify possible solutions to anticipated issues in system performance and deficiencies.

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**Amended December 16<sup>th</sup>, 2015**



## 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

---

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 Law states that Information to be published by public authorities includes:

- the functions of the authority, what work it does and how it sets about its tasks;
- the departments and agencies of the authority;
- the subjects handled by each department or authority, with the locations of the departments and agencies and the opening hours of all offices;
- the title and business address of the Principal Officer and other key officers within the authority;

- classes of records held; and
- manuals, interpretations, rules, guidelines, practices or precedents.

Below are the current and recently issued publication schemes:

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

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

---

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

### Online

Many of our documents are published electronically on the 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 Tanya Whiteside 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 Tanya Whiteside 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:

Tanya Whiteside, 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 Tanya Whiteside 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

---

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

---

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

Tanya Whiteside, 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,  
3<sup>rd</sup> floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

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

---

### **Name of public authority**

National Gallery of the Cayman Islands

**Ministry**

Ministry of Home Affairs, Health & Culture

**Chief Officer**

Jennifer Ahearn, Chief Officer  
Ministry of Home Affairs, Health & 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 Designate**

Tanya Whiteside, Operations & Programmes Manager  
National Gallery of the Cayman Islands  
Esterley Tibbetts Highway (Harquail Bypass)  
P.O. Box 10197  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

**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

**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 Programmes Manager	Tanya Whiteside
Communications & Public Engagement Manager	Kaitlyn Elphinstone
Events & Retail Manager	Meegan Ebanks
Education Officer	Kerwin Ebanks
Assistant Curator	Kerri-Anne Chisholm
Senior Administrative Assistant	Ivanna Powery
Deutsche Bank Intern	Candace Welcome
Events Assistant	Cassandra Shea

**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) Grand Cayman, Cayman Islands</p> <p>Exhibition Halls            10:00 AM – 5:00 PM, Monday – Friday            10:00 AM – 5:00 PM, Saturday</p> <p>Telephone: +1 345 945 8111            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            8:30 AM – 5:00 PM, Monday – Friday</p> <p>Telephone: +1 345 945 8111            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</p>

Location and hours	Matters handled
	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. 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. All committees and the management board are active. The management board meets regularly to oversee the functioning of the Gallery.

National Gallery Management Board / Trustees	Meetings	Minutes
<p><b>Management Board:</b>            Mr Henry Harford (Chairman)            Mrs Leslie Bergstrom            Mr Truman Bodden OBE            Ms. Christina Bodden            Mr Martyn Bould MBE            Mr Carl Brown            Mrs. Dorothy Scott Crumbley            Mrs Ariane Dart            Mrs. Jennifer Dilbert            Mrs Lisa Flowers            Mrs. Josette Kimlon Lawrence            Mrs Susan Olde OBE            Mr. Archie Whittaker            Mrs Jennifer Woodford</p> <p><b>Honorary Members:</b>            Naul Bodden            The estate of Helen Harquail OBE            Bendel Hydes</p>	<p>Meetings are held on a quarterly basis and are closed to the public.</p>	<p>Available on request in hard copy (see <i>Section 3: Methods of access</i> for contact addresses).</p>

<p>Carol Owen OBE Andreas Ugland</p> <p><b>Land Trustees:</b> Carson Ebanks The estate of Helen Harquail OBE Carol Owen OBE</p>		
<b>National Gallery Board Governance Committee</b>	<b>Meetings</b>	<b>Minutes</b>
<p>Christina Bodden Truman Bodden Dorothy Scott Crumbly Jennifer Dilbert Henry Harford Susan Olde</p>	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>
<p>Truman Bodden Ariane Dart Josette Kimlon Lawrence Emé Paschalides Tanya Whiteside Archie Whittaker Jennifer Woodford</p>	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>
<p>Leslie Bergstrom Christina Bodden Josette Kimlon Lawrence Susan Olde Eme Paschalides Natalie Urquhart Jennifer Woodford</p>	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>
<p>Jennifer Dilbert Lauren Christie Henry Harford Natalie Urquhart</p>	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 Fundraising Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Leslie Bergstrom Christina Bodden Ariane Dart Kaitlyn Elphinstone Henry Harford Susan Olde Natalie Urquhart Archie Whittaker	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>
Truman Bodden Martyn Bould Carl Brown Dorothy Scott Crumbly Lisa Flowers Milly Serpell	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 Operations &amp; Facilities Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Martyn Bould MBE Jeremy Superfine Alan Vereen Tanya Whiteside	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 Officer 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 FOI Manager Designate, Tanya Whiteside.

- **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
- Facility Rental Guidelines and Contract
- Venue Rental Rates
- Risk Assessment Form
- NGCI Dart Auditorium and Community Gallery – Application to Exhibit
- Temporary Exhibition Hall – Application to Exhibit

#### **Communications**

- Brand Guidelines
- 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
- Health & Safety Policy (draft)
- Information Security 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.



# Ministry of Planning, Lands, Agriculture, Housing & Infrastructure

## Publication Scheme - January 2016

*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, Anderson Square  
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)

<b>Location and hours</b>	<b>Matters handled</b>
<p><b>Ministry of Planning, Lands, Agriculture, Housing &amp; Infrastructure</b></p> <p>Hon. Minister’s Office            5<sup>th</sup> Floor Government Administration Building            133 Elgin Avenue, George Town,            Grand Cayman</p> <p>8:30 am – 5:00 pm            Monday to Friday</p> <p>Tel: 345-244-2412</p>	<p>Personal Administration for Hon. Minister and Chief Officer            Policy and Planning            Human Resource Management            Finance            Day to Day Operations            Capital Projects            Equity Injections            Executive Assets            Petroleum Inspectorate            Facilities Management            Civic Centre &amp; Town Halls            Freedom of Information Requests            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 (2014 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.



## Ministry of Home Affairs

### Publication Scheme

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

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  - Finance & Administration
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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.

3rd Floor, Anderson Square  
64 Shedden Road, George Town  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

345-747-5402

[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**

## MINISTRY OF HOME AFFAIRS

### **Principal Officers**

Honourable Alden McLaughlin, Premier  
Alden.McLaughlin@gov.ky; 244-2455

Eric Bush, Chief Officer  
Eric.Bush@gov.ky; (345) 244-2469

### **Key staff**

Wesley Howell, Deputy Chief Officer – Security & Public Safety Division  
Wesley.Howell@gov.ky; (345) 244-2211

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

## 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 (2013 Revision) and Personnel Regulations (2013)
- 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 Reports – July 2012 (released Feb. 2013) & January 2014
- Report of the Chief Fire & Rescue Adviser for England, February 2014

Please note that full financial statements for 2015 have been signed off by the Financial Secretary.

## **FINANCE & ADMINISTRATION**

### **Financial management**

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

- Annual Budget 2015/2016 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 (2012 Revision) & Financial Regulations (2008 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
- Public Safety
- Offender Rehabilitation

### **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
- Policies and procedures
- Recruitment
- Reporting
- Staff administration
- Succession Planning

### **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*
- Procurement Policy see <http://www.mha.gov.ky>  
*Resources*

## **DECISIONS AND RECOMMENDATIONS**

- Prisons Inspection Board Report see <http://www.mha.gov.ky>  
Document Library
- 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 Reports – July 2012 (released Feb. 2013) & January  
2014 see <http://www.mha.gov.ky/> Resources
- Report of the Chief Fire & Rescue Adviser for England, February 2014  
see <http://www.mha.gov.ky/> Resources

## **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.mha@gov.ky](mailto:foi.mha@gov.ky)/ Website: [www.mha.gov.ky](http://www.mha.gov.ky)



## MINISTRY OF HEALTH AND CULTURE

### PUBLICATION SCHEME - 2016

**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

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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 Health and Culture to making information available to the public as part of its normal business activities.

The Ministry of Health 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

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The Ministry of Health and Culture will generally not publish:

- information in draft form;
- information that is not held by the Ministry of Health 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 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 and Culture'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](#).

The Ministry of Health and Culture has developed our website where many of our documents will be published electronically 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 Christina Ross at 244-3162 or via email at [\*\*christina.ross@gov.ky\*\*](mailto:christina.ross@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 Christina Ross at 244-3162 to request information.

#### Post

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

Christina Ross  
Human Resources Assistant & Information Manager  
Ministry of Health and Culture  
Cayman Islands Government  
Government Administration Building  
133 Elgin Avenue  
Grand Cayman KY1-9000  
CAYMAN ISLANDS  
Phone: 1-345-244-3162  
Fax: 1-345-949-1790  
Email: [\*\*christina.ross@gov.ky\*\*](mailto:christina.ross@gov.ky)

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

### Personal visits

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

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Christina Ross at 244-3162 or via email at ***christina.ross@gov.ky***.

The Ministry of Health 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 and Culture 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 Health and Culture strives to ensure that fees and charges are clearly explained and kept to a minimum.

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

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

### Reproduction costs

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

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

### Postage costs

The Ministry of Health 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 and Culture has received your payment.

## 5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

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Information held by the Ministry of Health 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, email or fax or by completing a prescribed request form and sent to the Ministry of Health and Culture.

By mail:

Christina Ross  
Human Resources Assistant & Information Manager  
Ministry of Health and Culture  
Cayman Islands Government  
Government Administration Building  
133 Elgin Avenue  
Grand Cayman KY1-9000  
CAYMAN ISLANDS  
Phone: 1-345-244-3162  
Fax: 1-345-949-1790  
Email: ***christina.ross@gov.ky***

By email:

[\*\*\*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 and Culture aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Christina Ross at 244-3162 or via email at ***christina.ross@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 on 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 ***christina.ross@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.

Physical Address:

Information Commissioner’s Office  
 3rd Floor, Anderson Square  
 64 Shedden Road  
 George Town  
 Grand Cayman, Cayman Islands

Mailing Address:

PO Box 1375  
 Grand Cayman KY1 1108  
 CAYMAN ISLANDS

Telephone:

345-747-5402

Email:

FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
 General matters - [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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<b><u>Name of Public Authority</u></b>	Ministry of Health and Culture
<b><u>Minister for Health</u></b>	Honourable Alden McLaughlin
<b><u>Councillor for Health</u></b>	Mr. Roy McTaggart 244-2372
<b><u>Councillor for Culture</u></b>	Mr. Alva Suckoo 244-3180
<b><u>Principal Officer (Chief Officer)</u></b>	Ms. Jennifer Ahearn 244-2319
<b><u>Key Staff</u></b>	
Deputy Chief Officer – Policy and Planning	Mrs. Nancy Barnard 244-2342

Chief Financial Officer	Ms. Nellie Pouchie	244-6618
Senior Policy Advisor – Health	Ms. Janett Flynn	244-2374
Human Resources Manager	Ms. Marcia Murray	244-2364
Senior Project Manager (ISWMS)	Mr. Jim Schubert	244-4807
Information Manager	Ms. Christina Ross	244-3162
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 email address	<a href="mailto:foi.mhs@gov.ky">foi.mhs@gov.ky</a>	

## **ORGANISATION AND FUNCTIONS**

The Ministry of Health 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 is the Administrative team, the Finance team, the Policy team and the Human Resources team. All of the Ministry's staff is 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 and Non-Government Organisations. They also perform the monthly invoicing to Cabinet for the departments' outputs to obtain funding for their activities.

The Ministry's Administrative section is responsible for providing administrative services to the Minister and staff. The Policy team provides advice to the Minister and is also responsible for oversight of the Statutory Authorities, Government Companies and Non-Government Organisations and Government Departments that are under the Ministry. It also provides drafting instructions for the revision or creation of Laws and Regulations.

The Human Resources team deals with recruitment and record 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.

The Ministry's physical address is:

Ministry of Health 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 and Culture has a number of Departments and Statutory Authorities under its control. Each one is a Public Authority and each will maintain its own Publication Scheme. Currently the Government Departments that are under the control of Ministry are as follows:

- 1) Department of Environmental Health
- 2) Department of Health Regulatory Services
- 3) Mosquito Research and Control Unit

The Statutory Authorities under the control of the Ministry are as follows:

- 1) National Gallery of the Cayman Islands
- 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 control of Ministry are given below.

**DEPARTMENTS AND STATUTORY AUTHORITIES**

Location and Hours	Matters Handled
<p><b><u>Cayman Islands Health Services Authority</u></b></p> <p><b>Physical Location:</b>                      #95 Hospital Road                      George Town</p> <p><b>Mailing Address:</b>                      Cayman Islands Health Services                      PO Box 915,</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> </ul>

<p>Grand Cayman KY1-1103 Cayman Islands</p> <p><b>Telephone No:</b> (345) 949-8600</p>	<ul style="list-style-type: none"> <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> Esterley Tibbetts Highway</p> <p><b>Mailing Address:</b> National Gallery P.O. Box 10197 Grand Cayman KY1-1002 Cayman Islands</p> <p><b>Telephone No:</b> 945-8111</p>	<p>The National Gallery of the Cayman Islands serves to promote and encourage the appreciation and practice of the visual arts, of and in the Cayman Islands. 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>
<p><b><u>Cayman National Cultural Foundation</u></b></p> <p><b>Physical Location:</b> F.J. Harquail Cultural Centre 17 Harquail Drive George Town</p> <p><b>Mailing Address:</b> Cayman National Cultural Foundation P.O. Box 30201 Grand Cayman KY1-1201 Cayman Islands</p>	<p>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>

<p><b>Telephone No:</b> (345) 949-5477</p>	
<p><b><u>Department of Health Regulatory Services</u></b></p> <p><b>Physical Location:</b> 3rd Floor, Government Administration Building, 133 Elgin Avenue, George Town, Grand Cayman</p> <p><b>Mailing Address:</b> Department of Health Regulatory Services P.O. Box 10128 Grand Cayman KY1-1002 Cayman Islands</p> <p><b>Telephone No:</b> 946-2084</p>	<p>The mission of the Health Regulatory Services Department is to effectively monitor and regulate the health insurance and health care industry in the Cayman Islands. The Department also provides assistance to the public in resolving disputes regarding the provision of health insurance and health care services.</p> <ul style="list-style-type: none"> <li>▪ Regulation of health insurers</li> <li>▪ Regulation and licensing of healthcare facilities</li> <li>▪ Supervision of councils regulating healthcare professionals</li> </ul>
<p><b><u>Department of Environmental Health</u></b></p> <p><b>Physical Location:</b> Cayman Islands Environmental Centre, 580 North Sound Rd, George Town, Grand Cayman</p> <p><b>Mailing Address:</b> Department of Environmental Health P.O. Box 1820, Grand Cayman KY1-1109, Cayman Islands</p> <p><b>Telephone No:</b> (345) 949-6696 (Grand Cayman) (345) 948-2321 (Cayman Brac)</p> <p><b>E-Mail</b> dehcustomerservice@gov.ky</p> <p><b>Fax</b> (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><b><u>Governing Legislation and Regulation</u></b></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><b><u>The Litter Law (1997 Revision)</u></b></p> <p><b><u>Public Health Law (2002 Revision)</u></b></p>

<p><b><u>Mosquito Research and Control Unit</u></b></p> <p><b>Physical Location:</b>  Mosquito Research and Control Unit  The Marco Giglioli Building  99 Red Gate Road  The Industrial Park off North Sound Road, Grand Cayman</p> <p><b>Mailing Address:</b>  Mosquito Research and Control Unit  PO Box 486  Grand Cayman KY1-1106  The Cayman Islands</p> <p><b>Telephone No:</b>  1-345-949-2557</p> <p><b>Fax</b>  1-345-949-8912</p> <p><b>E-mail</b>  info@mrcu.ky</p>	<p>The MRCU mission is 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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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 AND CULTURE**

<b>Health Services Authority Board of Directors</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>Members:</b></p> <p>Mr. Jonathan Tibbetts – Chairman  Ms. Karie Bergstrom – Deputy Chairman  Ms. Wanda Ebanks  Mr. Arthur McTaggart  Ms. Andrea Bryan</p>	<p><b>Meetings:</b>  10 per year  Not open to the public</p> <p><b>Website:</b>  www.hsa.ky</p>	<p>Contact  Sharaine Chin  <a href="mailto:Sharaine.chin@hsa.ky">Sharaine.chin@hsa.ky</a>  <a href="mailto:foi@hsa.ky">foi@hsa.ky</a></p>

<p>Mr. Peter Cunningham Mr. Gordon Mattison</p>	<p><b>Contact:</b> Sharaine Chin (IM) Angella Berry (D)</p> <p><b>Telephone:</b> (345) 949-8600</p>	
<p><b>National Gallery of the Cayman Islands Management Board and Trustees</b></p>	<p><b>Meetings</b></p>	<p><b>Minutes</b></p>
<p><b>Members:</b> <b><u>Management Board</u></b> Mr. Henry Harford – Chairman Mr. Martyn Bould Mr. Carl Brown Mrs. Ariane Dart Mrs. Lisa Flowers Mr. John Hurlstone Mrs. Susan Olde Mr. Andreas Ugland Mrs. Natalie Urquhart – Ex-officio – Director NGCI Chief Officer or Designate, Ministry of Culture</p> <p><b><u>Honorary Members</u></b> Mr. Naul Bodden Mr. Truman Bodden Mrs. Carol Owen Mr. Bendel Hydes</p>	<p><b>Meetings:</b> 4 per year Not open to the public</p> <p><b>Website:</b> www.nationalgallery.org.ky</p> <p><b>Contact:</b> Tanya Whiteside (IM)</p> <p><b>Telephone:</b> (345) 945-8111</p>	<p>Contact Tanya Whiteside (IM) <a href="mailto:foi@nationalgallery.org.ky">foi@nationalgallery.org.ky</a></p>
<p><b>Cayman Islands National Museum Board of Control and Trustees</b></p>	<p><b>Meetings</b></p>	<p><b>Minutes</b></p>
<p><b>Members:</b> Mr. Alfonso Wright – Chairman Mr. Omar McLean – Deputy Chairman Mr. Kenneth Bryan Mrs. Eziethamae Bodden Ms. Anita Ebanks Mrs. Marsha Smith-Scarlett Mrs. Peggy Leshikar-Denton – ex-officio – Director CINM Chief Officer or Designate, Ministry of Health &amp; Culture</p>	<p><b>Meetings:</b> As required Not open to the public</p> <p><b>Website:</b> www.museum.ky</p> <p><b>Contact:</b> Doss Solomon (IM) Peggy Leshikar-Denton (D)</p> <p><b>Telephone:</b></p>	<p>Contact Doss Solomon <a href="mailto:info@museum.ky">info@museum.ky</a></p>

<b>Trustees:</b> Ms. Jennifer Ahearn Mrs. Joy Basdeo, MBE Mr. Oswald Rankine Mr. Harwell McCoy Jr.	949 8368	
<b>Cayman National Cultural Foundation</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b>  Mr. Martyn Bould – Chairman Mr. Morgan DaCosta Ms. Lorna Reid Mrs. Susan Olde Mr. Jason Gilbert Mrs. Nasaria Suckoo-Chollette Mr. Dale Crowley Ms. Sharon Roulstone Henry Muttoo – Ex-Officio – Artistic Director CNCF Marcia Muttoo – Ex-Officio – Managing Director CNCF Chief Officer or Designate, Ministry of Health & Culture	<b>Meetings:</b> 6 per year Not open to the public  <b>Website:</b> www.artscayman.org  <b>Contact:</b> Rita Estevanovich (IM)  <b>Telephone:</b> (345) 949-5477	Contact Rita Estevanovich <a href="mailto:cayfest@candw.ky">cayfest@candw.ky</a> <a href="mailto:foi.ncf@gov.ky">foi.ncf@gov.ky</a> <a href="mailto:cncf@candw.ky">cncf@candw.ky</a>
<b>Nursing and Midwifery Council</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b>  Ms. Andria Dilbert - Chairman Ms. Marsha Walters-Clark – Deputy Chairman Ms. Susan Doak Ms. Donna Pryce Mr. Noel Webb Mrs. Lyria Josephs – Ex-Officio (Registrar)	<b>Meetings:</b> Monthly Not open to the public  <b>Website:</b> None  <b>Contact:</b> Kandie Hurlston (IM) Lyria Josephs (D)  <b>Telephone:</b> (345) 946-2084	Contact Kandie Hurlston (IM) <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a>
<b>Pharmacy Council</b>	<b>Meetings</b>	<b>Minutes</b>
<b>Members:</b>	<b>Meetings:</b>	Contact

<p>Mr. Donald McLean - Chairman  Ms. Samantha Conolly – Deputy Chairman  Mr. Colin Medford  Mr. Hewitson Watler  Mrs. Lyria Josephs – Ex-Officio (Registrar)  Mr. Michael Anderson</p>	<p>Monthly  Not open to the public</p> <p><b>Website:</b>  None</p> <p><b>Contact:</b>  Kandie Hurlston (IM)  Lyria Josephs (D)</p> <p><b>Telephone:</b>  (345) 946-2084</p>	<p>Kandie Hurlston (IM)  <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></p>
<p><b>Council for Professionals Allied with Medicine</b></p>	<p><b>Meetings</b></p>	<p><b>Minutes</b></p>
<p><b>Members:</b></p> <p>Dr. Clement Von Kirchenheim – Chairman  Mr. Stephen Duval – Deputy Chairman  Mr. Kirk Donald  Mrs. Lindsay Bridgeman  Ms Kathleen Dunne  Barry Smith  Mrs. Cameil Silvera-McKogg  Mrs. Lyria Josephs – Ex-Officio (Registrar)</p>	<p><b>Meetings:</b>  Monthly  Not open to the public</p> <p><b>Website:</b>  www.dhrs.ky</p> <p><b>Contact:</b>  Kandie Hurlston (IM)  Lyria Josephs (D)</p> <p><b>Telephone:</b>  (345) 946-2084</p>	<p>Contact  Kandie Hurlston (IM)  Lyria Josephs (D)  <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></p>
<p><b>Medical and Dental Council</b></p>	<p><b>Meetings</b></p>	<p><b>Minutes</b></p>
<p><b>Members:</b></p> <p>Dr. Sidney Ebanks – Chairman  Dr. Virginia Hobday – Deputy Chairman  Dr. Eugene Foley  Dr. Naude Dreyer  Mr. Wayne Cowan – Layperson  Mrs. Lyria Josephs – Ex Officio (Registrar)</p>	<p><b>Meetings:</b>  Bi-monthly  Not open to the public</p> <p><b>Website:</b></p> <p><b>Contact:</b>  Kandie Hurlston (IM)  Lyria Josephs (D)</p> <p><b>Telephone:</b>  (345) 946-2084</p>	<p>Contact  Kandie Hurlston (IM)  <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></p>

<b>Health Insurance Commission Board</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>Members:</b></p> <p>Mr. Gilbert McLean – Chairman  Ms. Jennifer Ahearn – Ex-Officio; Deputy Chairman  Dr. Elizabeth McLaughlin – Ex-Officio  Mr. Mervyn Conolly - Ex-Officio  Dr. Louis Cona  Ms. Letitia Solomon  Mr. Richard Harris  Mr. Geoffrey Scholefield  Mr. Gene DaCosta</p>	<p><b>Meetings:</b>  Monthly  Not open to the public</p> <p><b>Website:</b>  www.dhrs.ky</p> <p><b>Contact:</b>  Kandie Hurlston (IM)  Lyria Josephs (D)</p> <p><b>Telephone:</b>  (345) 946-2084</p>	<p>Contact  Kandie Hurlston (IM)  <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></p>
<b>Health Practice Commission</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>Members:</b></p> <p>Dr. Ruthlyn Pomares – Chairman  Ms. Andria Dilbert – Deputy Chairman  Ms. Dawn Lewis  Mr. Haroon Pandohie  Dr. Jemal Khan  Dr. Darley Solomon  Mr. Donald McLean  Dr. Clement Von Kirchenhein  Mrs. Lyria Josephs – Ex-Officio (Registrar)</p>	<p><b>Meetings:</b>  Monthly  Not open to the public</p> <p><b>Website:</b>  www.dhrs.ky</p> <p><b>Contact:</b>  Kandie Hurlston (IM)  Lyria Josephs (D)</p> <p><b>Telephone:</b>  (345) 946-2084</p>	<p>Contact  Kandie Hurlston (IM)  <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></p>
<b>Health Appeals Tribunal</b>	<b>Meetings</b>	<b>Minutes</b>
<p><b>Members:</b></p> <p>Mr. Andrew Moon – Chairman  Mr. David Dinner – Deputy Chairman  Dr. James Akinwunmi  Dr. Sonia Kapoor  Dr. Joseph Barefoot  Ms. Rebekah Brooks</p>	<p><b>Meetings:</b>  As required  Not open to the public</p> <p><b>Website:</b>  www.dhrs.ky</p>	<p>Contact  Kandie Hurlston (IM)  <a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></p>

<p>Mrs. Yvette Dilbert          Ms. Annie K. Price          Mr. Todd Jefferson          Mrs. Beverley Manderson          Mr. Mark Campbell          Mrs. Faith Gealey-Brown          Dr. Elaine Campbell          Mr. Chad Collins          Ms. Nikita Jackson          Mr. Malcom Eden</p>	<p><b>Contact:</b>          Kandie Hurlston (IM)          Lyria Josephs (D)</p> <p><b>Telephone:</b>          (345) 946-2084</p>	
<p><b>Mental Health Commission</b></p>	<p><b>Meetings</b></p>	<p><b>Minutes</b></p>
<p>Dr. Marc Lockhart – Chairman          Mrs. Taylor Burrowes Nixon – Deputy Chairman          Mr. Olivaire Watler – Deputy Chairman          Ms. Kimberly Voaden          Mrs. Julene Banks          Dr. Enoke Richens          Vanessa Gilman          Ms. Faylene Ebanks-Suckoo          Pastor Dale Forbes</p>	<p><b>Meetings:</b>          As required          Not open to the public</p> <p><b>Website:</b>          www.dhrs.ky</p> <p><b>Contact:</b>          Kandie Hurlston (IM)          Lyria Josephs (D)</p> <p><b>Telephone:</b>          (345) 946-2084</p>	<p>Contact          Kandie Hurlston (IM)  <u><a href="mailto:foi.hrb@gov.ky">foi.hrb@gov.ky</a></u></p>

**FREQUENTLY ASKED QUESTIONS**

***Who leads the Government Departments that are under the Ministry of Health and Culture?***

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) 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 and Culture?***

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 Mrs. Margaret Leshikar-Denton
- 3) The National Gallery – Director Mrs. Natalie Urquhart
- 4) The Cayman National Cultural Foundation – Managing Director Mrs. Marcia Muttoo and Artistic Director Mr. Henry 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, Department of Health Regulatory Services).
- 2) Mrs. Nancy Barnard – Deputy Chief Officer (Policy & Planning) (Department of Environmental Health and Mosquito Research and Control Unit).

***What are the current and proposed Laws that the Ministry is working on in 2015/16 Financial year?***

The Ministry is currently working on the Pharmacy Law and Regulations, the Health Practice Law and Regulations, amendments to Health Insurance Law & Health Insurance Regulations, the development of Tissue & Transplant Regulations, and a review of legislations including the Public Health Law governing the cemeteries.

***How are Boards and Commissions appointed?***

Boards and Commissions are appointed by Cabinet on the advice of the Minister of Health and Culture. 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 five councils, namely; Medical and Dental Council, Nursing and Midwifery Council, Pharmacy Council, Council for Professions Allied with Medicine and the Mental Health Commission. 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 the Cayman Islands National Insurance Company (CINICO) at 949-8101 for further assistance.

***Does 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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The Ministry is charged with managing the Heads of Departments/Directors in their administration of their respective Departments'/Authorities' operations at the organisational level. The Ministry is responsible for ensuring they develop business plans and corporate policy; set long-term goals and objectives for and with the Departments'/Authorities; evaluating their 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 Departments'/Authorities' 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 Companies, 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 (2013 Revision)
- Personnel Regulations (2013 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 2014-15 and 2015-16 budget years

Organisational 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 Cards

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 Audits of all the Government areas under the Ministry, namely:

- Department of Health Regulatory Services
- Department of Environmental Health
- Mosquito Research and Control Unit
- Ministry of Health – Administration

## Office of the Complaints Commissioner

Report on Own Motion on proper disposal of Electronic Data Storage Devices

### Performance evaluations

All staff had signed off on their own Performance Agreements with their supervisors by the end of October 2014 and were evaluated in June/July of 2015. New Performance Agreements were signed in August 2015 for the 2015/16 year and evaluation will be done in July 2016.

### Statistics

Number 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 meeting with the Minister to give staff updates.

Heads of Department meetings with the Minister are held on a quarterly basis.

The Ministry's finance meeting is scheduled for the third Monday of every month.

The Ministry holds a general staff meeting once a quarter.

Boards, Committees and Councils meet monthly, every six weeks, every two months, every quarter, or as needed.

## **FINANCE & ADMINISTRATION**

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The Ministry of Health and Culture administers this Authority's internal functions and manages 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 Human Resources under the direction of the Human Resources Manager. Both the Higher Executive Officer and the Human Resources Manager also report directly to the Chief Officer. It also manages information resources, 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
- Preparations of the annual financial statements for auditing by the Office of the Auditor General.

## 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 Procedures
- 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 gather information from subject area advisors on current issues. The Minister also gets updates on current work assignments of staff. Heads of Department meetings are done on a quarterly basis so that the Ministry can get an update on what is happening with the departments. 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 working on the provision of original and revised drafting instructions for revision or creation of the following laws:

- Pharmacy Law and Regulations
- Health Insurance Law and Regulations
- Tissue and Transplant Regulations
- Public Health Law

### *Documents:*

- Policy Proposals; Recommendations; Minutes of meetings; Public Consultations
- Integrated Solid Waste Management Strategy (ISWMS)
- Outline Business Case for Integrated Solid Waste Management (ISWMS)
- Culture and Heritage Policy and Strategic Plan
- Cemeteries Report
- Strategic Outline Case for Long Term Residential Mental Health Facility (LTRMHF)

## 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 Department of Health and Regulatory Services maintains four lists for the Councils whose members are appointed by the Minister. These Registers can be accessed through the Department of Health Regulatory Services.

The Ministry keeps a list and/or 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
- Record of Leave taken
- Record of FOI Requests
- List of Public Authorities
- Record of Press Releases
- Record 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 and Culture is responsible for a wide range of services critical to the well-being of the people of the Cayman Islands and to the culture and heritage of the islands. The Ministry will ensure a healthy population through the development and implementation of strategic policies and legislation, as well as develop and protect the culture and heritage of our islands through innovative policies, plans and programmes.

The Departments under the Ministry of Health and Culture include: Department of Environmental Health, Mosquito Research and Control Unit and the Department of Health Regulatory Services. These departments are generally under a Director or Head of Department who reports directly to the Chief Officer of the Ministry, and are supported by the Policy Advisors.

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 gets 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 Policy and 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 Financial Services, Commerce and Environment

### Freedom of Information (FOI) 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
  - Organisation and Function
  - Boards and Committees
  - Strategic Management
  - Finance and Administration
  - Policies and Procedures
  - Decisions and Recommendations
  - Lists and 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 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**

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The Ministry of Financial Services, Commerce and Environment generally will 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**

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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

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  
PO 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**

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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 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**

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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  
PO 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

3rd Floor, Anderson Square  
64 Shedden Road, George Town  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

345-747-5402

info@infocomm.ky

## 7. Categories of information

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- About Us
- Organisation and Function
- FOI Responsibilities
- Boards, Committees and Councils
- Strategic Management
- Finance and Administration
- Policies and Procedures
- Decisions and Recommendations
- Lists and Registers
- Our Services

## ABOUT US

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### **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  
PO Box 126  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS  
Contact number: 345-244-8790

### **Principal Officer (Chief Officer)**

Dax Basdeo, PhD., JP  
3<sup>rd</sup> Floor Government Administration Building  
133 Elgin Avenue, George Town  
PO 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  
 PO 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  
 PO Box 126  
 Grand Cayman, KY1-9000  
 CAYMAN ISLANDS  
 Contact number: 345-244-2204

### **Organisation and Functions**

As a Ministry, our purpose is twofold: to create an economic environment in which trade, investment, and entrepreneurship benefits Caymanians, as well as all stakeholders; and to create the framework for responsible management and sustainable use of our natural environment and resources.

We achieve our purpose by developing policies and facilitating strategies that enhance and encourage economic activity and environmental responsibility. This is done through collaboration with the private sector and other government agencies.

<b>Ministry location and hours</b>	<b>Matters handled</b>
Ministry of Financial Services, Commerce and Environment 3 <sup>rd</sup> Floor Government Administration Building 133 Elgin Avenue, George Town PO Box 126 Grand Cayman, KY1-9000 CAYMAN ISLANDS Contact number: 345-244-2204  Hours of Operation: 8:30am – 5:00pm Mondays to Fridays	Policy and Planning Legislation Administration Human Resource Management Freedom of Information Complaints Hazard Management Accounts Payable Accounts Receivable Preparing Budget Day to Day Operations Payroll Equity Injections Executive Assets

### **FOI Responsibilities**

There are five departments under the Ministry, as well as a number of boards, committees and councils. In addition to processing FOI requests for the Ministry itself, the Ministry's Information Manager processes FOI requests for these departments.

- The Department of International Tax Cooperation

- The Department of Financial Services Policy and Legislation

Below are the hyperlinks to FOI information for the Ministry's other three departments.

- General Registry
- The Department of Commerce and Investment
- The Department of Environment

## Boards

<p><b>Auditors Oversight Authority</b>  Michael Austin – Chair  Paul Anderton – Deputy Chair  Alister Mason – Member  Alistair Swarbrick – <i>Ex-Officio</i> Member  Kenneth Jefferson – <i>Ex-Officio</i> Member  Donald Cockburn – <i>Managing Director</i></p>
<p><b>Cayman Islands Development Bank</b>  Janet Hislop – Chair  Lynne Whittaker – Deputy Chair  Edward Hessing – Director for Housing  Uriel Scott – Director for Agriculture  James Tibbetts – Director for Industry  Lucille Seymour – Director for Education  Janine Walton – Director for Tourism</p>
<p><b>Cayman Islands Monetary Authority</b>  Grant J.R. Stein – Chair  Harry Chisholm – Deputy Chair  Cindy Scotland – Managing Director  Professor William Gilmore – Director  Adrian (Gus) Pope – Director  Judith Watler – Director</p>
<p><b>Cinematograph Board</b>  Sean Bodden – Chair  Heather Bodden – Member  Leroy Whorms – Member  Andrew Ebanks – Member</p>
<p><b>Liquor Licensing Board</b>  Mitchell Welds – Chair  Noel Williams – Deputy Chair  Bernice Richards – Member  Neil Bryington – Member  Tammy Welds – Member</p>

**Marine Conservation Board**

Don Foster  
Capt. Charles (Chucky) Ebanks  
Kenny Ryan  
Bruce Eldemire  
Bernard Watson  
Capt. Andrew Pierson  
Davy Ebanks  
Capt. Bryan Ebanks  
Richard Flowers  
Bill Christoffers  
Patrick Kenny

**Maritime Authority of the Cayman Islands**

Phillip Barnes – Chair  
Bruce Putterill – Deputy Chair  
Dennis Hunter – Director  
James C. Parsons – Director  
Nicholas Pappadakis – Director  
Kirkland Nixon – Director  
John Wolf – Director

**Special Economic Zone Authority**

Glen Daykin – Deputy Chair  
Marcus Cumber – Member  
Sophia Harris – Member  
Director of Department of Commerce and Investment, 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

**Trade and Business Licensing Board**

Garth Arch – Chair  
Lynn Bodden – Deputy Chair  
Marcus Cumber – Member  
John Thompson – Member  
Kriste Rankin – Member  
Michael Belfoure – Member  
Stuart Bostock – Member  
Lisa Powell-Ebanks – Member  
Audley Scott – Member

**Committees****Financial Services Legislative Committee**

Charles Jennings – Chair  
Alasdair Robertson – Secretary

Dax Basdeo – Member  
 Michelle Bahadur – Member  
 André Ebanks – Member  
 Abraham Thoppil – Member  
 Paul Scrivener – Member  
 Nigel Porteous – Member  
 Bruce Putterill – Member  
 John Wolf – Member  
 James Bagnall – Member  
 Jennifer Thomson – Member  
 Rolf Lindsay – Member  
 Catherine Williams – Member  
 Kevin Butler – Member

## Councils

### **Cayman Islands Stock Exchange**

Anthony Travers – Chair  
 Dax Basdeo – Vice Chair  
 Roisin Addlestone – Member  
 Barry Smith – Member  
 Sophia Dilbert – Member  
 Mark Lewis – Member  
 Valia Theodoraki – Ex Officio

### **National Conservation Council**

Christine Rose-Smyth – Chair  
 Davy Ebanks  
 Lisa Hurlston  
 McFarlane Connolly  
 Brian Tomlinson  
 Wallace Platts  
 Christina Pineda  
 Patricia Bradley  
 Fred Burton  
 Director or designate, Agriculture Department  
 Director or designate, Planning Department  
 Director or designate, Department of Environment  
 Deputy Director of Research, or designee – Department of Environment

## **STRATEGIC MANAGEMENT**

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

## **Governance**

*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**

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 Finance & Economic Development Publication Scheme – 2016

*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
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  - 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 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**

---

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**

---

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 can 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**

---

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**

---

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/portal/page/portal/pfehometpublications>

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/portal/cighome/government/organisationchart>

## Boards and Committees

<b>Central Tenders Committee</b>	<b>Meetings</b>	<b>Minutes</b>
Nick Freeland, Chairman Lee Ramoon, Member Wanda Ebanks, Member Richard Harris, Member Edward Howard, Member John Thompson, Member Jerry Wood, Member 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, 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 (2015 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;
- Application for Stamp Duty Concession - <http://www.gov.ky/portal/pls/portal/docs/1/10832112.PDF>
- 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.centraltenders.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/portal/pfehometop/publications/expense-reports-pfe/travel-expenses-pfe> ; and
- Credit Card Expenses - <http://www.gov.ky/portal/page/portal/pfehometop/publications/credit-card-expenses/credit-card-expenses-for-ministry-of-finance>

### **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.centraltenders.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  
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

## **Model Publication Scheme - 2015**

### **Ministry of Education, Employment and Gender Affairs Publication Scheme**

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

**Information Manager: Janet Chisholm**



MINISTRY OF  
EDUCATION, EMPLOYMENT  
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133 Elgin Avenue Grand Cayman KY1-9000  
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[www.education.gov.ky](http://www.education.gov.ky)

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1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information



## **I. About the publication scheme**

---

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

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

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

This publication scheme commits the Ministry of Education, 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

---

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*.



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)

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

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



### 3. Methods of access

---

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

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

#### Online

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

**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](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.



MINISTRY OF  
EDUCATION, EMPLOYMENT  
& GENDER AFFAIRS  
CAYMAN ISLANDS GOVERNMENT

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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.



The Ministry of Education, Employment and Gender 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 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

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

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

##### Postage costs

The Ministry of Education, 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,

Physical Address:

3rd Floor, Anderson Square

64 Shedden Road

George Town

Grand Cayman, Cayman Islands

Mailing Address:



MINISTRY OF  
EDUCATION, EMPLOYMENT  
& GENDER AFFAIRS  
CAYMAN ISLANDS GOVERNMENT

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Telephone:  
345-747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

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

## **ABOUT US**

### **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)



MINISTRY OF  
EDUCATION, EMPLOYMENT  
& GENDER AFFAIRS  
CAYMAN ISLANDS GOVERNMENT

Government Administration Building Box 108  
133 Elgin Avenue Grand Cayman KYI-9000  
CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
www.education.gov.ky

[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 & Corporate Services)

### **Information Manager**

Mrs. Janet Chisholm

Ministry of Education, Employment and Gender Affairs

133 Elgin Avenue

Grand Cayman KYI-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 KYI-9000



CAYMAN ISLANDS

t. (345) 244-2417 f. (345) 949-9343

www.education.gov.ky

Location and hours	Matters handled
<p><b>Ministry of Education, Employment and Gender Affairs</b> Government Administration Building 133 Elgin Avenue Grand Cayman t. (345) 244-2417 f. (345) 949-9343 www.education.gov.ky</p> <p><b>Mailing Address</b> Government Administration Building Box 108 133 Elgin Avenue Grand Cayman KY1-9000 CAYMAN ISLANDS</p> <p>Hours: 8:30am to 5:00pm, Monday to Friday.</p>	<p>The ministry is primarily concerned with the Education, Training, Employment and Gender Affairs 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> Government Administration Building 133 Elgin Avenue Grand Cayman</p>	<p>Education Quality Assurance Unit (EQUA) is the government body responsible for conducting independent evaluations of Cayman’s</p>



<p>t. (345) 244-2417 f. (345) 949-9343  <a href="http://www.education.gov.ky">www.education.gov.ky</a></p> <p><b>Mailing Address</b>          Government Administration Building Box 128          133 Elgin Avenue          Grand Cayman KY1-9000          CAYMAN ISLANDS</p> <p>Hours: 8:30am to 5:00pm, Monday to Friday.</p>	<p>public and private schools.</p>
<p><b>Department of Education Services</b>          Thomas Russell Way,          George Town          Grand Cayman</p> <p><b>Mailing Address</b>          PO Box 910 GT          Grand Cayman          CAYMAN ISLANDS</p> <p><b>Hours</b>          8:30am to 5:00pm, Monday to Friday.</p>	<p>The Department of Education Services implements the transformation of education in the Cayman Islands while simultaneously ensuring the smooth day to day operation of the Government School System and the strategic development of the capacity of the system to effect further improvement.</p>
<p><b>National Workforce Development Agency</b></p>	<p>National Workforce Development Agency deals with ways of Preventing and resolving employment disputes; Resolving individual disputes over</p>



<p><b>2<sup>nd</sup> Floor, Midtown Plaza</b> <b>273 Elgin Avenue</b> <b>George Town, Grand Cayman</b> <b>Mailing Address</b></p> <p>Box 2257, Grand Cayman KY1-1107, Cayman Islands Phone: (345) 945-3114</p> <p><b>Hours</b> 8:30am to 5:00pm, Monday to Friday.</p>	<p>implement rights; Providing impartial information and advice on employment matters; Improving the understanding of employment relations in the Cayman Islands; Providing job placement services for Caymanians, and assisting small business in various ways.</p>
<p><b>Department of Labour and Pensions</b> <b>2<sup>nd</sup> Floor, Midtown Plaza</b> <b>273 Elgin Avenue</b> <b>George Town, Grand Cayman</b> <b>Mailing Address</b></p> <p>Box 2182 GT, Grand Cayman, Cayman Islands</p> <p><b>Hours</b> 8:30am to 5:00pm, Monday to Friday.</p>	<p>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.</p>
<p><b>Gender Affairs Unit</b> Government Administration Building 133 Elgin Avenue Grand Cayman</p>	<p>The Gender Affairs The Gender Affairs Unit is the focal point within the Cayman Islands Government to address the issue of gender mainstreaming. Through this</p>



<p>t. (345) 244-2417 f. (345) 949-9343 www.education.gov.ky</p> <p><b>Mailing Address</b> Government Admin Building George Town Grand Cayman CAYMAN ISLANDS</p> <p><b>Hours</b> 8:30am to 5:00pm, Monday to Friday.</p>	<p>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>
<p><b>Sunrise Adult Training Centre</b> West Bay, Grand Cayman, Cayman Islands</p> <p><b>Mailing Address</b> Box 100WB, Grand Cayman, Cayman Islands</p> <p><b>Hours</b> 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. 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></p> <p>68 Edward Street George Town, Grand Cayman</p> <p><b>Mailing Address</b></p> <p>P. O. Box 1172 Grand Cayman, KY1-1102 CAYMAN ISLANDS</p> <p><b>Hours</b></p> <p>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>
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**Statutory Authorities:**

<p><b>University College of the Cayman Islands</b></p> <p>168 Olympic Way George Town, Grand Cayman</p> <p><b>Mailing Address</b></p> <p>PO Box 702 Grand Cayman, KY1-1102 CAYMAN ISLANDS</p> <p><b>Location:</b></p> <p>168 Olympic Way, George Town</p> <p><b>Email:</b></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>
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<p><a href="mailto:info@ucci.edu.ky">info@ucci.edu.ky</a> (General Enquiries)  <a href="mailto:foi.info@ucci.edu.ky">foi.info@ucci.edu.ky</a> (Freedom of Information)</p> <p><b>Telephone:</b>          (345) 623-8224          (866) 460-0730 (Toll-Free from USA)</p> <p><b>Office Hours:</b>          8:30 am - 5:00 pm (Monday-Thursday)          8:30 am - 4:30 pm (Friday)</p>	
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**Boards and committees**

**Education Council**

Name	Membership
Hon. Tara Rivers, Minister	Chair
Mr. Winston Connolly, Councillor	Member
Mr. Christen Suckoo, Chief Officer	Member



Ms. Lyneth Monteith, Acting Chief Education Officer	Member
Mrs. Deborah Thompson	Member, Private School Representative
Ms. Debra McLaughlin	Member
Mrs. Teresa Tibbetts	Member, Cayman Brac Representative
Mrs. Nola Bodden	Member, Cayman Brac Representative
Miss. Marzeta Bodden	Member
Mrs. Marjorie Ebanks	Member, Private School Representative
Mrs. Reina Jefferson	Member
Ms. Jacqueline Ebanks	Member
Mr. Woodrow (Woody) Foster	Member
Mrs. Kimberly Kirkconnell	Secretary (non-voting)

### 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?**

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 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:**

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**

### **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)

**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 - 2016-2017 - 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



MINISTRY OF  
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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

**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, Employment & Gender Affairs also encourages Caymanian Students to apply for other local and overseas scholarships as well. Information regarding other scholarship opportunities is noted below.

**Links to information about these opportunities will appear below when available.**

- [Scholarships Opportunities in the Maritime Sector](#)
- [Harry Chisholm Scholarship](#)
- [Gwen Bush Memorial Scholarship](#)
- [Cayman International School 2014/2015 Scholarship](#)
- [CCRIF Scholarship Programmes](#)
- [Paul F. Fenton Award, Bishop's University](#)
- [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.

<b>Function</b>	<b>Description</b>	<b>Activity</b>
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.

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



MINISTRY OF  
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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 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

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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 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 110  
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 110  
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.

***Physical Address:***

3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

***Mailing Address:***

PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

***Telephone:***

345-747-5402

***Email:***

FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [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**

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 110  
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 110  
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 110  
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 110  
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>
<p>Ministry of Community Affairs, Youth &amp; Sports, 133 Elgin Avenue, George Town P.O. Box 110 Grand Cayman, KY1-9000 CAYMAN ISLANDS Contact number: 345-244-2424</p> <p>Hours of Operation: 8:30am – 5:00pm Mondays to Fridays</p>	<p>Policy and Planning Legislation Administration &amp; Finance Human Resource Management Freedom of Information Complaints Disaster preparation &amp; aftermath Processing of Veterans/Seaman's Ex-Gratia benefits</p>
<p>Ministry of Community Affairs, Youth &amp; Sports - Financial Unit 133 Elgin Avenue P.O. Box 110 George Town, Grand Cayman CAYMAN ISLANDS Contact number: 345-244-2424</p> <p>Hours of Operation: 8:30am – 5:00pm Mondays to Fridays</p>	<p>Accounts Payable Accounts Receivable Preparing Budget Day to Day Operations Processing transfer payments Payroll Capital Projects Equity Injections Executive Assets Processing grants to Non-Governmental Organisations</p>

### Boards and Committees

<b>Adoption Board</b>	<b>Meetings</b>	<b>Minutes</b>
<p>Rosie Whittaker-Myles, Chairman Nicole Hydes, Member Margarita Howell, Member Hon. Mary Lawrence, JP, Member Dr. Marilyn McIntyre, Member Mr. Christopher Russell, Member</p>	<p>Not open to the public.</p>	<p>Please contact Ms. Nicole Carter, Foster Care &amp; Adoptions Coordinator, Department of Children &amp; Family Services – 949-0290</p>

<b>Children and Youth Services Foundation (CAYS)</b>	<b>Meetings</b>	<b>Minutes</b>
<p>Garth Arch, Chairman  Karin Thompson, Director  Jenny Manderson, Director  Darrel Rankine, Director  Dr. Joseph Marzouca, Director  Mr. Christopher Watler, Director  Ms. Shirley Wahler, Director</p> <p>Chief Officer or designate from the Ministry responsible for Youth Rehabilitation  Chief Officer or designate from the Ministry responsible for Health  Chief Officer or designate from the Ministry responsible for Education  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)  Jennifer Ahearn – Deputy Chairperson, Chief Officer, Minister of Health, (ex officio)  Joel Francis, Assistant Chief Officer – Ministry of Sports.  Collin Anglin – Director of Sports  Donald McLean – Cayman Islands Olympic Committee  Stran Bodden – Ministry of Tourism  Clive Baker – Ministry of Education  Jonathan Jackson – Ministry of District Administration  Richard Hew – Private Sector  Renard Moxam – Private Sector  Jim Fraser – Parent  Cydonie Mothersill – Athlete</p>	<p>Not open to the public.</p>	<p>Please contact Mr. Collin Anglin, Director of Sports.</p>

<p>Jeffrey Webb – National Sports Association - Football  Dalton Watler – National Sports Association - Athletics  Derek Haines – National Sports Association Rugby  Andrew Moon – National Sports Association - Sailing</p>		
<p><b>National Youth Commission</b></p>	<p><b>Meetings</b></p>	<p><b>Minutes</b></p>
<p>Rev. Donovan Myers (Chair) – Religious Community Rep.  Mr. Joel Francis – Ministry of Youth Rep.  Ms. Judy Seymour – Department of Counseling Services Rep.  Mrs. Linda McField – NGO Youth Service Provider (Girls Brigade)  Ms. Madda Whittaker NGO Youth Service Provider (Girls Brigade)  Mr. James Myles – Youth Services Unit Rep.  Ms. Stephanie Rattan – NGO Youth Service Provider (Rotaract Club)  Mr. William Peguero Jr. NGO Youth Service Provider (Leo Club)  Mr. Selvin Richardson – Community Rep.  Mrs. Arleth Ebanks – Legal Rep.  Mrs. Annie-Rose Scott – Sister Island Rep.  Four (4) members from Cayman Islands Youth Assembly.</p>	<p>Not open to the public.</p>	<p>Please contact Mr. James Myles, Youth Coordinator – Youth Services Unit</p>

<b>Inter-ministerial Committee on Youth</b>	<b>Meetings</b>	<b>Minutes</b>
Chief Officer, Ministry of Health, Environment and Culture. Chief Officer, Ministry of Community Affairs, Youth and Sports. Chief Officer, Ministry of Education, Training and Employment. Chief Officer, Ministry of District Administration, Works, Lands & Agriculture. Chief Officer, Ministry of Finance, Tourism and Development. Chief Officer, Portfolio of Internal and External Affairs. Chief Officer, Portfolio of the Civil Service. Solicitor General, Attorney General's Chambers.	Not open to the public.	Please contact Mr. Joel Francis, Assistant Chief Officer, 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 (2013 Revision)
- Financial Regulations (2013 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, 2012
- 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**

- Budget 2015/16 Annual Plan & Estimates for Ministry of Community Affairs, Youth & Sports,
- Budget 2015/16 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> July 2015 – 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)



## Maritime Authority of the Cayman Islands

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice  
Updated December 2015 and published January 2016*

#### 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
  - 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 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>1</sup>		
of gross tonnage up to 500:	492.00	600.00
of gross tonnage of 500 and above up to 1,500:	820.00	1,000.00
of gross tonnage of 1,500 and above:	1,230.00	1,500.00
Merchant Ships <sup>2</sup> :	1,148.00	1,400.00
(2) Transfer of Registration of a ship of a ship between British Registers-		
Ships other than Pleasure Yachts	984.00	1200.00
Pleasure Yachts	615.00	750.00
(3) Registration of a Ship Under Construction:	246.00	300.00

1 There will be an additional charge for the issue of the final Certificate of Registry (See item A. (14))

2 Ships other than Pleasure Yachts and Commercial Yachts



Service / Activity	Fee Payable	
	EU€	US\$
<ul style="list-style-type: none"> <li>For merchant ships over 37,663 GT:</li> </ul>	2,870.00	3,500.00
<ul style="list-style-type: none"> <li>For Commercial Tenders up to 200GT:</li> </ul>	328.00	400.00
<ul style="list-style-type: none"> <li>For Pleasure Yachts (including those engaged in trade):</li> </ul>		
<ul style="list-style-type: none"> <li>Minimum Annual Fee (for vessels up to 500 GT):</li> </ul>	328.00	400.00
<ul style="list-style-type: none"> <li>For the first 1,000 GT:</li> </ul>	492.00	600.00
<ul style="list-style-type: none"> <li>Each gross tonnage unit over 1,000GT:</li> </ul>	0.164	0.20
	(Per unit GT)	
(13)Annual Casualty Investigation Fund		
<ul style="list-style-type: none"> <li>For Ships other than Pleasure Yachts:</li> </ul>	60.00	75.00
<ul style="list-style-type: none"> <li>For Pleasure yachts up to 500 GT:</li> </ul>	25.00	30.00
<ul style="list-style-type: none"> <li>For Pleasure Yachts of 500 GT and above:</li> </ul>	35.00	45.00
(14)Annual Flag State Compliance Fee <sup>7</sup>		
<ul style="list-style-type: none"> <li>AFSCF available for merchant ships only</li> </ul>	2,010.00	2,450.00
<b>A.4. Transcripts, Deletions and Miscellaneous Services</b>		
(15)Issuance of a –		
<ul style="list-style-type: none"> <li>Transcript of Register (Existing Vessel);</li> <li>Transcript of Register (Closed Vessel);</li> <li>Duplicate Certificate of Registry (Original lost or damaged);</li> <li>New Certificate of Registry following the lapse of a Provisional Certificate of Registry;</li> <li>New Certificate of Registry to extend or replace an Interim Certificate of Registry;</li> <li>Certified copy of a document relating to the registration of a ship or mortgage;</li> <li>Issuance of certified copies of documents relating to the registration of a ship</li> </ul>	164.00 per item	200.00 per item
(16)Transcript of Register / Deletion Certificate (at the time of deletion)	492.00	600.00
(17)Inspection of Register Book (per inspection)	82.00	100.00
(18)Re-processing a document not executed within the specific time frame (e.g. Carving and Marking Note)	82.00	100.00
(19)Out of Hours Service Surcharge (in addition to the normal applicable fee):	244.00	297.00
	per hour or part thereof	

<sup>7</sup> AFSCF is an annual fee and includes (issue of) CSR, MSMD, Insurance Certificates and one general inspection in a 5 year period (including travel expenses). Additional inspections will be charged at normal rates.

Service / Activity	Fee Payable	
	EU€	US\$
(20)24hr Service Rush Fee (in addition to the normal applicable fee)	75% of the normal applicable fee	
(21)Over-the Counter Service Surcharge (in addition to the normal applicable fee)	100% of the normal applicable fee	
(22)Communication and/or faxing of documents (per document)	41.00	50.00
(23)Sending of documents by courier:		
<b>Sent from:</b> George Town & U.S.A.	<b>Sent to:</b> USA, Canada and Caribbean United Kingdom Rest of World	60.00 65.00 75.00
All other offices	Within the country of origin Rest of World	53.30 61.50

## 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)- • 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- • 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
(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	

Service / Activity	Fee Payable	
	EU€	US\$
(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 Prohibition Notices
2.14	Survey for tonnage measurement and issue of appropriate Tonnage Certificate under the Tonnage Regulations for ships of 24m length and above

*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.*

**Section 3 – Hourly Rates for chargeable time**  
**The hourly rate for chargeable time shall be:**

<b>Hourly Rate</b>	<b>EU €</b>	<b>US \$</b>
(a) Administrative Rate (ADR)	<b>97.00</b>	<b>118.00</b>
(b) Professional Surveyor Rate (PSR)	<b>195.00</b>	<b>236.00</b>
(c) Consultative Rate (COR)	<b>244.00</b>	<b>297.00</b>

*(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

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- About us
- Finance & Administration
- Decisions & Recommendations
- Strategic Management
- Policies & Procedures
- Our Services & FAQ

### ABOUT US

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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 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:

Executive Director of Global Operations & Commercial Services: Kenrick Ebanks

Executive 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 – Brazil

Representative – China

Representative – France

Representative - Germany

Representative – Greece

Representative – Italy

Representative – Japan

Representative - Panama

Representative – Aberdeen

Representative – London

Representative – Philippines

Representative – Singapore

Representative –South Africa

Representative –Netherlands

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 (2015)
- (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**

### **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 the 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.



## 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:

**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, 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.cabinetoffice.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 Records Officer at [foi.lon@gov.ky](mailto:foi.lon@gov.ky) or (345) 244-2209 or +44 207 491 7772.

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 Records Officer at [foi.lon@gov.ky](mailto:foi.lon@gov.ky) or at (345) 244-2209 or +44 207 491 7772.

#### **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 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 **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 or the Records Officer at [foi.lon@gov.ky](mailto:foi.lon@gov.ky) or at (345) 244-2209 or +44 207 491 7772, and we will try to resolve your complaint as quickly as possible.

You can also see <http://www.cabinetoffice.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  
3rd Floor Anderson Square Building  
64 Shedden Road, George Town  
PO Box 1375,  
Grand Cayman, KY1-1108,  
CAYMAN ISLANDS  
Telephone: (345) 747 5402  
Email FOI matters: [foi.ico@gov.ky](mailto:foi.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  
6 Arlington Street,  
London,  
United Kingdom, SW1A 1RE

### **Ministry**

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

### **Chief Officer**

Samuel Rose, JP  
Cabinet Secretary  
Tel: (345) 244-2253  
Email: Samuel.Rose@gov.ky

### **Key staff**

Charles Parchment  
Deputy Representative  
E Mail: [cparchment@cigo.co.uk](mailto:cparchment@cigo.co.uk)  
Tel: + 44 207 491 7772

Denison Miller  
Assistant Representative  
Phone: + 44 207 491 7772  
Fax: +44 207 491 7944  
Email: dmiller@cigo.co.uk

## **FOI Management Staff**

Kim Bullings  
Information Manager  
Tel: (345) 244-2209  
Email: kim.bullings@gov.ky  
FOI Matters: foi.lon@gov.ky

Phillippa Knights  
Administrative Secretary/Records Officer  
Tel: +44 207 491 7772  
Email: pknights@cigo.co.uk  
FOI Matters: foi.lon@gov.ky

## **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 Cabinet Office.

**Corporate Management\***

- Quarterly reports
- Plans for hazard management and disaster recovery

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

**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 Manager.*

**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 Manager.*

### **POLICIES & PROCEDURES\***

- Health and Safety Policy
- Fire Risk Assessment Procedure

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

### **DECISIONS & RECOMMENDATIONS\***

- Minutes of meetings

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

### **LISTS & REGISTERS\***

- FOI disclosure log

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

### **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.



## 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
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5. Requests for information outside the publication scheme
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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 Immigration to making information available to the public as part of its normal business activities.

The Department of Immigration will:

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

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

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

---

The Department of Immigration will generally not publish:

- information in draft form;
- information that is not held by the Department of Immigration, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.
- information relating to law enforcement
- information affecting security, defence or international relations
- information that prejudice to effective conduct of public affairs
- information relating to personal information

For a detailed list of records that are exempt under the Freedom of Information Law, please see sections 15 – 27 of the FOI Law, 2007 which may be found at [www.foi.gov.ky](http://www.foi.gov.ky)

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

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

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

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

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

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

## **3. Methods of access**

---

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

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

#### Online

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

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.immigration.gov.ky> . If you are still having trouble locating information listed under our scheme, please contact the FOI Manager Petula Twinn at 949-8344 or via email at [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky) or [foi.imm@gov.ky](mailto:foi.imm@gov.ky)

#### Email

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 949-8344 and ask for the Information Manager to request information.

#### Post

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

Petula Twinn  
Information Manager  
Department of Immigration  
P.O. Box 1098  
Grand Cayman, KY1-1102

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

#### Personal visits

In some cases you need to make an appointment to view information listed in the publication scheme. Please contact the Information Manager by phone on (345)949-8344 or via email at [foi.imm@gov.ky](mailto:foi.imm@gov.ky) or [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky)

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager at [foi.imm@gov.ky](mailto:foi.imm@gov.ky) or [petula.twinn@gov.ky](mailto:petula.twinn@gov.ky)

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

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

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

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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 Immigration strives to ensure that fees and charges are clearly explained and kept to a minimum.

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

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

#### Reproduction costs

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

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

#### Postage costs

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

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

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

#### **Fees associated with a Request for Information**

There is no application fee and no fee for going to a public authority and looking at a record requested by FOI. However, a requester may be required to pay copying or change of format fees. Details concerning costs and payment are contained in the FOI Regulations which are available on the FOI Unit website.

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

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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  
3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

Mailing Address:  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

Telephone:  
345-747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [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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### **Ministry**

The Department of Immigration operates under the Ministry of Home 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 #94A Elgin Avenue George Town Grand Cayman 8:30 am – 4:00 pm (Mon – Fri)	All Grand Cayman Immigration matters, e.g. submission of applications, accounts, operations, administration.
Cayman Brac/Little Cayman Office District Administration Building, Stake Bay Cayman Brac 8:30 am – 4:00 pm Tel: (345) 948-2222 Fax: (345) 948-2337	All Cayman Brac/Little Cayman Immigration matters.
Cayman Center Location Cayman Center #14 (Across from the Airport Post Office) Grand Cayman	Work Permit, Cayman Status & Permanent Residence, Business Staffing, Temporary Work Permits, Appeals, Freedom of Information.



<p>Brent McLean                      Member[East End]</p> <p>Vacant                                  Member</p> <p>The Chief Immigration Officer or Deputy                      Member (non-voting)</p> <p>The Director of Boards &amp; Work Permits or Designate                      Member (non-voting)</p> <p>Secretaries of the C SPR Board                      Member (non voting)</p> <p>Assistant Secretary of the C SPR Board                      Member (non voting)</p>	
<p><b>Work Permit Board</b></p> <p>Mrs. Sheena Westerborg                      Chairman</p> <p>Mrs. Sarah Barnett                                  Deputy Chairman</p> <p>Mr. Edward Hessing                                  Member</p> <p>Ms Lavern Daykin                                  Member</p> <p>Mr. Gary Rutty                                          Member</p> <p>Ms. Judy Ann Ebanks                                  Member</p> <p>Christine Archer-Solly                                  Member</p> <p>Ms Irma Arch                                                  Member</p> <p>Ms. Elizabeth Walton                                  Member</p> <p>The Chief Immigration Officer or Deputy                      Member (non-voting)</p> <p>The Director of Boards &amp; Work Permits or Designate                      Member (non-voting)</p> <p>The Director of Employment Relations Designate                      Member (non voting)</p> <p>Secretary of the Work Permit Board                      Member (non voting)</p> <p>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 Chairman</p> <p>Mr. Temple Tatum Deputy Chairman</p>	

<p>Mr. Burnard Tibbetts, MBE Member Mr. Holroy Walton Member Mr. Franklin Bodden Member The Assistant Chief Immigration Officer Member (non-voting) Ms. Sherry Scott Secretary (non-voting)</p>	
<p><b>Business Staffing Plan Board (BSP)</b></p> <p>Mr. Charles Kirkconnell Chairman Mr. Philip Jackson Deputy Chairman Ms. Tammy Seymour Member Mr. Ken Thompson Member Ms. Rhonda Ebanks Member Ms. Christopher Goddard Member Mr. Edward Chisholm Member Mrs. Ruth Williams Member Mr. Olson Anderson Member The Director of Employment Relations or Deputy Member (non-voting) The Chief Education Officer or Deputy Member (non-voting) The Chief Immigration Officer or Deputy Member (non-voting) The Director of Boards &amp; Work Permits or Designate Member (non-voting) Secretary of the Business Staffing Plan Board Member (non-voting) Assistant Secretary of the Business Staffing Board Member (non-voting)</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>

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### 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**

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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**

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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 Dependants Form

Amending Employer Form

Amending Commencement Date Form

**Miscellaneous**

Medical Questionnaire

Application for Access to Immigration Online

Work Permit Payment Log

Accommodation Form



# Cayman Islands Health Services Authority

## 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 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:

**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)

### Email

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

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244 2857 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 #95 Hospital Road Corner Smith & Hospital Road George Town Grand Cayman
<b>Mailing Address:</b>	P.O. Box 915 Grand Cayman KY1-1103 Cayman Islands
<b>Telephone:</b>	(345) 244 2857
<b>Fax:</b>	(345) 244 2646
<b>Email:</b>	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,  
Physical Address:  
3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

Mailing Address:  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

Telephone:  
345-747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [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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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 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
- Social Worker
- 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>  Administration: 9:00 a.m. – 5:00 p.m. weekdays  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)  General Practice: 8:00 a.m. – 8:00 p.m. weekdays and 8:30 a.m. – 4:00 p.m. on Saturdays  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>  Stake Bay, Cayman Brac  Open 24 hours</p>	<p>Administration, General Practice, Accident &amp; Emergency and Pharmacy Services</p>
<p><b>District Clinics</b>  <b>West Bay:</b>  M,T, Th, F –9:00 am–4:00 pm  Wed. 9:00 am-8:00 pm  <b>Bodden Town:</b>  M, Th–5:00 pm–8:00 pm  Wed, Fri, 9:00 a.m. – 1:00 p.m.  <b>East End:</b>  Mon – 2:00-4:00 p.m.,  Thurs 9:00 a.m. – 1:00 p.m.  <b>North Side:</b>  Tues. 9:00 a.m. – 1:00 p.m.,  Fri 2:00 – 4:00 p.m.  <b>Prison:</b> M,T, Thu 2:00 – 4:00 p.m.</p>	<p>General Practice and outpatient services</p>
<p><b>Dental</b>  <u>Hours:</u>  8:00 a.m. to 4:30 p.m. Monday – Friday</p>	<p>Routine Dental and emergency dental care provided.</p>

8:00 a.m. to 11:00 a.m. Saturdays Public Holidays (closed)	
<b>Pharmacy</b> <u>Hours:</u> Weekdays: 8:00 a.m. – 9:30 p.m. Saturdays/Sundays: 8:00 a.m. – 7:30 p.m.	Fills prescriptions written by HSA physicians.

### 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="#">Policy Review Subcommittee Terms of Reference</a>
Administration	Disaster Plans	<a href="#">Employee Responsibility in Disaster Events</a>
Administration	Disaster Plans	<a href="#">Fire Plan 2009</a>
Administration	Disaster Plans	<a href="#">Hurricane Plan 2009</a>
Administration	Disaster Plans	<a href="#">Personal Travel Time Before and After a Hurricane</a>
Administration	FOI	<a href="#">Internal Procedures - All Staff</a>
Administration	General	<a href="#">Documents and Control Systems for Policies and Procedures</a>
Administration	General	<a href="#">Key Control Policy and Procedure</a>
Administration	General	<a href="#">Patient Rights and Responsibilities</a>
Administration	General	<a href="#">Standards for Policy and Procedure Manuals</a>
Administration	Health and Safety	<a href="#">Health and Safety Training Policy</a>
Administration	Health and Safety	<a href="#">Mandatory Health and Safety Training</a>
Administration	Human Resources	<a href="#">HR Policies and Procedures Manual</a>
Administration	Human Resources	<a href="#">Salary Advances</a>
Administration	Human Resources - General HR Policies	<a href="#">Whistlesblowing</a>

Administration	Human Resources - Labour Relations/Staff Relations	<a href="#">Employment Rules, Disciplinary, and Grievance Procedures</a>
Administration	Infection Control	<a href="#">Prevention and Control of Methicillin-Resistant Staphylococcus aureus (MRSA)</a>
Administration	Public Relations	<a href="#">Conference and Special Event Planning</a>
Administration	Public Relations	<a href="#">Employee Farewell</a>
Administration	Public Relations	<a href="#">Fund Raising / Donations</a>
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Administration	Public Relations	<a href="#">Information Boards - Posting Instructions</a>
Administration	Public Relations	<a href="#">Media Information Policy</a>
Administration	Public Relations	<a href="#">Press Release Policy</a>
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Administration	Risk Management	<a href="#">Employee Accident</a>
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Administration	Risk Management	<a href="#">Patient/Visitor Complaints</a>
Administration	Risk Management	<a href="#">Personal Phone Calls/Cell Phone Usage at Work</a>
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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	<a href="#">HIM Dress Code</a>

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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="#">NOS- Medical Records Not on Shelf</a>
Clinical Support Services	Health Information Management	<a href="#">Patient Financial Services - Administrative Internal Request for Clinical Information</a>
Clinical Support Services	Health Information Management	<a href="#">Private Physicians Access to HIM Department</a>
Clinical Support Services	Laboratory Services	<a href="#">Laboratory Protocol for Influenze Specimen Management</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Purchasing of Food</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Receiving of Food</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Safe Food Handling – Employee Eating &amp; Drinking in Workplace</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Safe Food Handling – Employee Health &amp; Personal Hygiene</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Safe Food Handling – Facility and Equipment</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Safe Food Handling – Food Distribution</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Safe Food Handling – Food Preparation</a>

Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Safe Food Handling – General</a>
Clinical Support Services	Patient Dietary Services and Nutrition	<a href="#">Storage of Food</a>
Clinical Support Services	Pharmacy	<a href="#">Fridge Alarm for Pharmacy Stores</a>
Clinical Support Services	Pharmacy	<a href="#">General Rules for Dispensing</a>
Clinical Support Services	Pharmacy	<a href="#">Outpatient Dispensing</a>
Clinical Support Services	Pharmacy	<a href="#">Patients' Own Medication for Inpatient Use and Pharmacist Verification</a>
Clinical Support Services	Pharmacy	<a href="#">Policy for Transferred Prescriptions</a>
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>
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Clinical Support Services	Physiotherapy	<a href="#">Quality Control</a>
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Clinical Support Services	Physiotherapy	<a href="#">Safety</a>
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Services		
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Clinical Support Services	Radiology	<a href="#">Appointments</a>
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>
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Clinical Support Services	Radiology	<a href="#">Maximum Permissible Dose</a>
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Clinical Support Services	Radiology	<a href="#">Portable X-Rays</a>
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Clinical Support Services	Radiology	<a href="#">Protention of Nurses and Therapists</a>
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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 Saftey 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="#"><u>Coordination of Ophthalmology Surgical Bookings</u></a>
Eye Clinic		<a href="#"><u>Eye Clinic Down Time Procedures</u></a>
Eye Clinic		<a href="#"><u>Monthly Statistics</u></a>
Eye Clinic		<a href="#"><u>Patient Records</u></a>
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Eye Clinic		<a href="#"><u>Telephone Policy</u></a>
Facilities Management	Alarms	<a href="#"><u>Freezer Temperature Control Alarm</u></a>
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Facilities Management	Laundry and Housekeeping	<a href="#"><u>Cleaning Procedure for Nursing Stations</u></a>
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Facilities Management	Laundry and Housekeeping	<a href="#"><u>Damp Mopping</u></a>
Facilities Management	Laundry and Housekeeping	<a href="#"><u>Defrosting Refridgerators</u></a>
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Facilities Management	Laundry and Housekeeping	<a href="#"><u>Fire Extinguishers</u></a>
Facilities Management	Laundry and Housekeeping	<a href="#"><u>General Safety</u></a>
Facilities Management	Laundry and Housekeeping	<a href="#"><u>Housekeeper of the Year</u></a>
Facilities Management	Laundry and Housekeeping	<a href="#"><u>Housekeeping Closets</u></a>
Facilities Management	Laundry and Housekeeping	<a href="#"><u>Linen Distribution</u></a>
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Facilities Management	Laundry and Housekeeping	<a href="#"><u>Personal Protective Equipment</u></a>
Facilities Management	Laundry and Housekeeping	<a href="#"><u>Pest Control</u></a>

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# Hazard Management Cayman Islands

## 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 has a legal duty to maintain a publication scheme.

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

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

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

This publication scheme commits Hazard Management Cayman Islands (HMCI) to making information available to the public as part of its normal business activities.

Hazard Management Cayman Islands will:

- specify the information held by the authority, which falls within the seven (7) categories below;

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

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

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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.

3rd Floor, Anderson Square  
64 Shedden Road, George Town  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

Telephone: 345-747-5402

Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

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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: [mcclary.frederick@gov.ky](mailto:mcclary.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)

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

### **Organisation and functions**

Hazard Management Cayman Islands has overall responsibility for the national hazard management programme, including preparedness, response, mitigation and recovery. The agency is permanently staffed and focuses on all hazards (man-made and natural) with the ability to coordinate and manage incidents through its operational mechanisms at any given time. HMCI is responsible for the National Emergency Operations Centre (NEOC) which is located at the Fire Station in George Town. The NEOC is activated to direct and coordinate the response to national threats.

HMCI also has responsibility for maintaining the National Hazard Management plans for threats such as hurricanes and earthquakes.

In addition, HMCI provides and maintains a telecommunication system and infrastructure that supports government agencies.

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>
<p>Hazard Management Cayman Islands 133 Elgin Ave 4<sup>th</sup> Floor, Government Administration Building</p> <p>Regular hours of Operation: Monday to Friday 8:30 am to 5pm</p> <p>National Emergency Operation Centre Fire Station George Town</p> <p>Duty Officer on call 24 hours</p>	<p>All Hazards – Natural and man-made. (Including Hurricane, Earthquake, Hazardous Material, Flood, Fire etc)</p>

### **Boards and committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
National Hazard	At least quarterly and more	Deliberations of the Council may

<i>Management Council</i>	<i>frequently when needed or during a threat, hazard or impact.</i>  <i>(Closed to the Public)</i>	<i>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 national disaster risk management programme and provide policy guidance.</i>  <i>(Closed to the Public)</i>	<i>Deliberations of the Executive may deal with national security issues and may not be accessible or available for viewing</i>

## **STRATEGIC MANAGEMENT**

Cayman's disaster management framework requires the involvement of all sectors of society. Activities are coordinated at the national level and community level.

Our Mission is - Building the disaster resiliency of the Cayman Islands with full community participation in the national approach to hazard management through prevention and mitigation thereby ensuring the preservation of human life, property and economic recovery.

- Advise on national policies related to risk management
- Be responsible for the development of the national risk management strategic framework and the national risk management programme.
- Ensure development of multi-hazard plans for all sectors in the country
- Ensure achievement and maintenance of the highest level of national preparedness possible within identified constraints
- Develop and implement a national public awareness programme aimed at all sectors of the country
- Provide advice for national planning and development programmes
- Inform the national planning and development process through provision of data and other technical inputs
- Establish and maintain a fully equipped and functioning National Emergency Operations Centre
- Coordinate response to national threats and events
- Engage all sectors and ensure their inputs to the national risk management programme
- Liaise with the voluntary sector and formalise partnerships
- Guide the recovery process to ensure increased resilience is incorporated into recovery
- Develop and Coordinate Simulation Exercises
- Provide Guidance on Contingency Planning
- Develop, Coordinate and Implement Community Disaster Risk management Programmes
- Host and facilitate Contingency Planning Seminars
- Coordinate and Provide Training relevant for Disaster Risk Management
- Provide a telecommunication system and infrastructure that supports 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  
Meteorological Office  
Director Hazard Management Cayman Islands  
Sub Committee Chairpersons

#### Normal Times

- Develop hazard and emergency management policies
- Discuss economic, political, legal and social implications of both the threat and the response to determine the best strategies for action
- Provide guidance for the NHMC Executive
- Review policy documents
- Review and approve operational plans

#### During Operations

- Responsible for ministry/portfolio EOCs
- Responsible for Continuity of Operations for portfolio/ministry
- Provide support for NEOC

### **Frequently asked questions**

- **What is HMCI?**  
HMCI is the acronym for Hazard Management Cayman Islands.
- **Is the agency operational only during the hurricane season?**  
No, the agency is an all hazard agency and works through out the year. Hurricanes are only one of the hazards that the agency plans, prepares and response to.
- **Is HMCI a part of the Meteorological Office?**  
No, the National Weather Service is an agency that works closely with HMCI and they are also a member of the National Hazard Management Council.
- **Does the National Hurricane Committee still exist?**  
No, the National Hurricane Committee has been integrated into the National Hazard Management Council.
- **Is the Red Cross a part of the agency?**  
No, the Red Cross is not a part of HMCI. However they are members of the National Hazard Management Council and work very closely with HMCI on community programmes.
- **Is HMCI in charge of Shelters?**  
Yes, HMCI is in charge of shelters but work with a number of government agency to ensure that the shelters are prepared, functional a managed for and during an event. These agencies are the department of Children and Family Services, Public Works Department and the Lands and Survey department.
- **Does HMCI have an office in the Sister Islands?**  
No, HMCI does not have an office or officers in the Sister Islands. Disaster Risk Management activities are carried out by the District Administration Office with the guidance of HMCI.

- **What type of relief items does HMCI provide for the public?**  
HMCI does not directly provide relief items to the public. This is carried out by other agencies such as the Red Cross, Department of Children and Family Services and other Civic groups.
- **When was the last major earthquake that impacted the Cayman Islands?**  
The last major earthquake that impacted the Cayman Islands was December 14, 2004. It occurred 20 miles south of George Town, Grand Cayman with a magnitude of 6.8 on the Richter scale.
- **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.



# 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,  
3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

Mailing Address:  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

Telephone:  
345-747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [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](#)

#### 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
<p><i>General Registry</i> Ground Floor, Government Administration Building. 133 Elgin Avenue Grand Cayman CAYMAN ISLANDS</p> <p>Office Hours: Mon-Fri. 8:30am - 5:00pm Closed on Public Holidays</p>	<p>Registration and maintenance of Companies, Partnerships, Trusts, Births, Deaths, Marriages, Public Records, Patents, Trademarks, Friendly Societies, Co-operatives, Building Societies, Trade Unions.</p>

## **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 (2010 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 (2015 Revision)

Local Companies (Control) Regulations (1998 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:**

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 (2013 Revision)

The Financial Regulations, 2013

Annual Salary Scale for Salaried Staff (July 1, 2015)

[Annual Budget](#)

**ADMINISTRATION**

Public Service Management Law (2013 Revision)

Personnel Regulations (2013 Revision)

Public Service Code of Conduct FOR Civil Servants– December 2007

Confidential Relationships (Preservation) Law (2015 Revision)

Interpretation Law (1995 Revision)

## **RECORDS MANAGEMENT**

Chief Secretary's Code of Practice on Record Management

Freedom of Information Law (2015 Revision)

The National Archive and Public Records Law (2015 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](#)



## 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

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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 above-mentioned seven (7) categories;
- proactively publish or otherwise make routinely available information held by the office that falls within the above-mentioned categories;
- 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;
- 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;

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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 an opinion, report, advice or recommendation 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),
- Andrelene Royal at [Andrelene.Royal@gov.ky](mailto:Andrelene.Royal@gov.ky) or 244-4602
- Sadio Harris at [Sadio.Harris@gov.ky](mailto:Sadio.Harris@gov.ky) or 244-4603

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. 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 Survey Report (LFS)	US\$30.00 or CI\$25.00
Consumer Price Index (CPI)	US\$30.00 or CI\$25.00
Foreign Trade Statistics Bulletin	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, Andrelene Royal or Sadio Harris 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, Andrelene Royal (345)-244-4602 or email [foi.eso@gov.ky](mailto:foi.eso@gov.ky) or Sadio Harris 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)

Adolphus Laidlow, Deputy Director

Tel:(345) 244-1618, Email: [Adolphus.Laidlow@gov.ky](mailto:Adolphus.Laidlow@gov.ky)

Vacant, Senior Economist – Economics Unit

Tel:(345) 244-4621, Email:

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: Andrelene Royal  
Email address: [Andrelene.Royal@gov.ky](mailto:Andrelene.Royal@gov.ky) or [foi.eso@gov.ky](mailto:foi.eso@gov.ky)  
Telephone number: (345) 244-4602

Information Manager Designate: Sadio Harris  
Email address: [Sadio.Harris@gov.ky](mailto:Sadio.Harris@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 issues to sustain economic growth and stability of the Islands.
- b. Conducts population and housing census and socio-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. Conduct the Census of Population and Housing approximately every 10 years;
- d. Conduct and publish the results of the following surveys:
  - *Labour Force (April and October)*
  - *Consumer Price Index (quarterly);*
  - *National Accounts (annual);*
  - *Balance of Payments and International Investment Position (annual); and*
  - *Household Budget Survey (every 5 years or as resources permit).*
- e. Publish statistical series, which include the annual *Compendium of Statistics* and the *Annual Foreign Trade Statistics Report*;
- f. Update the *Household Register* and *Business Register* as needed;
- g. Conduct other household and business surveys to provide the data requirements of statistical publications or socio-economic reports and studies for Government;
- h. Provide technical assistance on economic and statistical matters to other Government Departments and Agencies, as resources permit;
- i. Promote the wider use of statistics in the local community, and facilitate greater community participation in data collection and dissemination;
- j. Provide official statistics to regional and international agencies on economic and statistical matters related to the Cayman Islands; and
- k. Promote and implement the adoption of international standards in the compilation of national statistics, and the participation of the Cayman Islands in relevant initiatives related thereto.

### **ESO Boards and Committees**

<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<p>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> Tel: (345) - 949-0940</p> <p><u>by mail :</u> Economics &amp; Statistics Office Government Office Administration Building P.O. Box 127, KY1-9000 Grand Cayman, Cayman Islands</p> <p><u>or by visiting the office:</u> Economics &amp; Statistics Office 3rd Floor, Government Office Administration Building, 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> Tel: (345) - 949-0940</p> <p><u>by mail :</u> Economics &amp; Statistics Office 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 Grand Cayman, Cayman Islands</p> <p><i>or by visiting the office:</i> Economics &amp; Statistics Office 3rd Floor, Government Office Administration Building, Elgin Avenue, George Town, Grand Cayman, Cayman Islands</p>
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## **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**

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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 (2011 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 2015-2018 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 2015-2018



Ministry of Finance, Tourism & Development (Public Finance) Awards Criteria- Deputy Governor's Award "Most" Theme



ESO Continuity Plan, April 2015



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



2015 Labour Force Survey 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

- Census (every 10 years)
- Labour Force Survey
- 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
- Annual Foreign Trade Statistics Report
- Quarterly Trade Bulletin
- Compendium of Statistics
- 1999 and 2010 Census Reports
- System of 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



Electricity Regulatory Authority of the Cayman Islands  
2016 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  
2016 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  
2016 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).



Electricity Regulatory Authority of the Cayman Islands  
2016 Publication Scheme

#### **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.



Electricity Regulatory Authority of the Cayman Islands  
2016 Publication Scheme

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.



Electricity Regulatory Authority of the Cayman Islands  
2016 Publication Scheme

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.



Electricity Regulatory Authority of the Cayman Islands  
2016 Publication Scheme

**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: 3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

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



Electricity Regulatory Authority of the Cayman Islands  
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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.



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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>.

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)*.

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
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
Managing Director	Member

A representative of the Ministry of PLAHI also sits on the ERA Board as an Ex Officio member.

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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> (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> (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> (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> (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> (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> (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> (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:



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- Advising;
- Complaints related to Electricity Providers Licensed by the ERA;
- 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.



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ERA financial management records are organized under the activities listed in the table below.

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:



Electricity Regulatory Authority of the Cayman Islands  
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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)

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



Electricity Regulatory Authority of the Cayman Islands  
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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)

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



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	Disclosure Log
	Requests for FOI data from the Ministry
	Communication with the FOI Information Commissioner's Office
Records Management	
	File Plan
	Disposal Schedules
	Electronic Records Management
	Storage of Records

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



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Arrangements	
	Meetings
	Accommodation
	Catering
	Travel
	Insurance
Establishment	
	ERA Board of Directors
	ERA Technical Committee
	ERA Legal Committee
	The National Energy Policy Committee
Proceedings	
	ERA Board of Directors Meetings
	ERA Technical Committee Meetings
	ERA Legal Committee Meetings The National Energy Policy Committee Meetings

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;

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- Obtaining legal advice from external sources;
- Executive support, internal policy development, planning and annual reporting activities;
- 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



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Information Disclosure Log” on the ERA website at <http://www.caymanera.ky/freedom-of-information>.

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:

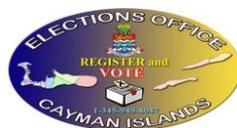
1. Regulatory Fees which are based on half of one percent of the gross revenues of the Grand Cayman Transmission and Distribution Licensee, CUC. Consumers are billed on a monthly basis as defined in the Transmission and Distribution Licence. Regulatory fees are paid quarterly to the ERA.
2. Fees billed 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>.



## **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 may 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 may 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 may use our website's "Search" facility at <http://www.electionsoffice.ky>. If you are still having trouble locating information listed under our scheme, please contact us at the Elections Office by calling **(345) 949-8047** or visit us on the 2<sup>nd</sup> Floor, Smith Road Centre, 150 Smith Road.

- E-Mail

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by e-mail. You may 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 may call you to clarify details if necessary.

- Phone

Documents listed in the publication scheme may also be requested by telephone. Please call **(345) 949-8047** to request information.

- Post

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

**P.O. BOX 10120**  
**GRAND CAYMAN KY1-1001**  
**CAYMAN ISLANDS**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we may 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 may be requested through the **FOI Manager at [sheena.glasgow@elections.ky](mailto: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](mailto:electionsoffice@candw.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures may 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  
3rd Floor, Anderson Square  
64 Shedden Road, George Town  
P. O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: +1 345-747-5402

Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

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

## 8. About the Elections Office

**Ministry** - Office of the Deputy Governor / Portfolio of the Civil Service

### **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](mailto: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 Secretary;
- 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.electionoffice.ky>*

<b><u>Location and hours</u></b>	<b><u>Matters handled</u></b>
ELECTIONS OFFICE 2 <sup>ND</sup> Floor, Smith Road Centre 150 Smith Road George Town Monday-Friday 8:30 a.m.-5:00 p.m.	Hold the General Elections every 4 years, and the By-Elections and Referendum as required Produce 4 Official Registers of Electors each year Produce Electors ID Cards

**A History of Elections in the Cayman Islands may be viewed on the Elections Office website, or by clicking on the link below:**

**<http://electionoffice.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 may vote for 1 candidate only
- East End you may 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 and prior to 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) (2011)
- 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*
- *Report of the Cayman Islands Electoral Boundary Commission 2015*
- *Electoral Boundary Commission 2015 Draft Maps*

## 14. Lists & Registers

- **Official Register of Electors** – quarterly basis (1<sup>st</sup> of January, April, July and October)

May 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 providing them with the necessary forms and information to vote.

- **Elections Office Forms**

Accessed on <http://www.electionsoffice.ky>

**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 [FOLDVE@GOV.KY](mailto:FOLDVE@GOV.KY) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Ms. Stephane Delapenha at (345)949-5644 Ext#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,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
George Town, Grand Cayman

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email:FOI matters – [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [info@infocomm.ky](mailto:info@infocomm.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 - 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
<i>DVES, 386 North Sound Road 8:00am to 4:30pm Monday to Friday.</i>	<i>Fleet Management Services Acquisition Disposal Fuel &amp; Oil Sales Maintenance &amp; Repairs Technical Advice Maintenance of Capacity for Emergencies</i>

**Boards and committees**

Name	Meetings	Minutes
<i>Departmental Tenders Committee  Richard Simms Stephen Quinland Ernest Ebanks</i>	<i>When acquisition in &gt; \$50K &lt;\$250K. are made.</i>	<i>Contact Members in writing for details of minutes.</i>

**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 850 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.



## 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**

---

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.

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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.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 1/21 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 send 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,  
3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

Mailing Address:  
PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

Telephone:  
345-747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [info@infocomm.ky](mailto:info@infocomm.ky)  
Appeals - [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 &amp; 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

contact: (345) 916 4271

**Information Officer**

Mrs. Tracy Galvin

CIG- Dept. of Environment

Tel: (345) 949-8469

Direct: (345) 244-5972

Fax: (345) 949-4020

P.O. Box 10202, Grand Cayman KY1-1002

Email: [foi.env@gov.ky](mailto:foi.env@gov.ky)*Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky)*

Location and hours	Matters handled
<b>Grand Cayman:</b>	
<b>Dept. of Environment – Main Office</b> Cayman Islands Environmental Centre 580 North Sound Road George Town  8:30am to 5:00pm Monday to Friday	Main staff office & administration Laboratories & workshops Conference Room Library (open by appointment)  Terrestrial Concerns Coastal Works Enquiries Wildlife Interaction Zone Licences Lion fish control culling licenses

	Other licences as may be applicable Species Import Reviews Research permissions
<b>Little Cayman:</b>	
<b>Blossom Village</b> (next to the public park)  No scheduled hours – phone 916-7021	Marine Parks Office Marine Enforcement Visiting Scientist accommodation Workshop
<b>Cayman Brac:</b>	
<b>Creek</b> 256 Creek Road  No scheduled hours – phone 926-0136	Marine Enforcement Office Marine Parks Office

### Organisation and functions

The Department of Environment (DoE), under the Ministry 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 (MHWM). 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 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 Culling Licenses

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.

## 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 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**

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
CIG/Internal to Government Cabinet reports & recommendations	FOI requests concerning this type of information should be directed to the Cabinet Office or the Ministry of Financial Services, Commerce & Environment.
Personnel / Human Resource records.	Access to personal information is restricted to the relevant personnel.
Financial information i.e.	The majority of this information can be accessed by the public

accounts, budget, Grant Agreements	through FOI law. Access is restricted for personal information or if information is being used for recommendations or investigation.
Vendor Files CIG/local/overseas	The majority of this information can be accessed by the public through FOI law.
Equipment & Purchasing	The majority of this information can be accessed by the public through FOI law.

## Records Management

Under guidance from CINA, records are managed in accordance with:

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

## POLICIES & PROCEDURES

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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 compliment 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 inquires to the appropriate DOE staff, managing the front desk and providing secretarial to other members of staff.

### **Enforcement Section**

The Enforcement Section works primarily with the enforcement of the Marine Conservation Law to ensure that Marine Park Regulations and other environmental laws are adhered to on a daily basis.

The Enforcement Section spends a significant proportion of their time conducting routine patrols of the marine environment. In cases of infractions of the law that require prosecution the 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

FOI law. Access is restricted for personal information or if information is being used for recommendations or investigation.
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**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**

Classes of Information	Restrictions & Accessibility to information
Aquaculture Policy and Files. Diversification. Water Quality/Pond surveys/Quarry pit monitoring. Fish kills. Conch surveys. Exotic aquatic imports.	The majority of this information can be accessed by the public upon request.

Environmental Impact Advice	FOI requests concerning this type of information may need to be directed to the Cabinet Office or the Ministry of 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
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- \* '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. Flicker 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

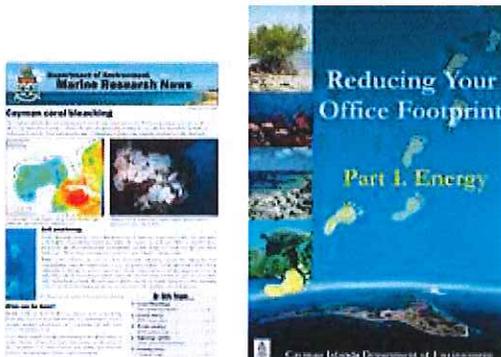
The Sustainable Development Unit (SDU) at the Department of Environment produces a newsletter – “SDU News” – to promote the work of the SDU and sustainable development initiatives going on in the community, and make people aware of the sustainable development issues facing the Cayman Islands.

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.

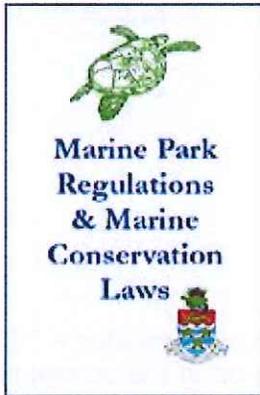
Some editions of our literature are featured below as an example.

DoE Marine Research News: This brief newsletter outlines the work of the Department of Environment Marine Research Section.

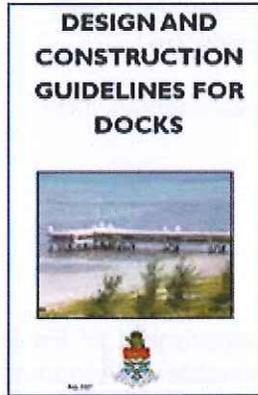


[doemarineresearchnewsvol11](http://doemarineresearchnewsvol11)

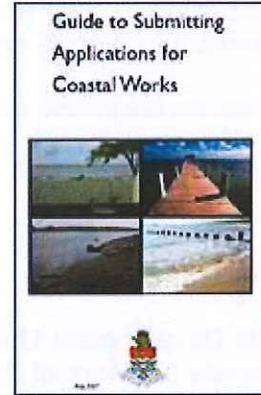
Examples of DOE Literature



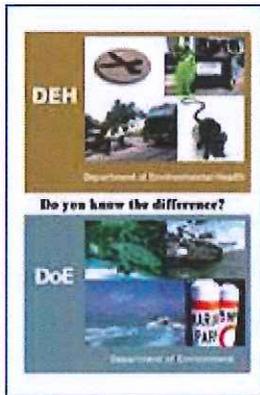
Marine Brochure



Guidelines Brochure



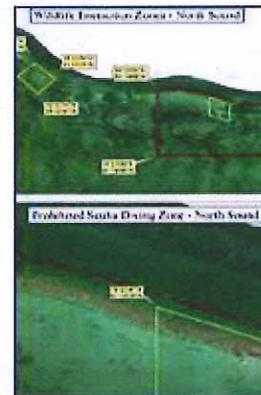
Coastal Works Brochure



DOE - DEH



Marine Turtles & Lighting



Wildlife Interaction Zones



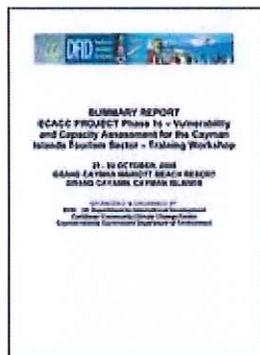
Cayman Climate Change Work Group



Climate Change Workshop Report



ECACC Project – Launch



ECACC Project –



Tyndall Center,



Tyndall Center,

**FLICKER**  
ISSUE #1  
OCT 2009  
MAGAZINE PUBLISHED BY THE CAYMAN ISLANDS  
DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES

**Storm Survivors...**  
The widespread Cayman Rose Parrot (Amantes Roseparrotia) has the unusual color of some flamingos in its male plumage. It is a very common species in the Cayman Islands. However, following the passage of Tropical Storm Ivan in August 2004, the population of this species was estimated to be only 177 in the Cayman Islands.

**Cayman Rose Parrot**  
After Hurricane Ivan hit the Cayman Islands, the population of the Rose Parrot was estimated to be only 177 in the Cayman Islands. The population was estimated to be only 177 in the Cayman Islands.

**Richard Thomas (left) sipping beer**

**SDU News**  
Sustainable Development Unit Newsletter  
Issue 6 – Sustainability & Environmental Management  
CEPTS

The Unit has been an environmental management unit in conjunction to sustainable development, with a focus on what we are doing in the CDE. We will take a look at what the Cayman Islands Youth Trust is doing to sustainability and how it links to our strategy for the environment.

**DOE Green Team Takes Off**  
As part of the CEPTS project, the DOE has set up an Environmental Management System with the goal of an Environmental Policy and action plan aligned to the Environmental Goals from the CEPTS.

The Green Team will be reviewing the environmental impact of the Department and identifying the main areas of impact and developing the plan to reduce the impact. The Green Team will also be responsible for the implementation of the plan and will report back to the Department on the progress.

The Green Team has been set up to monitor the environmental impact of the Department and to identify areas where improvements can be made. The Green Team will also be responsible for the implementation of the plan and will report back to the Department on the progress.

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**Department of Environment**  
**Sighting Program**

DoE is collecting data on the abundance and distribution of dolphins, whales, hawks, manatee rays, adult murres (more than 3 ft shell length) and other large marine animals around the Cayman Islands. This information will be used to determine migratory patterns and assess the importance of our waters for these rare species. Please assist us by reporting your marine animal sightings!

**DoE is collecting data on the abundance and distribution of dolphins, whales, hawks, manatee rays, adult murres (more than 3 ft shell length) and other large marine animals around the Cayman Islands. This information will be used to determine migratory patterns and assess the importance of our waters for these rare species. Please assist us by reporting your marine animal sightings!**

**To report a recent or past sighting, call 949-8469 or e-mail DoE@gov.ky**

*If possible, include photos and note on location, habitat, date, and time of the sighting, number of animals and their size and sex, and behavior observed.*



# **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.

### Physical Address:

3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

### Mailing Address:

PO Box 1375  
Grand Cayman KY1 1108  
CAYMAN ISLANDS

### Telephone:

345-747-5402

### Email:

FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [info@infocomm.ky](mailto:info@infocomm.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 (2011Revision)
- 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 Access 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,

Mr. Joseph Hew, Councillor

**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**

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Port Authority</li> <li>• Airports Authority</li> <li>• Cayman Turtle Farm Ltd.</li> <li>• Cayman Airways Board</li> <li>• Hotel Licensing Board</li> <li>• Miss Cayman Committee</li> <li>• Public Transport Board</li> <li>• Public Transport Appeals Tribunal</li> <li>• Land &amp; Sea Co-op</li> <li>• Tourism Attractions Board</li> <li>• Tourism Apprenticeship</li> <li>• Training Programme Council</li> </ul> | <ul style="list-style-type: none"> <li>• National Tourism Management Policy</li> <li>• Steering Committee</li> <li>• National Festival Committee &amp; District Committees</li> <li>• Sister Islands Affordable Housing Development Corporation</li> <li>• Tourism Hospitality Advisory Council</li> </ul> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### **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. Access is restricted for personal information concerning

	clients or private residents or if information is being used in an investigation.
Complaints	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Financial information i.e. accounts, budget	Majority of the information can be accessed by the public through FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Tender Contracts	FOI request concerning this type of information should be directed to FOI Manager.



## Department of Public Safety Communications

### Publication Scheme

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

#### CONTENTS:

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

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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 DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** to make information available to the public as part of its normal business activities.

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will:

- specify the information held by the authority, which falls within the seven (7) categories below;

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

## 2. Information that may be withheld

---

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will generally not publish:

- information in draft form;
- information that is not held by the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS**,
- information which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example information that:
  - prejudices the security or defence
  - endangers any person's life or safety
  - affects the conduct of an investigation or prosecution
  - reveals a confidential source of information
  - reveals lawful methods or procedures for preventing, detecting, investigation or dealing with criminal activity
  - facilitates the escape of a person from lawful detention
  - jeopardizes the security of prison
  - discloses personal information
  - violates patient confidentiality
  - jeopardizes commercially sensitive information

Records containing exempt matter may be published in a redacted form, whenever it is practical to do so, indicating which exemptions apply.

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

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

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

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

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

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

---

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

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

#### Online

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

If there is no link, or the link is broken, you can use our website's "Search" feature at [www.911.gov.ky](http://www.911.gov.ky). If you are still having trouble locating information listed under our scheme, please contact an FOI Manager at either [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) or (345) 949-9008.

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at either [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call the FOI Manager at (345) 949-9008 to request information.

#### Post

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

FOI Manager  
Department of Public Safety Communications  
PO Box 2391  
Grand Cayman KY1-1105  
CAYMAN ISLANDS

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

#### Personal visits

Due to the security requirements of our facility, we typically do not allow the public to attend the Department to view information listed in the publication scheme. Exceptions must be approved by the Director of Public Safety Communications.

#### Advice and assistance

Check the Document Library on our website [www.911.gov.ky](http://www.911.gov.ky) to ensure that the information has not already been published. If you experience any difficulty identifying the information you want to access, please contact an FOI Manager at [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) or (345) 949-9008.

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** is legally required to translate any information, it will do so.

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

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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 DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** strives to ensure that fees and charges are clearly explained and kept to a minimum.

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

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

#### Reproduction costs

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

#### Postage costs

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will pass on to the requester the actual costs of postage or courier delivery.

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

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** has received your payment.

## 5. Requests for information outside the Publication Scheme

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Information held by the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** that is not published under this scheme can be requested through an FOI Manager at [foi.911@gov.ky](mailto:foi.911@gov.ky) or [foi.emc@gov.ky](mailto:foi.emc@gov.ky) or (345) 949-9008. Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

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The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Director of Public Safety Communications at [brent.finster@gov.ky](mailto:brent.finster@gov.ky) or (345) 949-9008, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our website [www.911.gov.ky](http://www.911.gov.ky).

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

Physical Address:  
3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman, Cayman Islands

Mailing Address:  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone:  
(345) 747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.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**

### **Name of public authority**

DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS

### **Ministry**

Ministry of Home Affairs

### **Key staff**

Brent Finster, Director of Public Safety Communications

[Brent.Finster@gov.ky](mailto:Brent.Finster@gov.ky)

(345) 949-9008

(345) 244-5221 Direct

Leslie Vernon, Assistant Director for Operations and Training

[Leslie.Vernon@gov.ky](mailto:Leslie.Vernon@gov.ky)

(345) 949 -9008

(345) 244-5222 Direct

Julian Lewis, Assistant Director for Electronic Monitoring

[Julian.Lewis@gov.ky](mailto:Julian.Lewis@gov.ky)

(345) 949-9008

(345) 244-5223 Direct

### **Information Managers**

Leslie Vernon (Public Safety Communications Centre – 9-1-1)

[foi.911@gov.ky](mailto:foi.911@gov.ky)

(345) 949 -9008

(345) 244-5222 Direct

Julian Lewis (Electronic Monitoring Centre including National CCTV Programme)

[foi.emc@gov.ky](mailto:foi.emc@gov.ky)

(345) 949-9008

(345) 244-5223 Direct

You may also utilise the Freedom of Information website [www.foi.gov.ky](http://www.foi.gov.ky) to request information.

### **Organization and functions**

The Department of Public Safety Communications (DPSC) has two primary functions. First the Public Safety Communications Centre (CIPSCC) processes emergency (9-1-1) and non-emergency telephone calls and dispatches the appropriate resource to requests for service. These resources include the Royal Cayman Islands Police Service, Cayman Islands Health Services Authority's EMS Department, Cayman Islands Fire Service and others. The Electronic Monitoring Centre (CIEMC) is responsible for the monitoring of selected offenders referred by Her Majesty's Prison Service, RCIPS, and the Courts. In addition, CIEMC is responsible for the monitoring of cameras associated with the National CCTV Programme.

**CIPSCC:**

The Cayman Islands Public Safety Communications Centre is the Public Safety Answering Point (PSAP) for law enforcement, fire, and Emergency Medical Services. Serving all three islands from a facility located in downtown George Town, the Centre's telecommunicators answer all 9-1-1 emergency and non-emergency telephone calls, prioritise and dispatch Calls For Service (CFS) for the Royal Cayman Islands Police Service and Cayman Islands Health Services Authority EMS Department. Calls For Service requiring fire assistance are relayed to the Fire Service's dispatch centre ("Fire Control") which then dispatches the appropriate units.

Telecommunicators use guide cards to help ensure that appropriate questions are asked of, and important information obtained from, telephone callers requesting assistance. Guide cards also allow telecommunicators to give basic emergency instructions, helping the caller to assist both themselves and others.

**CIEMC:**

The Alternative Sentencing Law provides for the electronic monitoring aspect of the House Arrest programme. CIEMC personnel tag "clients", who have been specified by the Courts, with electronic ankle bracelets and then monitor their location and status based on the Court's instructions. By using state-of-the-art equipment including GPS satellite technology and fibre optics, clients are given the opportunity to serve their sentences outside of the confines of a traditional prison. This option will save the Government money as well as it will free up space in the prisons for those clients who require incarceration in the traditional sense. Other uses of CIEMC include the monitoring and tracking of clients who are on an executive release license from Her Majesty's Prisons, or are on bail by the Courts, RCIPS, or Immigration.

The implementation of National CCTV Programme cameras will allow for video surveillance in public places with a primary mission of gathering evidence and deterring criminal activity. Monitoring of video images is accomplished by trained CIEMC personnel using approximately 400 CCTV cameras.

**Department Contact Information:**

Department of Public Safety Communications  
PO Box 2391  
Grand Cayman KY1-1105  
CAYMAN ISLANDS  
(345) 949-9008  
Email: [DPSCMgmt@gov.ky](mailto:DPSCMgmt@gov.ky)  
Website: [www.911.gov.ky](http://www.911.gov.ky)

**FREQUENTLY ASKED QUESTIONS**

- **Why does the 9-1-1 telecommunicator ask "so many questions"?**  
We gather information to determine the proper response; prepare the unit/s responding for what they may encounter upon arriving at a scene; and provide aid through instructions over the telephone before emergency personnel arrive on scene. We use standardized guidecards from the Association of Public-safety Communications Officials International, Inc. [www.apcointl.org](http://www.apcointl.org) to ensure that we are asking relevant and

appropriate questions when you call 9-1-1. Our 9-1-1 system also meets the standards of the National Emergency Number Association [www.nena.org](http://www.nena.org)

▪ **What are the local non-emergency numbers for Fire, Police and Ambulance?**

Non-Emergency Numbers	Police	Fire	Ambulance/EMS
George Town	949-4222	949-2276	949-8600 George Town Hospital
West Bay	949-3999	949-1188	949-3439 West Bay Clinic
Bodden Town	947-2220		947-2299 Bodden Town Clinic
North Side	947-9411	947-3248 Frank Sound	947-9525 North Side Clinic
East End	947-7411		947-7440 East End Clinic
Cayman Brac	948-0440	948-1245	948-2243 Faith Hospital
Little Cayman	948-0100	948-0011	948-0072 Little Cayman Clinic

▪ **What is the number of the local Power Company?**

Grand Cayman - Caribbean Utilities Company 945-1CUC (1282)  
Cayman Brac – Cayman Brac Power and Light 948-1638

▪ **Can you connect my 9-1-1 emergency call to another country's emergency services?**

No, however we will assist you in determining the proper emergency telephone number for a public safety agency overseas.

▪ **Can I request an audio recording of my 9-1-1 call?**

Yes, written requests may be submitted to our Information Manager in accordance with the Freedom of Information Law, 2007. If the request is related to an open investigation by RCIPS, your request will need to be approved by RCIPS. See our Freedom of Information page on the [www.911.gov.ky](http://www.911.gov.ky) website for details.

- **How do I get a copy of my police report?**  
 Contact the RCIPS using their non-emergency phone number (see table above) or visit your local police station.
- **How do I file a complaint about the way my 9-1-1 telephone call was handled?**  
 We strive to provide a professional level of service all the time. Unfortunately, we are human and we make mistakes. You may contact the Director of Public Safety Communications or one of the two Assistant Directors who will investigate your complaint. See our Complaints page on our website [www.911.gov.ky](http://www.911.gov.ky) for details.
- **How do I compliment the telecommunicator who handled my 911 call?**  
 We love hearing about the good things we do for the Cayman community. Please email or call the Director of Public Safety Communications or one of the Assistant Directors. See our Contact Us page on our website [www.911.gov.ky](http://www.911.gov.ky).
- **Do you provide tours of the 911 Centre?**  
 We accommodate requests for tours on a limited basis. Pre-approval by the Director of Public Safety Communications is necessary. Please call the department's administration line (949-9008) during business hours and speak with our Administrative Assistant, who will handle your request.
- **How many cruise ships will be coming into port today?**  
 Check the Cayman Islands Port Authority website [www.caymanport.com](http://www.caymanport.com)
- **Do I have to pay if I call for an ambulance?**  
 Please contact the Health Services Authority at 949-8600; rates may vary depending on circumstances.
- **How many police, fire, and EMS Calls For Service does the Public Safety Communications Centre process each day?**  
 We dispatch approximately 95 Calls For Service per day resulting from a total of about 400 incoming telephone calls (both emergencies and non-emergency calls).
- **How do I become a 9-1-1 Telecommunicator or Electronic Monitoring Officer?**  
 Vacancies are advertised on the Government's website [www.recruitment.gov.ky](http://www.recruitment.gov.ky) . If you are a Caymanian, we would especially like to discuss our recruitment process and professional growth opportunities with you. Please contact the Director of Public Safety Communications or one of the Assistant Directors.
- **Why do you put a hyphen or dash between 911 such as 9-1-1?**  
 Because it is a standard in the public safety communications industry and there isn't an eleven on your phone's keypad. We don't want to be called "nine-eleven" and get confused with the awfulness that occurred on that fateful day in September 2001.

## HISTORY

After a close encounter with Hurricane Gilbert in 1988, the Cayman Islands Government recognized the need to establish a new communications system. A new trunked radio system was acquired which interconnected all emergency services. Once completed, the need for an upgraded emergency telephone system was also recognized. According to an article appearing in *911 Magazine*, at the time the Cayman Islands utilized four separate emergency numbers – 5-0-0 for fire, 5-0-5 for paramedics and both 9-9-9 and 9-1-1 for police. At the urging of the chief fire officer and in accordance with the new North American Numbering Plan, 9-1-1 was chosen as the single emergency number.

The establishment of a new 9-1-1 system fell upon the Ministry of Agriculture, Environment, Communications and Works. Minister John McLean contacted APCO – the Association of Public-safety Communications Officials, International -- to ask for a recommendation of someone to bring 9-1-1 to a reality. APCO instructor David Mackenzie, a former Deputy Fire Chief with the U.S. Air Force had experience installing 9-1-1 systems on military bases in Korea. Mackenzie was hired in April 1995 as 9-1-1 Project Manager to install a state-of-the art 9-1-1 emergency telecommunications system.

In June 1996, 15 telecommunicators were hired and trained using the APCO curriculum that is still fundamentally in use today. The new 9-1-1 staff assisted the Lands and Survey department with street naming and addressing in order that 9-1-1 would be a functional system. 9-1-1 telecommunicators went door-to-door instructing the public on the new addressing scheme. Juliet Gooding, who was a student in that first class of telecommunicators, was promoted as the first Emergency Communications Manager. The new 9-1-1 system and communications centre was inaugurated on 16 September, 1996.

Although original plans called for another Public Safety Answering Point (PSAP also known as an emergency communications centre) in Cayman Brac, those plans were cancelled. The Cayman Islands Public Safety Communications Centre (CIPSCC) handles emergencies for all three islands – Grand Cayman, Cayman Brac, and Little Cayman. The Fire Service maintains a secondary PSAP at the Airport which dispatches both domestic and airport fire equipment. 9-1-1 calls for fire-related incidents are processed by CIPSCC but the information is relayed to the secondary PSAP by radio or phone.

CIPSCC was located in the George Town Police Station. As Hurricane Ivan approached, the decision was made to evacuate the emergency communications centre from the police station and move it temporarily into the new Cable and Wireless (now LIME<sup>®</sup>) administrative building. The Communications Centre was then re-located to its present home in a multi-story building constructed to withstand Category 5 storms.

In 2008, the new Electronic Monitoring function was created by Government in preparation for the implementation of the Alternative Sentencing Law. Since Electronic Monitoring also required a robust 24/7/365 call centre, it was decided to co-locate the Cayman Islands Electronic Monitoring Centre (CIEMC) with the Public Safety Communications Centre. In 2011, the National CCTV Programme started coming on line with the first of approximately 400 CCTV cameras to be located throughout all three islands. The Electronic Monitoring Centre will monitor both selected offenders and public surveillance CCTV.

Upon Juliette Gooding's leaving in 2008, Brent Finster became the second Emergency Communications Manager. Finster has 33 years of experience in public safety and managed two communications centres in the United States before coming to the Cayman Islands.

In 2011, the Department's name was changed from Emergency Communications & Electronic Monitoring to the Department of Public Safety Communications (DPSC).

Today, the staff consists of 11 Telecommunicators, 4 Communications Supervisors, 1 Electronic Monitoring Supervisor, 4 Electronic Monitoring Officers, 1 Public Safety Systems Administrator, 2 Assistant Directors, and a Director.

## **EMPLOYMENT OPPORTUNITIES**

For information on existing vacancies, see [www.recruitment.gov.ky](http://www.recruitment.gov.ky)

Public safety communications positions within the Department:

- Public Safety Telecommunicator (Trainee)
- Public Safety Telecommunicator (Experienced)
- Communications Supervisor

Electronic Monitoring positions within the Department:

- Electronic Monitoring Officer
- Electronic Monitoring Supervisor

Department administrative/management positions:

- Public Safety CAD/RMS Systems Administrator
- Assistant Director for Operations and Training
- Assistant Director for Electronic Monitoring
- Director of Public Safety Communications

The career path of a 9-1-1 dispatcher (also known as a public safety communications telecommunicator) starts out as a Telecommunicator-Trainee. After six months of successful classroom training (including certification as a Public Safety Telecommunicator and Emergency Medical Dispatcher) and On-The-Job Training in CIPSCC, the trainee is promoted to a post as a qualified Telecommunicator. Those persons who desire to move to a supervisory level after 4 years of being a Telecommunicator may apply for a vacant Communications Supervisor post. The Communications Supervisor not only does the day-to-day job of processing Calls For Service but they are also responsible for their shift of Telecommunicators and Telecommunicator-Trainees. There are also opportunities for further professional development thru advanced training, becoming a certified instructor, or obtaining a degree in public safety communications/emergency management.

Trainee positions within the Department are typically advertised once or twice each year and directed primarily towards suitable Caymanians based on the results of a computer test and interview. There are no educational or experience requirements to become a Trainee as all training is done in-house.

The Electronic Monitoring function is new. Electronic Monitoring Officers are selected because of their background and interest in the criminal justice system. The Electronic Monitoring Supervisor carries out the job of Electronic Monitoring as do the Officers, but in addition he also

supervises the unit's activities including staffing and the coordination of procurement and troubleshooting of electronic monitoring devices and CCTV.

As emergencies can occur at any time, department personnel must work shifts which include nights, weekends and public holidays.

Individuals who desire positions as administrators and management must possess the educational and experience necessary to perform their function. Managers within the department typically have at least 10 years or longer within the public safety communications field.

## **STRATEGIC MANAGEMENT**

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This category applies to the governance and management of the department.

- Governance
  - Organisational Chart see [www.911.gov.ky](http://www.911.gov.ky)
- Management
  - Statistics - Annual see [www.911.gov.ky](http://www.911.gov.ky)
  - Statistics – Monthly see [www.911.gov.ky](http://www.911.gov.ky)

## **FINANCE & ADMINISTRATION**

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This category applies to internal support functions within the Department, relating to finance, personnel and business administration.

- Financial management
  - Approved Budget FY13/14 see [www.911.gov.ky](http://www.911.gov.ky)
  - Quarterly Financial Reports see [www.911.gov.ky](http://www.911.gov.ky)
- Administration
  - Press Releases see [www.911.gov.ky](http://www.911.gov.ky)
  - Job Vacancies see [www.recruitment.gov.ky](http://www.recruitment.gov.ky)
  - Staff Pay see [www.911.gov.ky](http://www.911.gov.ky)
  - Records Management see [www.911.gov.ky](http://www.911.gov.ky)

## **POLICIES & PROCEDURES**

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This category applies to written protocols for carrying out functions, activities and delivering services.

Due to the public safety operational nature of the Department, most of the Standard Operating Guidelines (SOGs) are exempt from disclosure per the FOI Law. In addition, some SOGs are probably not of the public interest thus not published, but may be made available upon request.

- The following Department SOGs are not exempt from FOI and may be of the public interest:
  - 101 Mission, Vision, Values Statements see [www.911.gov.ky](http://www.911.gov.ky)
  - 251 Internal Complaints Process see [www.911.gov.ky](http://www.911.gov.ky)
  - 252 Freedom of Information Process see [www.911.gov.ky](http://www.911.gov.ky)
  - 304 Anonymity of Callers see [www.911.gov.ky](http://www.911.gov.ky)
  - 701 News Media see [www.911.gov.ky](http://www.911.gov.ky)
  - 801 Calls For Service Priorities see [www.911.gov.ky](http://www.911.gov.ky)
  - 806 Alarms see [www.911.gov.ky](http://www.911.gov.ky)
  - 810 Lock-Ins & Elevator Rescues see [www.911.gov.ky](http://www.911.gov.ky)
  - 1271 Wireless 9-1-1 Calls see [www.911.gov.ky](http://www.911.gov.ky)
  
- SOGs that are not exempt from FOI and not published because they have limited or no public interest may be available
  - SOGs not published submit FOI request

## **DECISIONS & RECOMMENDATIONS**

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This category applies to information about proposals, resolutions, assessments and results, including decision-making processes.

- None at this time.

## **LISTS & REGISTERS**

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This category applies to information held in registers required by law and other lists or registers relating to the functions of the authority

- The following lists and registers are maintained:
  - 9-1-1 Master Street Address Guide (MSAG) see [www.911.gov.ky](http://www.911.gov.ky)
  - FOI Disclosure Log see [www.911.gov.ky](http://www.911.gov.ky)

## **OUR SERVICES**

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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.

- The following information is available:
  - Form – “Cayman 9-1-1 Cellular Update Form” see [www.911.gov.ky](http://www.911.gov.ky)
  - Form – “Non-Disclosure Agreement – Tour” see [www.911.gov.ky](http://www.911.gov.ky)
  - Form – “Non-Disclosure Agreement – Visitor” see [www.911.gov.ky](http://www.911.gov.ky)
  - Leaflet – “Making 9-1-1 Work For You” see [www.911.gov.ky](http://www.911.gov.ky)
  - PowerPoint – “CIPSCC Presentation – Adult” see [www.911.gov.ky](http://www.911.gov.ky)
  - PowerPoint – “CIPSCC Presentation – Children” see [www.911.gov.ky](http://www.911.gov.ky)



## Department of Education Services

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice - 2015*

#### 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

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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 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

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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. (Dept. of Education Services holds a great deal of personal information about individuals which may be protected under this law).

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 that is 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) or contact [Maria.Bodden@gov.ky](mailto:Maria.Bodden@gov.ky) if James Watler is out of Office.

*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 unavailable, 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

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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. 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 James T. Watler at 945-1199 or direct line at 244-1841 or email us at: [foi.des@gov.ky](mailto:foi.des@gov.ky) to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: James T. Watler at [foi.des@gov.ky](mailto:foi.des@gov.ky) or at 945-1199 or direct line at 244-1841.

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).

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## **4. Fees and Charges**

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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 Coutts 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.

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

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## **6. Complaints**

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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,  
3<sup>rd</sup> Floor, Anderson Square, Building  
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
- Student Services
- Business Services
- Finance Unit
- Early Childhood Unit
- Curriculum Development
- Teaching and Learning
- Human Resources

### **ABOUT US**

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#### **Ministry**

*The Department of Education Services operates under the Ministry of Education, Training and Employment.*

#### **Principal Officers are as follows:**

##### **Mrs. Lyneth Monteith**

Acting Chief Education Officer

##### **Mr. Wingrove Hunte**

Head of Data Services, Testing and Exam

##### **Mr. David Bodden**

Facilities Manager

##### **Mr. Mark Ray**

Head of Business Services

##### **Ms. Kimone Chambers**

Liaison Accountant

##### **Ms. Jenny Rivers**

Procurement Officer

##### **Mrs. Tammy Banks-Dacosta (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

##### **Mr. Roger Morris**

Senior School Improvement Officer – CIFEC (Cayman Islands Further Education Centre), GTPS, JGHS, Sir JACP, RBPS

##### **Mrs. Gloria Bell**

Senior School Improvement Officer – CIHS, PPS, SPS, BTPS, EMMPS, EEPS

**Mrs. Barbara Peace-Ebanks**

Senior School Improvement Officer – SEN – Lighthouse School, All Special Needs throughout our Schools

**Mr. James Truman Watler, M. Ed., JP**

Senior Customer Service Manager/Information Officer/Head of Registration & Communication’s Officer

**Physical Address**

130 Thomas Russell Ave.,  
Mailing Address  
P.O. Box 910 GT, Grand Cayman KY1-1103,  
Phone: 945-1199 Fax: 945-1457  
Email: foi.des@gov.ky

**Hours of Work: 8:30 a.m. – 5:00 p.m. Monday – Friday**

**Information manager**

<p>James T. Watler, M. Ed. JP Senior Customer Service Manager/ Information Officer/Head of Registration &amp; Communication’s Officer 130 Thomas Russell Ave. P.O. Box 910 GT Grand Cayman KY1-1103 CAYMAN ISLANDS Phone: 945-119 Direct Line : 244-1841 Email: james.watler@gov.ky</p>	<p>Maria Bodden Data &amp; Records Officer, Information Manager (Designate) 130 Thomas Russell Ave. P.O. Box 910 GT Grand Cayman KY1-1103 CAYMAN ISLANDS Phone: 945-119 Direct Line : 244-1831 Email: maria.bodden@gov.ky</p>
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**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

**CHHS: Ms. Pauline Beckford**  
Principal  
Secretary-Akira Spence  
**Clifton Hunter High School**  
P.O. Box 1809, GC KY1-1109

**Pauline.Beckford@gov.ky**  
Tel: 949-9488  
Fax: 949-9490

**CIFEC: Mrs. Delores Thompson**  
Director  
Secretary – Rochelle Terry  
**C.I, Further Education Centre**  
P.O. Box 1809, GC KY1-1109

**dthompson@cifec.edu.ky**  
Tel: 949-3285/916 - 3485  
Fax: 946-6876

**LHS: Ms. Carla Macviar**  
Principal  
Sec: Sherry Hodgson  
**Lighthouse School**  
P.O. Box 1834, GC KY1-1110

**Carla.Macvicar@gov.ky**  
TEL: 947-5454  
FAX: 947-5406

**SPS: Mrs. Carol Nyack**  
Principal  
Sec: Alicia Melville  
**Savannah Primary School**  
P.O. Box 435, GC KY1-1500

**Carol.Nyack@gov.ky**  
TEL: 947-1344  
FAX: 947-8871

**EEPS: Ms. Allison Wallace**  
Principal  
Sec.: Ileea Moore  
**East End Primary School**  
General delivery EE GC KY1-1800

**JGHS: Mr. Matthew Holmes**  
Acting Principal  
Secretary – Patsy Jackson  
**John Gray High School**  
P.O. Box 1108, GC KY1-1102

**Matthew.Holmes@gov.ky**  
TEL: 949-9444  
CELL: 938-855  
FAX: 949-6871

**JACPS: MR. Joseph Wallace**  
Principal  
Secretary – Melissa Smith  
**John A Cumber Primary School**  
P.O. Box 405 WB, GC KY1-1302

**Joseph.Wallace@gov.ky**  
TEL: 949-3314  
FAX: 949-1096

**RBPS: Mrs. Vickie Frederick**  
Principal  
Sec: Beverly McLaughlin  
**Red Bay Primary School**  
P.O. Box 380, GC KY1-1502

**Vickie.Frederick@gov.ky**  
TEL: 947-6333  
FAX: 947-6642

**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  
FAX: 947-8870

**SBPS: Ms. Claudette Lazzari**  
Principal  
Sec: Amory Smith  
**Spot Bay Primary School**  
P.O. Box 142, Spot Bay, CB  
KY2-2400

**LESHS: Mr. Adrian Jones**  
Principal  
Secretary-Cheryl Christian  
**Layman E. Scott Sr. High School**  
P.O. Box 251, CB KY2-2102

**Adrian.Jones@gov.ky**  
TEL: 948-2226  
FAX: 948-2254

**GTPS: Ms. Marie Martin**  
Principal  
Secretary - Fay Taylor  
**George Town Primary School**  
P.O. Box 1099, GC KY1-1102

**Marie.Martin@gov.ky**  
TEL: 949-2689  
FAX: 949-5596

**PPS: Ms. Karen Haythorne**  
Principal  
Sec: Kathy Parchment  
**Prospect Primary School**  
P.O. Box 910, GC KY1-1103

**Karen.Haythorne@gov.ky**  
TEL: 947-8889  
FAX: 947-2405

**NSPS: Ms. Marcia Rennie**  
Acting Principal  
Sec: Adira Kelly  
**North Side Primary School**  
GC KY1-1701

**Marcia.Rennie@gov.ky**  
TEL: 947-9516  
FAX: 947-8868

**WEPS: Mrs. April Tibbetts**  
Principal  
Sec: Natalya Bodden  
**West End Primary School**  
P.O. Box 104, CB KY2-2000

**Allison.Wallace@gov.ky**  
TEL: 947-7428  
FAX: 947-8869

**Claudette.Lazzari@gov.ky**  
TEL: 948-022  
FAX: 948-0637

**April.Tibbetts@gov.ky**  
TEL: 948-1425  
FAX: 948-1539

**CPS: Ms. Claudette Lazzari  
Principal**  
Sec.: Amory Smith  
Creek Primary School  
P.O. Box 03, Creek CB KY2-  
2300

**LCS: Mrs. Veronica Juman-Khan**  
Sec: Carolyn Branch  
**Little Cayman Services**  
c/o TCCB, CB KY2-2300

**Dept. of Education Services**  
**130 Thomas Russell Way**

**TEL: 9451199**  
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**Mrs. Gloria Bell**  
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Officer**  
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EMMPS, EEPS

**Mr. Roger Morris**  
**Senior School Improvement  
Officer**  
JGHS, CIFEC, GTPS, Sr. JACP,  
RBPS,

**Mrs. Barbara Peace-  
Ebanks**  
**Senior School  
Improvement Officer**  
LHS, Student Services &  
SEN

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**Mrs. Tammy Banks-Dacosta**  
**Senior School Improvement  
Officer**  
Sec: Carolyn Branch  
CBHS, SBPS, CPS, WEPS,  
LCES  
P.O. Box 24, CB KY2-2301

**EARLY INTERVENTION  
PROGRAMME**  
TEL: 947-5454

**Tammy.Banks-  
Dacosta@gov.ky**  
TEL: 948-0356  
FAX: 948-0381

## 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 periods, all completed applications with the required supporting documentation are submitted to the Education Council for approval.

## Frequently asked questions

### General Information:

School registration begins on the third week (3<sup>rd</sup>,) of April each year and runs for six (6) weeks. The Cayman Islands Education Law requires that every child must be enrolled in a registered primary school in September of the year in which his/her fifth (5<sup>th</sup>) birthday occurs.

Registration forms are available at the Cayman Brac Teachers' Centre, Government schools and the Department of Education Services (Reception Area Room 103). 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?**

All children who are 5 years of age by September or those who will turn 5 before the following January 31<sup>st</sup>, must be registered by June 30<sup>th</sup> before their 5<sup>th</sup> birthday.

#### ▪ **What documents will I need to complete the Registration process?**

The Parent must attach the following documents to the registration form:

- Copy of child's birth certificate
- Copy of child's immunization record
- Documentation of the child's immigration status – RS101 Immigration Form
- Caymanian or legal resident if the child is transferring from another school
- Copy of the last year's school report and in the case of a transfer to JGHS or GHHS a transcript from the last school attended
- Utility Bill – proof of place of residence

#### ▪ **Does my child have to have a medical exam to enrol in school?**

**Yes.** In most instances, an appointment will be made for you with the Public Health nurse when you bring the completed registration form back or you may schedule your own appointment with a private doctor, but your child must have the examination before he or she is officially enrolled in school.

#### ▪ **Can I choose the school that my child can attend?**

**No.** Your child must attend the school which is located in the catchment area where you live. Children may however, be registered in a different school if they have a sibling already enrolled in Years 1 – 6 provided there is space at that school. This will have to be approved by the school principal and the Department of Education Services.

- **Which schools are located in the catchment areas?**

If your residence is located in catchment area #1 then, you must register your child for the school in catchment area #1. The catchment area for each primary school is as follows:

**Catchment Area # 1:**

John A. Cumber Primary School – Starts at the north of Government House to Spanish Bay Reef

**Catchment Area # 2:**

George Town Primary – Starts at the south side of Government House (the Governor's Residence) and runs all the way to Memorial Avenue, north along Walkers Road to Maple Road and east along Smith Road, north on Crew Road through the new junction on Industrial Park Road and then east on Owen Robert's Drive past the airport to North Sound.

**Catchment Area # 3:**

Red Bay Primary – Starts at the area on the south side of Memorial Avenue along Walker's Road to Maple Road, the south side of Smith Road, both sides of Crewe Road bordered by Owen Roberts to the North and South Sound to the south and bordered on the east at Achievement Centre in Red Bay.

**Catchment Area # 4:**

Savannah Primary School – Starts east of Spotts-Newlands Road to Beach Bay Road in Pedro.

**Catchment Area #5:**

Bodden Town Primary – Starts east of Beach Bay up to Breakers.

**Catchment Area # 6:**

East End Primary – All of East End and Colliers

**Catchment Area # 7:**

North Side Primary – All of Frank Sound onto Cayman Kai

**Catchment Area # 8:**

Prospect Primary – All areas east of the Achievement Centre in Red Bay, eastward to the west side of Spotts-Newlands Road (to include all Prospect Park, Patrick Island, Ocean Club, Cascades Drive and west side of Spotts-Newlands Road).

## **Catchment Area # 9**

### **Cayman Brac and Little Cayman**

#### **West End Primary**

Western end of Cayman Brac to Faith Hospital on the North side of the island and correspondingly across the island to the South coast

#### **Creek Infant/Spot Bay Junior School**

All areas East of Faith Hospital to the Eastern end of Cayman Brac.

#### **Little Cayman Education Services**

All of Little Cayman

- **What fee or fees must I pay when registering?**

Students who are Caymanians and those who possess Caymanian Status must pay the following book rental fees per year:

Years 1-6 PRIMARY	As of 2008 (Fees Waived)
Years 7-9 GHHS	As of 2008 (Fees Waived)
Years 10-12 JGHS	As of 2008 (Fees Waived)

Non-Caymanian students must pay school fees at the following rate per term (3 terms)

Years 1 - 6 PRIMARY	\$250.00
Years 7 - 9 SECONDARY	\$300.00
Years 10 - 12 SECONDARY	\$400.00

- **Where do I pay the fees?**

All fees must be paid at the Government Administration Building on the ground floor and for Cayman Brac and Little Cayman at the Cayman Brac Teachers' Centre. All fees must be paid before a child is officially registered. Students will not be enrolled in September unless all fees are paid.

- **When will I know that my child is officially registered?**

When all forms have been completed, medical examination completed and fees paid, you will receive communication from the school indicating that your child is registered and may enroll for September.

- **Where do I purchase school uniforms?**

Contact your principal or the school's Secretary for all information regarding uniforms.

## **STRATEGIC MANAGEMENT**

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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
- Children's Law
- 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 is collected centrally down at the Ministry of Education Offices located in the Government Administration Building, **as currently no fees are collected here at the DOES:**

- School Fees
- Examination Fees
- Rental of Centres
- Transcripts
- Miscellaneous 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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- Strategic Plan for Education 2012-2017
- Cayman Islands National professional Standards for Teachers
- New Graduation Criteria for Government High Schools
- Cayman Islands Special Education Needs Code of Practice
- Curriculum Policy
- Donations Policy
- Early Admission to Government Schools
- Information and Communication Technology Integration Strategy
- Information and Communication Technology (ICT) Integration Policy
- National School Discipline and Student Behaviour Policy
- National School Misuse of Drugs Policy
- National Teaching and Learning Policy
- Policy on Use of Student Images
- Religious Instruction and Devotions during School Hours Policy
- School Starting Age for Reception and Year 1 in Government Schools
- School Uniform and Dress Code
- 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

## **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, teachers, and Department staff generally work hard and wherein schools provide an orderly environment within which teaching and learning can take place.

## **The Department of Education Services has overall responsibilities for the following:**

The Cayman Islands Department of Education Services manages the provision of public education in the Cayman Islands. The DES operates learning facilities in all three islands, and has responsibility for 10 primary schools, 3 secondary schools, 1 further education centre, 1 special school and the education service provision in Little Cayman. Management of the public education system involves not only the direct teaching and learning services provided in schools but also a full range of support and business services to enable the operation of schools.

The Cayman Islands public school system is inclusive and comprehensive, providing services for the entire range of the school-aged population, including students with a wide range of learning challenges. Government schools within the Cayman Islands are well-resourced and staffed, with access to a wide range of teaching and learning materials, information and communications technology and specialist support. In addition to operating schools, the DES is also responsible for:

- Administering the provision 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 and support for children with emotional and behavioural challenges.
- 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 a comprehensive Inclusion programme which supports children with emotional and behavioural challenges in accessing mainstream or alternative education services.
- Managing the transportation of nearly 4000 students on a daily basis.
- Maintaining facilities which are occupied on a daily basis by more than 5500 people.
- Providing centralized purchasing services to schools, including managing tenders for services and equipment.
- Monitoring and approving applications for home-schooling.
- Processing and managing teachers' licenses for approval by Education 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.

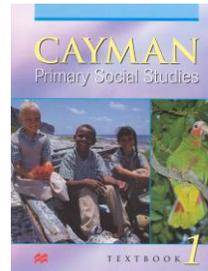
**FORMS:**

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)

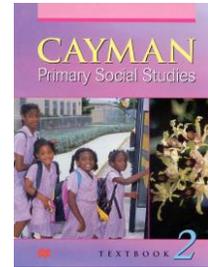
- *Parent Affidavit of Residency Form*
- *Government Schools Withdrawal Request Form*
- *Transcript Request Form*
- *Request for Release and Application for Transfer Form*
- *General Complaints Form*
- *Licence to Teach Form*
- *Student Registration Form*
- *Home Schooling Application Form*
- *Student 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 Facilities Form*
- *Employment Application Form*

**List of Publications by the Department of Education Services that are for sale and can be purchased, likewise we also have corresponding Workbooks 1 – 6 that goes with this series.**

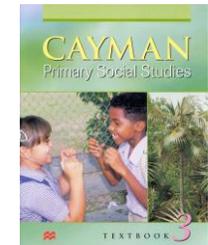
- *Cayman Primary Social Studies Textbook 1*



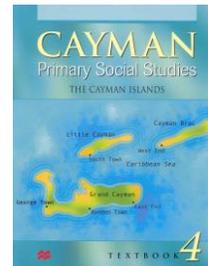
- *Cayman Primary Social Studies Textbook 2*



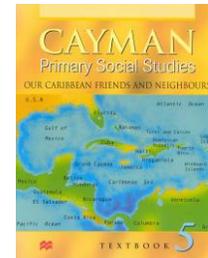
- *Cayman Primary Social Studies Textbook 3*



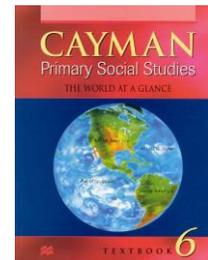
- *Cayman Primary Social Studies Textbook 4*



- *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*



# Office of the Deputy Governor

## 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

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## 1. About the Publication Scheme

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The Office of the Deputy Governor 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 different categories of information, to help you find the documents you are looking for.

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

The Office of the Deputy Governor 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;

- regularly review and update the information made available under this scheme.

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

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The Office of the Deputy Governor will generally not publish:

- information in draft form;
- information that is not held by the Office of the Deputy Governor 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 Office of the Deputy Governors' (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.odg.gov.ky/>. If you are still having trouble locating information listed under our scheme, please contact Mr. Peter Gough, 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.odg@gov.ky](mailto:foi.odg@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 Peter Gough on (345) 244-2439 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  
Office of the Deputy Governor  
C/O Government Administration Building  
Grand Cayman KY1-9000  
Cayman Islands

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

### Personal visits

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

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager on (345) 244-2403.

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

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Office of the Deputy Governor 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 Office of the Deputy Governor strives to ensure that fees and charges are clearly explained and kept to a minimum.

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

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

##### Reproduction costs

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

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

##### Postage costs

The Office of the Deputy Governor will pass on to the requester the actual costs of postage or courier delivery.

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

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

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

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Information held by the Office of the Deputy Governor 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

#### **6. Complaints**

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The Office of the Deputy Governor 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, 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  
3rd Floor, Anderson Square  
64 Shedden Road, George Town  
Grand Cayman, Cayman Islands

Mailing Address:  
P.O. Box 1375  
Grand Cayman KY1 1108  
Cayman Islands  
Telephone:  
345-747-5402

Email:  
FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
General matters - [info@infocomm.ky](mailto:info@infocomm.ky)  
Hours:  
Monday to Friday, 9:30am to 4:00pm

## **7. Categories of information**

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- About Us
- Finance & Administration
- Policies & Procedures
- Lists & Registers
- Our Services
  - Public Sector Reform
  - British Overseas Territory Citizenship
  - Registration as a British Citizen
  - Secretariat to Advisory Committee of Prerogative Mercy
  - Secretariat to Parole Board
  - Secretariat to Prison Inspection Board
  - Deportation
  - Use of National Symbols

## **ABOUT US**

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### **Name of Office of the Deputy Governor**

The Office of the Deputy Governor reports to the Deputy Governor.

### **Principal Officer**

The Principal Officer in the Office of the Deputy Governor is:

Franz Manderson

Deputy Governor

Office of the Deputy Governor

P.O. Box 103  
C/O Government Administration Building  
Grand Cayman KY1-9000

### **Information Manager**

The Information Manager for the Office of the Deputy Governor can be contacted:

*By mail at:*

Information Manager  
Office of the Deputy Governor  
P.O. Box 103  
C/O Government Administration Building  
Grand Cayman KY1-9000  
Grand Cayman

*By phone on:*

(345) 244-2403

*Or by email at:*

foi.odg@gov.ky

### **Organisation and Functions**

The Office of the Deputy Governor assists the Governor and is responsible for the civil service.

### **Location and Hours**

The Office of the Deputy Governor is open from 8:30 a.m. until 5:00 pm from Monday to Friday and is located at:

5<sup>th</sup> Floor Government Administration Building  
Elgin Avenue,  
George Town, Grand Cayman.  
KY1-9000

### **Governance**

*Laws and Regulations that direct the functions and activities of the Office of the Deputy Governor are:*

- Cayman Islands Constitution Order 2009
- Public Service Management Law (2013 Revision)
- Personnel Regulations, 2013 Revision
- Public Management and Finance Law (2013 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
- British Nationality Act 1981

## **FINANCE & ADMINISTRATION**

Administering the Office of the Deputy Governor'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 Office of the Deputy Governor'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:

- 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 Office of the Deputy Governor 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

## **LISTS & REGISTERS**

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The Portfolio holds the following lists and registers:

- Fixed Assets Register
- Freedom of Information Disclosure Log

## **OUR SERVICES**

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- Deputy Governor's Awards
- Minutes of Chief Officer Meetings
- Public Sector Reform
  - Reviews of Public Services
    - Phases 1 – 5
    - Internal Reports
    - Consultant Reports
    - Strategic Reforms Implementation Unit
- British Overseas Territory Citizenship
- Registration as a British Citizen
- Secretariat to Advisory Committee of Prerogative Mercy
- Secretariat to the Conditional Release Law Board
- Secretariat to Prison Inspection Board
- Deportation
- Use of National Symbols
- Consulate Matters



**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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THE DEPARTMENT OF COUNSELLING SERVICES  
CAYMAN ISLANDS GOVERNMENT



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*Phone*

Documents listed in the publication scheme can also be requested by telephone. Please call Administrative Manager at 949-8789 or 244-8711 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  
3<sup>rd</sup> Floor, Royal Plaza Building, Cardinal Ave.  
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 244-8711.

*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.



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#### 4. Fees and charges

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#### 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  
3<sup>rd</sup> Floor, Royal Plaza Building, Cardinal Ave.  
P.O. Box 10142  
George Town, Grand Cayman,  
KY1 – 1102  
Cayman Islands



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



## **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, The Counselling Centre – Mrs. Maria Casal Porto  
Clinical Supervisor, Caribbean Haven Residential Centre – Ms. Esther Taylor  
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



**THE DEPARTMENT OF COUNSELLING SERVICES**  
CAYMAN ISLANDS GOVERNMENT



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



Hours of Operation: 24 hours a day, 365 days a year <b>Personal visits by appointment only</b>	
The Family Resource Centre Compass Centre North Sound Rd. George Town  Hours of Operation: 8:30 a.m. to 5:00 p.m. with additional opening hours for specific client services.	Public Awareness Initiatives Legal Befrienders Clinic  Parenting Programmes Family Programmes Workshops and Presentations Aimed to Empower and Educate Crisis Intervention & Victim Advocacy Case Management Services
Brac Haven – Sister Islands Counselling Centre 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



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.



- **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 (2013)
- 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 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)
- 2015 – 2016 Budget  
<http://www.gov.ky/portal/page/portal/cighome/find/organisations/azagencies/pfe/thebudget>
- Tendering Instructions for the Ministry of Community Affairs and Housing



## **Administration**

### **Communications**

- Press Releases

### **Human Resources**

- Ministry Job Descriptions
- Directory of Departmental staff
- Performance Agreement Templates
- Job vacancies
- 2008 – Annual Salary Scale for Salaried staff and Hourly Rates for Bi-Weekly Employees
- 2011 – Annual Salary Scale for Salaried staff and Hourly Rates for Bi-Weekly Employees
- 2015 – Annual Salary Scale for Salaried staff and Hourly Rates for Bi-Weekly Employees
- 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**  
CAYMAN ISLANDS GOVERNMENT



**The Department of Counselling Services** is responsible for providing quality cost-effective, evidenced-based treatment services within the Cayman Islands.

**The Counselling Centre & Brac Haven** offer Community-based services which include: Individual, Couples & Family Therapy, Specialised Group Therapy, Alcohol & Drug Treatment and Prevention and Educational Workshops.

**The Family Resource Centre** facilitates family 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.

**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,  
3<sup>rd</sup> Floor, Elizabethan Square, Building 1  
64 Shedden Road  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

### **ABOUT US**

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**

<b>Location and hours</b>	<b>Matters handled</b>
<p>The Commissions Secretariat is located on the 2<sup>nd</sup> Floor of Artemis House at #67 Fort Street and is open from 8:30am-5:00pm Monday through Friday.</p> <p>Phone: 244-3685; Fax: 945-8649; 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>	Closed meetings are held once per month or on as needed basis.	<a href="http://www.anticorruptioncommission.ky">www.anticorruptioncommission.ky</a>
<b>The Civil Service Appeals Commission</b>	Closed meetings are held on as needed basis.	<a href="http://www.csac.gov.ky">www.csac.gov.ky</a>
<b>The Commission for Standards in Public Life</b>	Closed meetings are held once per month or on as needed basis.	<a href="http://www.standardsinpubliclifecommission.ky">www.standardsinpubliclifecommission.ky</a>
<b>The Constitutional Commission</b>	Closed meetings are held once per month or on as needed basis.	<a href="http://www.knowyourconstitution.ky">www.knowyourconstitution.ky</a>
<b>The Human Rights Commission</b>	Closed meetings are held once per month or on as	<a href="http://www.humanrightscommission.ky">www.humanrightscommission.ky</a>

	needed basis.	
<b>The Judicial and Legal Services Commission</b>	Closed meetings are held once per quarter or on as needed basis.	<a href="http://www.judicialandlegalservicescommission.ky">www.judicialandlegalservicescommission.ky</a>

**Frequently asked questions**

**Q:** What is the Commissions Secretariat responsible for?

**A:** The purpose of the Commissions Secretariat is to provide analytical and administrative support 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**

15-16 Annual Budget –

<http://www.gov.ky/portal/page/portal/pfhome/publications/2015-16-Budget/2015-16-budget-documents>



**Cayman Islands National Insurance Company  
(CINICO)  
Publication Scheme 2016  
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
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#### 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, Orlee Ebanks at 949-8101 or direct line 815-7333, or email at [oebanks@cinico.ky](mailto:oebanks@cinico.ky) or [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky).

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#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to: Orlee Ebanks, Information Manager, CINICO, P.O. Box 10112, Grand Cayman KY1-1001, Cayman Islands, or email at [oebanks@cinico.ky](mailto:oebanks@cinico.ky) or [foi.cin@cinico.ky](mailto:foi.cin@cinico.ky).

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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.

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#### **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**

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If you wish to complain about any aspect of this publication scheme, please contact Orlee Ebanks at 949-8101 or direct line 815-7333, or email at [oebanks@cinico.ky](mailto:oebanks@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 Orlee Ebanks at 949-8101 or direct line 815-7333, or email at [oebanks@cinico.ky](mailto:oebanks@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  
3rd Floor, Anderson Square  
64 Shedden Road, George Town  
PO Box 1375, Grand Cayman KY1 1108  
CAYMAN ISLANDS  
345-747-5402

[info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of Information**

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

## **ABOUT US**

### **Name of 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**

*Orlee Ebanks  
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
<p><b>CINICO</b>  Unit #3 Cayman Centre,  Airport Road, P.O. Box 10112  Grand Cayman, KY1-1001  Cayman Islands  (345) 949-8101, (345) 949-8226 (fax)  <a href="http://www.cinico.ky">www.cinico.ky</a>    Monday-Friday: 9AM - 4:00PM</p>	<p><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>  <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>  <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></p>

## 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>
<p><b><u>CINICO Board of Directors</u></b></p> <p><i>Mr. Jennison Nunez – Chairman</i>  <i>Ms. Anne Owens – member</i>  <i>Dr. George Meggs – member</i>  <i>Mrs. Dana Brandon – member</i>  <i>Mrs. Darlee Ebanks – member</i>  <i>Mrs. Janet Sarsingh – member</i></p>	<p><i>Meetings are scheduled monthly, and they are not open to the public.</i></p>	<p>Minutes are only available in hard copy and can be obtained by making an FOI request to the FOI Manager by fax 345-949-822 or <a href="mailto:oebanks@cinico.ky">oebanks@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a></p>
<p><b><u>Executive Committee</u></b></p> <p><i>Jennison Nunez – Chairman</i>  <i>Lonny Tibbetts – Chairperson</i>  <i>Anne Owens –Senior Assistant Financial Secretary, Ministry of Finance &amp; Economic Development</i></p>	<p><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></p>	<p>Minutes are only available in hard copy and can be obtained by making an FOI request to the FOI Manager by fax 345-949-822 or <a href="mailto:oebanks@cinico.ky">oebanks@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a></p>
<p><b><u>Risk &amp; Appeals Committee</u></b></p> <p><i>Lonny Tibbetts – Chairperson</i>  <i>Dr. Elizabeth McLaughlin – member</i>  <i>Dr. John Vlitos – member</i>  <i>Dr. Kalia Boddan - member</i></p>	<p><i>Most meetings are scheduled monthly, and they are not open to the public.</i></p>	<p>Minutes are only available in hard copy and can be obtained by making an FOI request to the FOI Manager by fax 345-949-822 or <a href="mailto:oebanks@cinico.ky">oebanks@cinico.ky</a> <a href="mailto:foi.cin@cinico.ky">foi.cin@cinico.ky</a></p>

<i>CICSA – Executive Committee Representative (Non-Voting).</i>		
<b><u>Finance Committee</u></b>  <i>Jennison Nunez - Chairperson Lonny Tibbetts – CEO CINICO Frank Gallippi – CFO CINICO 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:oebanks@cinico.ky">oebanks@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 (2013 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.
- An individual who is 18 years of age or over but under 30 years of age and who, for financial reasons, is dependent on the insured person for shelter or care;

### **My child is full time student overseas. 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 overseas, 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)**

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

 Government Entities Change of Informatio	<i>Government Entities Change of Information</i>
 Application for Direct 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**

 SHIC Plan 13 Benefit 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 2013, 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>
<p><b><i>Finance &amp; Administration</i></b></p> <p><i>Applies to internal support functions relating to finance, personnel and business operations</i></p>	<p><i>Financial administration, Business operations and plans, Administration of Service Level Agreements, Communications, Budgeting</i></p> <p><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></p>
<p><b><i>Operational support &amp; advice</i></b></p> <p><i>Applies to the provision of services and support to clients, members, medical providers, and stakeholders</i></p>	<p><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></p> <p><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></p>



# 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 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 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 – Ms. Kimari Fletcher-Barrett, Human Resources Manager
- MARKETING – Vacant, officer seconded to PoCS
- 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

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

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

		1:30 – 3:00pm Fri 1:30 – 3:30pm Sat 9:00 – 11:30 am
<b>STAKE BAY</b> 19 Kirkconnell Street	948 2222	<b>Jared Scott</b> Mon - Fri 8:30am – 4:30pm Sat : 9:00 – 11:30 am
<b>WATERING PLACE</b> 38 Watering Place Road	948 0242	<b>Greta Scott</b> Mon – Thur 9:00 – 11:30am 1:30 – 3:00pm Fri 1:30 – 3:30pm Sat 9:00 – 11:30 am
<b>WEST END</b> 30 West End Road West	948 1422 <b>FAX:</b> 948 2311	<b>Estelle Stilling</b> Mon - Fri 8:30am – 5:00pm Sat : 9:00 – 11:30 am
<b>LITTLE CAYMAN</b> 92 Blossom Village Drive	948 0016	<b>Debra Turnaretscher</b> Mon – Fri 9:00am – 12:00noon 1:30pm – 3:30pm 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 Secretary: Customer Care Officer, CIPS Members: - Ministry P, L, A, H & I Rep - APMG, Marketing, CIPS - National Archive Rep - National Museum Rep - National Trust Rep - District Commissioner Co-opted Members: - Lyndhurst Bodden - Ivan Burges - Phillippe Bush - Lennon Christian - Carmen Godfrey

		- Shaun McCann - Sara Jan
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Minutes of Stamp Advisory Committee meetings are available on our website (<http://www.caymanpost.gov.ky/portal/page/portal/poshome/aboutus/stampadvisorycommittee/minutes>).

## 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/portal/poshome/aboutus/stampadvisorycommittee/minutes>

## **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. 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 PLAH&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 TURTLE FARM (1983) LTD.

# PUBLICATION SCHEME - 2016

*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
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  - 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**

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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. 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, Grand Cayman KY1-1303 WB, Cayman Islands
- Fax your letter with the Attn: Katherine D. Jackson, Cert. Hon. to 1-345-949-1387
- Hand deliver your written request to our receiving department in the Executive Offices at 786 NW Point Road, West Bay
- In Person at our office, 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,**

*Physical Address:*

3rd Floor, Anderson Square  
64 Shedden Road  
George Town  
Grand Cayman  
Cayman Islands

*Mailing Address:*

P. O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

**Telephone:**

345-747-5402

**Email:**

FOI matters - [foi.ico@gov.ky](mailto:foi.ico@gov.ky)

General matters - [info@infocomm.ky](mailto:info@infocomm.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**

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**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

Raymond Hydes, Chief Sales Officer

Dr. Walter Mustin, Chief Research Officer

Phillip Fourie, Chief Financial Officer

India Narcisse-Elliott, Acting Chief Marketing Officer

**OTHER KEY PERSONNEL**

Sean Glidden, Finance Manager  
Joelle McCrae, Human Resources Manager  
Katherine Jackson, Cert. Hon., Office Manager/Information Manager  
Clarence Bothwell, Turtle Farm Manager  
Geddes Hislop, Curator, Terrestrial, Exhibits & Educational Programmes  
Brian Dann, Lead Aquarist  
Rebecca Bush, Customer Service Team Manager/Deputy Information Manager  
Nichole Blackwell, Retail Gift Shop Manager  
Anita Parsons, Food & Beverage Manager  
Rozetta Simpson-Bush, Assistant Manager, Food & Beverage  
Mark Manderson, Information Technology Support Specialist  
Erin Miller, Acting Lifeguard Supervisor & Safety Officer

**INFORMATION MANAGER**

Katherine D. Jackson, Cert. Hon.  
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.

Ninety-five (95) 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> <ul style="list-style-type: none"> <li>○ Information Technology (see below)</li> </ul>	<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</i>



	<p><i>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></p>
<p><b>HUMAN RESOURCES MANAGEMENT</b></p>	<p><i>Administers Company’s human resources, establishing new positions, recruiting and transferring personnel. Manages wages, benefits, absence and timesheet record systems, 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.</i></p> <p><i>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> </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</i></p>



	<p><i>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>
<p><b>INFORMATION TECHNOLOGY</b></p>	<p><i>Administers the Company's information resources and systems. Designs, procures and implements 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.</i></p> <p><i>Develops policies, tools and procedures for managing technology and information resources. Includes technical intranet or website maintenance activities and library management.</i></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><i>Scope of operations includes tours of the Turtle Farm only, and full Park admissions. Manages the Company's on-site licensed Schooners Bar, Yellow Bird Kiosk and Restaurant as well as the Splash Gift Shop and the Port Kiosk.</i></p> <p><i>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.</i></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><i>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</i></p>



	<p><i>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.</i></p>
<p><b>MARKETING AND SPECIAL EVENTS</b></p>	<p><i>Manages the Company’s relationships with its clients, Government and the public. Maintains customer relations and handling of complaints. Contributes to formal inquiries or investigations. Develops public relations through community events, media campaigns and official functions. Designs and produces signage and publications in various formats (e.g. paper, online and multimedia). 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 / 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</i></p>

	<i>Scheme for access by the public. Maintains general correspondence filing systems for FOI. Trains and supports the IM Deputy.</i>
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## 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 (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 2013 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 of the Board
  - 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	
Mr. Phillip Fourie	Chief Financial Officer	
Mr. Christopher Jackson	Chief Infrastructure Officer	
Ms. India Narcisse-Elliott	Acting Chief Marketing 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, Royal Caribbean International, Disney Cruise Line, Norwegian Cruise Line, Celebrity Cruises, Holland America, Princess Cruises, Costa Cruise Lines, among others.

All ships call at the capital of George Town on the west coast of Grand Cayman, unless the wind conditions dictate a different side of the island in which case they call at the Spotts Dock on the south coast. 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 (Directly to Cayman Turtle Farm)</b>	<b>Yellow</b>	<b>6:00am – 11:00pm Sunday-Thursday</b>	<b>CI \$2.00 –(subject to change)</b>
<b>Route 2</b>	<b>Lime Green</b>	<b>6:00 am - 12 midnight Friday &amp; Saturday</b>	<b>CI\$2.00 + extra CI\$1.00 to stop at the Turtle Farm (subject to change)</b>

To maintain consistency in fares, each bus must display a fare table outlining standard government-authorized fares. The hotline number for public comment and feedback is 945-5100.

▪ **Limousine Services**

There are several private limousine services on Grand Cayman for special events and airport transfers.

▪ **Rental Cars**

Rental cars can be pre-booked before arriving in Grand Cayman. This is advisable during our busy winter season. Most cars can be picked up at the airport or driven to your hotel. Cayman has one of the Caribbean’s most extensive modern fleets of rental cars at competitive rates, and many feature right hand drive.

In addition, most rental jeeps and vans are right hand drive, left hand stick shift. Driving is on the left side of the road throughout the Cayman Islands and it is the law to wear seat belts. Visitors must obtain temporary driver’s licenses from the car rental agency, easily granted upon presenting a valid driver’s license from their home state, county or parish.

You must be 21 to rent a car in the Cayman Islands, and some rental agencies' insurance will not cover renters under 25. Please check with your rental company in advance to determine.

▪ **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 the 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: 7<sup>th</sup> December 2015

## 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 307 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 and bites that are normal turtle behaviour and are not harmful.

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

**A:** We presently have 307 breeders weighing 99,511 pounds (average 317 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 **early** 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 595 lbs. in 2015 - 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. If all is satisfactorily completed in time, releases should recommence in late 2016.

**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 & Educational Programmes

Updated: 7<sup>th</sup> December 2015

## **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*).

- **Are the Sharks males or females and how do you tell the difference?**  
 You may see males only right now 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?**  
 Two (2) 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 program is being evaluated for the future where the guests would be allowed to sign up for a supervised 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 1500 in the Salt-Water Lagoon and 150 in the Predator Reef. Fish of several different species are found in both lagoons. More fish are being introduced in an ongoing stocking program.
- **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: 16<sup>th</sup> December 16, 2015

**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 **record of a** Cayman crocodile was **one** shot in 1959. For public safety as well as her own protection, **this** 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?**

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 **Southern China**. Smiley is an American crocodile, a species **native** to this region **ranging from** Southern Florida **to** Central America **and Northern South America**. **In the Caribbean islands they are found in** Cuba, Jamaica, Hispaniola and of course the Cayman Islands. DNA analysis has revealed that Smiley is actually a hybrid: American crocodile with Cuban crocodile, suggesting that she may have actually migrated here from Cuba.

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

When first captured in December 2006, Smiley was about 8 feet long. In 2015 she measures **a little over** 10 feet.

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

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 **an average of** 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, the cooler weather and shorter days trigger a slower metabolism, which means that Smiley eats less frequently - usually once per week.**
- **Is it a real crocodile?**  
Especially in the Winter **season**, 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 **is a hunting technique that 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 **in the remote possibility that she may breed with any pure-bred Cayman crocodile out there. Also**, today’s Cayman society **is** no longer used to living side by side with the crocodiles that gave the islands their name, and **so** they are not eager to have crocodiles return to **the wild in** Cayman! 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 centrepiece 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 **approximately 100** 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 2015 there were **9** species of birds in the Aviary: **3** species of pigeons, 2 species of ibis, 1 parrot species, 1 Bananaquit species, 1 honeycreeper species, 1 finch species.
- **What do the birds eat/ Can you feed the birds?**  
The Aviary is a **semi-natural** habitat for the various birds. Aviary staff feed the birds a selection of 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 **conducts an ongoing** captive-breeding and release **programme for** native White-crowned Pigeons and Cayman Parrots (National bird of the Cayman Islands). The Aviary is also **functions as** a part-time **wildlife** 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, **Cayman Iguana exhibit** and the Shoreline Nursery are just outside the Aviary. **The Cayman Butterfly Garden opened in November 2015 and offers spectacular views of colourful native wildflowers and butterflies.** The **nearby** Blue Hole Nature Trail **offers a cool casual stroll** through a Cayman woodlot, good for viewing **native plants and bird-watching** especially in the **cooler morning hours**. The Wild Banana Orchid (National flower of the Cayman Islands) blooms along the Trail in June **and** the Blue Hole sinkhole itself is home to **the** rare Cayman Ghost Orchid that bloom in **late** April. The small **Blue Hole** cave **itself is home to** a tiny blind cave isopod (shrimp) that is found nowhere else on Earth.

Geddes Hislop  
Curator, Terrestrial Exhibits & Educational Programmes  
Updated: 7<sup>th</sup> December 2015

## **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, Revision 2013
- 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
- Finance 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
- Veterinary Law, 1997, revised
- Veterinary Regulations, 1998, revised

## **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 Practise on Publishing (111109)
  - Freedom of Information Law 2007
  - Freedom of Information Regulations 2008
  - Free of Information Training Papers
  - JADE Tracking System Training Manual
  - Publication Scheme
  - Record Management Manual
  - ICO Reports
  - ICO – Appeals Police & 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 (2013-2014)  
 Refund Policy  
 Standards of Procedure (SOPs)  
 Crew Members' Handbook (2012)  
 Hurricane Preparedness Plan (2015)

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: 16<sup>th</sup> December 2015

- 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  
3<sup>rd</sup> Floor Anderson Square  
64 Shedden Road  
George Town, Grand Cayman

PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email for FOI matters: [foi.ico@gov.ky](mailto:foi.ico@gov.ky)  
Email for general matters: [info@infocomm.ky](mailto:info@infocomm.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:

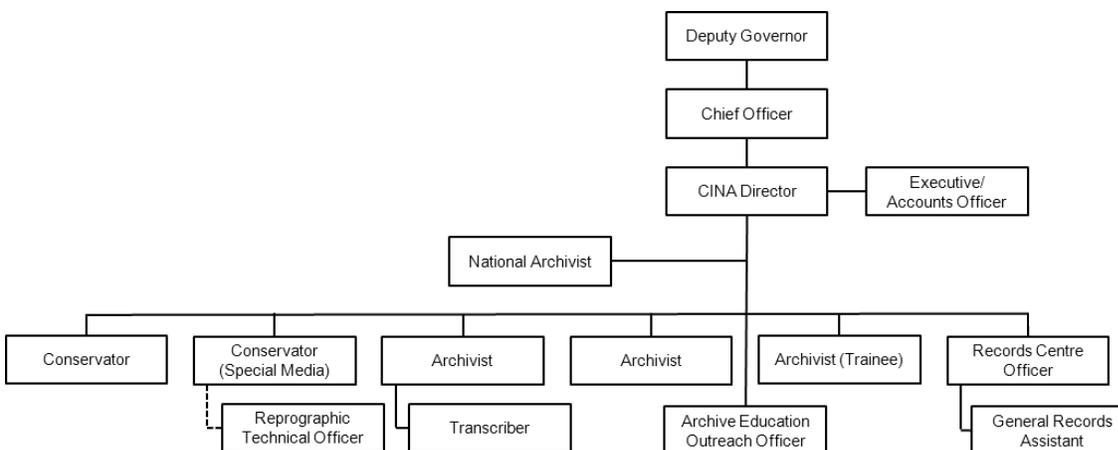
- To enable good recordkeeping practices across the Cayman Islands public sector, in support of Government accountability and efficiency; and
- To manage, preserve and provide access to the documentary heritage of the Cayman Islands through its Historical Collections.

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, 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, off Shedden Road.	All matters and work processes relating to CINA are managed and performed at the one location.
<p>CINA's Reading Room is open Monday-Friday, 9:00am - 4:30pm. We take our last appointment at 3:30pm.</p> <p>Appointments are recommended to ensure that time and space in the Reading Room is available.</p>	<p>The viewing of information listed in this publication scheme or records requested via FOI Requests to CINA, takes place in the Reading Room.</p> <p>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.</p>

### Boards and Committees

Name	Meetings	Minutes
<p>Records Advisory Committee, which in accordance with Section 5 of the National Archive and Public Records Law (2015 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 returns to report on status.
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.
2015	The National Archive and Public Records Law revised.

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 (2015 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:-

- The Cayman Islands Constitutional Order 2009 – accessible online at [www.constitution.gov.ky](http://www.constitution.gov.ky)
  - Public Service Management Law (2013 Revision)\*
  - Public Service Management Law - Personnel Regulations (2013 Revision)\*
  - Public Management and Finance Law (2013 Revision)\*
  - The Public Management and Finance Law - Financial Regulations (2013 Revision)\*
  - The Freedom of Information Law (2015 Revision)\*
  - Evidence Law (2011 Revision)\*
  - Electronic Transactions Law (2003 Revision) – hardcopy accessible in CINA Reading Room (RR) and may be available for purchase from the Cayman Islands Legislative Assembly
  - 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**

2015-2016 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**

- 2011 Departmental Disaster Control Database – holds information on vital records for all public authorities
- Continuity of Operations Plan 2015
  - \* 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 – 2015/16 Budget online 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, 2015 – 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**

- Complaints Process – procedures for handling complaints
- Complaints\* section of CINA website and Complaint Form\*
- Internal Complaints Policy
- 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**

- 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
  - 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)
- Accession Information Sheet - records detailed information of private donations upon receipt (D) – in draft form, not accessible until approved.

### **Databases – Internal Use**

- 2015-2016 Archival Acquisitions - statistical log of materials acquired into the Historical Collection of the Cayman Islands
- 2015-2016 Potential Acquisitions Log (D) – a descriptive and statistical log of potential materials that may be acquired into the Historical Collections

### **Reading Room (RR)**

- Policy on Photocopying
- Policy on Publication of Photographic Records
- Reading Room Rules\*
- Procedures for Managing Reference Services
- 2015-2016 Reference Log - a statistical log of inquiries pertaining to access to historical information
- Microfiche Sale Log - records sale of microfiche

### **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
- Oral History Narrators listing

#### **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

\* 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.

- Disposal scheduling based on operational file plans: Procedures for CINA staff
- Records Centre Procedures

#### **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
- 2015-2016 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

#### **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.

#### **Forms – Internal Use**

- CINA Preservation Site Visit Report template
- Microfiche Order - order form to replenish microfiche stock for sale

#### **Databases – Internal Use**

- Conservation Treatment Database – records invasive/non-invasive treatment carried out on documents

- 2015-2016 Micrographics Stats spreadsheet – records the production of microfiche
- 2015-2016 Preservation Photographic Stats – records the production of photographic orders and scanning projects

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

### Registers

Fixed Asset Register 2015/16 – 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**

### **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
- Audiovisual Publication Request Form

### **Forms – Internal Use**

- CINA 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
- Photographic Disclaimer labels – labels restricting further reproduction; provided with all photographic print orders

### **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 Images
- Photographic Collections - a catalogue of CINA's Photographic Collections for public access only (copy)

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

### **Databases – Internal Use**

- Accession Register - a catalogue briefly describing privately donated materials
- Central Registry – a catalogue describing Government’s historical documentary pre-1980’s
- Commissioner’s Correspondence - a descriptive catalogue of letters to and from the Commissioners of the Cayman Islands
- Government 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
- 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
- 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

### **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 Bank1 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

### **Government Records Management (RM)**

All documents are accessible by visiting CINA's Reception Desk, (RR) and/or via email at recordscentre@gov.ky, unless otherwise noted as \* which denotes that it is accessible online at www.cina.gov.ky

### **Tools – For Public Authorities**

#### **Forms and Templates – 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

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

- 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)
- Information Management Policy Template
- Mapping Tool Template

### **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
- Communications Management Administrative Schedule
- Information and Technology Management Administrative Schedule
- Strategic Management Administrative Schedule

### **RM Guidance**

- Policy and Standards
  - Creation, Maintenance and Disposal Standard\*
  - Records Management Policy\*
  - Deputy Governor's Code of Practice on Records Management (per s.52 of the FOI Law)\*
  - Deputy Governor's Code of Practice on Publishing (per s.51 of the FOI Law)\*
  - Government Use of E-mail (Administrative Circular No. 2 of 2006)\*
- Guidelines
  - Destruction of Public Records\*
  - Transfer of Public Records to CINA\*
  - Guidelines for Boards and Committees\*
  - Managing Electronic Records\*
- Fact Sheets
  - Legal Admissibility Fact Sheet \*
  - Cloud Guidance\*
- Conducting a records survey
- RM Glossary
- Records Management System (RMS) User Manual
- Records Management Handbook (pending)
- Online RM tutorials for CSC (pending)

### **Preservation Management**

- Guidelines to the Hazard Management Plan for Records\*
- Hazard Management Plan for Records template\*
- 2013 Disaster Preparedness bulletin\*
- 2013 Hazard Management Plan for Records Form \*

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