

## CAYMAN ISLANDS



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## THE PUBLICATION SCHEMES 2017



## Department of Environment

### Publication Scheme

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

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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 different categories of information as described in Section 7 below, to help you find the documents you are looking for.

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

The Department of Environment will:

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

- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

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The Department of Environment will generally not publish:

- information in draft form;
- information that is not held by the Department of Environment or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.
- case-files as created and used by the Enforcement section. These may be available (subject to FOI law exemptions) by application to the Courts Office.
- Enforcement patrol schedules
- Scientific data collections prior to publication

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

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

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

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

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

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

## 3. Methods of access

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

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

### Online

Many of our documents are published electronically on our website and can be downloaded in PDF format, or members of the public can use our website "Search" facility at [www.doe.ky](http://www.doe.ky) . If you are still having trouble locating information listed under our scheme please contact Information Manager, Nathan Dack at the number below.

### Email

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

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 949-8469 to request information.

#### Post

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

**Department of Environment**  
PO Box 10202  
Grand Cayman KY1-1002  
Cayman Islands

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

#### Personal visits

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

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact:

Information Manager  
CIG- Dept. of Environment  
Tel: (345) 949-8469  
Direct: (345) 244-5972  
Fax: (345) 949-4020  
P.O. Box 10202, Grand Cayman KY1-1002  
Email: [foi.env@gov.ky](mailto:foi.env@gov.ky)

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

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

## **4. Fees and charges**

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

There are some publications which the Department of Environment offers for sale. Currently:

*"Threatened Plants of the Cayman Islands - The Red List"* by Frederic J. Burton; \$19.95 C.I.

*"Flora of the Cayman Islands"* by George R. Proctor, \$30.00 C.I.



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

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

### ***Schedule of Fees***

- 1) Photocopy Black & White (all sizes) - \$1.00 per page;
- 2) Photocopy Color (all sizes) - \$1.50 per page
- 3) Photographs:
  - (a) Black & White / Colour (digital photographic print from digital file, scanned hardcopy of existing negative);
    - i) 8 \_ x 11 (or smaller) - \$5.00
    - ii) 8 1/2 x 14 - \$7.50
    - iii) 11 x 17 - \$10.00
  - a. (b) Black and white (photocopy or standard print-out) - \$1.00
  - b. (c) Colour (photocopy or standard print-out) - \$1.50
- 4) Conversion of an analogue audio or video record (e.g., tape or reel to reel) into digital MP3 or DivX file format; an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
- 5) Transcripts – an amount that does not exceed the actual costs incurred by the authority based on hourly rates of staff undertaking the transcription.
- 6) Blue print reproduction - \$3.00 per sheet.
- 7) Maps and plans - \$5.00 per page
- 8) Print-out of a digital document or database report Black & White copy (all sizes) - \$1.00 per page.
- 9) Provision of a digital record (text or image) in standard PDF, JPEG or TIF file format: (a) by email – no charge; (b) on compact disc or DVD - \$2.00.
- 10) Conversion of a paper record (text or image) into PDF, JPEG or TIF file format; the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
- 11) Digital text files converted to audio formats for visually impaired – the actual costs incurred by the Computer Services Department, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium.
- 12) Posting of record: Where access to the record to which the request relates is to be given in the form of the provision of a copy of the record and the copy provided is, at the request of the applicant, to be sent by post or courier, a charge in respect of the posting or delivery of the copy not exceeding the actual cost of post or delivery.
- 13) Shipping costs – The Department of Environment will pass on to the requester the actual costs of postage or courier delivery chosen by applicant and a preparation charge of \$20.00.
- 14) Expedited service: \$50.00 non refundable payable on making application.

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

Information held by the Department of Environment] that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Freedom of Information requests must be made in writing (letter, fax, prescribed form) including in electronic form. Email requests are also acceptable. You don't have to give a reason why you want the information; however, your request should be specific. Remember that a public agency may not be able to respond to a vague or voluminous request if it may strain available resources. Specific requests will help you get what you want, so try to provide as much information as possible: what kind of document it is, what format is the information in, what date or year was it produced.

## 6. Complaints

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

If you wish to complain about any aspect of this publication scheme, please contact our Information Manager: (345) 949-8469: or email: [foi.env@gov.ky](mailto:foi.env@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained by contacting a member of our Administrative staff at (345) 949-8469.

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

***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

## 7. Categories of information

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

## ABOUT US

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Department of Environment  
**Cayman Islands Environmental Centre**  
**580 North Sound Road**  
PO Box 10202  
Grand Cayman KY1-1002  
Cayman Islands  
Telephone: (345) 949 8469  
Web site: [www.DOE.ky](http://www.DOE.ky)

**Ministry**

Ministry of Financial Services, Commerce & Environment

**Minister**

Hon. Wayne Panton

**Chief Officer**

Mr. Dax Basdeo  
3<sup>rd</sup> Floor Government Admin. Building  
PO Box 110  
Grand Cayman KY1-9000  
Telephone: (345) 949 7900  
Fax: (345) 949 1790

**Director of the Department of Environment**

Mrs. Gina Ebanks-Petrie

**Deputy Director: Operations & Enforcement**

Mr. Scott Slaybaugh

**Deputy Director: Research & Assessment**

Mr. Timothy Austin

**Chief Conservation Officer**

Mark Orr  
contact: (345) 916 4271

**Information Officer**

Nathan Dack

CIG- Dept. of Environment  
Tel: (345) 949-8469  
Direct: (345) 743-5963  
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 Licences Lion fish control program & licenses
<b>Little Cayman:</b>	
<b>Blossom Village</b> (next to the public park)  No scheduled hours – phone 916-7021	Marine Parks Office Marine Enforcement Visiting Scientist accommodation Workshop

<b>Cayman Brac:</b>	
<b>Creek</b> 256 Creek Road  No scheduled hours – phone 926-0136	Marine Enforcement Office Marine Parks Office

## **Organisation and functions**

The Department of Environment (DoE), under the Ministry 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) was 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, on behalf of the National Conservation Council. 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 Senior Environmental Assessment Officer, the Sustainable Development Research Officers and the Terrestrial Resources Unit Manager. The TRC meetings are often attended by developers and applicants seeking advice on minimizing and mitigating the environmental impacts of a proposal, or requiring advice regarding sustainable development practices.

The TRC is responsible for reviewing coastal works applications, which relate to works that extend seaward from the Mean High Water Mark (MHW). The TRC issues a Coastal Works Review to the Ministry of Financial Services, Commerce & Environment., for all coastal applications which it is consulted upon. These Reviews provide comments on the proposed development or works, recommendations on how to minimize the environmental impacts of the works (including suggested conditions to be attached to the Coastal Works License should permission be forthcoming) and recommendations on royalty, environmental mitigation and admin/monitoring fees, as appropriate. The TRC Reviews are then utilized by the Ministry of Financial Services, Commerce & Environment, when preparing their own Reviews to Cabinet, which assists in Cabinet's determination of each coastal works project.

## **Boards and Committees**

### **National Conservation Council**

The National Conservation Council is established by and to facilitate the goals of the National Conservation Law. The Department of Environment is a member of and provides administrative services to the National Conservation Council. Many of the activities carried out under the Law – issuing permits, species protection rules, national parks and other protected areas - will be conducted under the auspices, direction or permission of the National Conservation Council. The Council may be reached via email, [ConservationCouncil@gov.ky](mailto:ConservationCouncil@gov.ky).

### **Marine Conservation Board**

The Marine Conservation Board ceased to operate with the repeal of the Marine Conservation Law, being replaced with the National Conservation Law and National Conservation Council.

### **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 as necessary. As the AAC frequently reviews private business proposals the meetings are not open to the public. Copies of the Central Planning Authority's Aggregate Policy, The Study for the Provision of Aggregate and Fill Material, and AAC Organisational Policy are available upon request.

**Beach Review and Assessment Committee**, and the **Environment and Coastal Zone Management Committee** are both defunct and therefore not sitting committees. Information about them and DOE's past participation on them can be found on our website or 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 as a result of a similarly named department. We receive many calls regarding garbage collection: this is the responsibility of the Department of Environmental Health. Neither are we responsible for rodent issues; insect infestations; garden bonfires; derelict cars nor strange odours. For any such enquiries please contact: [evh@gov.ky](mailto:evh@gov.ky) or call 345 949 6696.

Frequently asked questions which are relevant to this department are typically in respect of Fishing Seasons, and the island wide Marine Parks. We produce a leaflet titled: 'National Conservation Laws and Regulations'. 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 Cayman Yellow Pages.

### **▪ *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 published its consensus-based (final draft) Climate Change Policy, which was 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**

- \* 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]
- EIA Directive, 2016
- Endangered Species (Trade and Transport) Law, 2004

(\* These items of legislation can be emailed to enquirers upon request.)

- Marine Conservation Law (2013 Revision) – Repealed
  - Marine Conservation Directives (2003 Revision) - In Force
  - Marine Conservation (Amendment) Directives, 2009 - In Force
  - Marine Conservation (Grouper Spawning Areas) Notice, 2011- Repealed
  - Marine Conservation (Marine Parks) Regulations (2007 Revision) - Partially In Force
  - Marine Conservation Regulations (2004 Revision) - Partially In Force
  - Marine Conservation (Turtle Protection) Regulations (2008 Revision) – Repealed
  - Restricted Marine Areas (Designation) Regulations (2003 Revision) - In Force
  - Marine Conservation (Fishing Licences) Regulations, 2003 2003 In Force (DoE Note: not enforced, contrary to Bill of Rights provisions)

- National Conservation Law, 2013 - Partially In Force (as at 15th August 2016 only sections 46 and 47 are NOT in force)
  - National Conservation Law, 2013 (Commencement) Order, 2014 - In Force
  - National Conservation Law, 2013 (Commencement) Order, 2015 - In Force
  - National Conservation Law, 2013 (Commencement) Order, 2016 - In Force
  - NATIONAL CONSERVATION COUNCIL NOTICES, 2016 - In Force
    - INTERIM FISH CONSERVATION PLAN
    - DIRECTIVE FOR ENVIRONMENTAL IMPACT ASSESSMENTS SECTION 43, NATIONAL CONSERVATION LAW
    - GUIDANCE ON PREPARATION OF AN ENVIRONMENTAL STATEMENT
    - GUIDANCE NOTE ON THE USE OF THE ENVIRONMENTAL PROTECTION FUND, SECTION 47, NATIONAL CONSERVATION LAW
  - National Conservation (General) Regulations, 2016 - In Force
    - DoE Note: These Regulations contain Species Conservation Regulations and Amendments to Marine Conservation Law Regulations to bring them in line with the National Conservation Law
  - National Conservation (Fees and Forms) Regulations, 2016 - In Force
  - National Conservation Council (Licence and Permit) Directives, 2016 - In Force

(As reported by and available from the Judicial Administration website, January 2016)

### **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 (1 July 2015)
- \* Public Service Management Law (2013 Revision)  
Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2013 Revision)
- Schedule One of the Personnel Regulations: A document describing and conditions (2013 Revision) Employment Terms
- Public Servant Code of Conduct for Civil Servants (December 2007)
- The DoE Officer Safety and Use of Weapons – SOP's 15 Dec. 2015

(\* These laws/regulations are available for viewing at our offices by appointment.)

## CLASSES OF INFORMATION HELD FOR ADMINISTRATION SECTION

Classes of Information	Restrictions & Accessibility to information
CIG/Internal to Government Cabinet reports & recommendations	FOI requests concerning this type of information should be directed to the Cabinet Office or the Ministry of Financial Services, Commerce & Environment.
Personnel / Human Resource records.	Access to personal information is restricted to the relevant personnel.
Financial information i.e. accounts, budget, Grant Agreements	The majority of this information can be accessed by the public through FOI law. Access is restricted for personal information or if information is being used for recommendations or investigation.
Vendor Files 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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- National Conservation Council– 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 inquiries to the appropriate DOE staff, managing the front desk and providing secretarial to other members of staff.

### ***Enforcement Section***

The Enforcement Section works primarily with the enforcement of the National 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

Classes of Information	Restrictions & Accessibility to information
Case Files	The majority of this information can not be accessed by the public, even through FOI law, if it is being used for investigation/evidence purposes. Application to the Courts office may be made for closed files.
Log book copies	The majority of this information can not be accessed by the public, even through FOI law, if it is being used for investigation/evidence purposes; or if it contains surveillance details.

Public Relations – correspondence re Marine Law queries, etc.	The majority of this information can be accessed by the public upon request or through FOI law.
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## ***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.

## ***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	The majority of this information can be accessed by the public upon request.
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	The majority of this information can be accessed by the public upon request.
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
- Guidelines for a reef clean-up
- DoE – DEH. Do you know the difference?
- DoE Sighting Program

- Flicker
  - Guide to Submitting Application for Coastal Works
  - Marine Park Regulations & National Conservation Law
  - Marine Turtles and Lighting Management
  - Public Moorings
  - Reducing Your Office Footprint
  - Tompkins and Hurlston (2003): Report to Government on Adaptation Lessons Learned
  - Tompkins and Hurlston (2005): Natural Hazards & Climate Change
  - Welcome to the Darwin Initiative
  - Wetlands
- 
- \* '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.

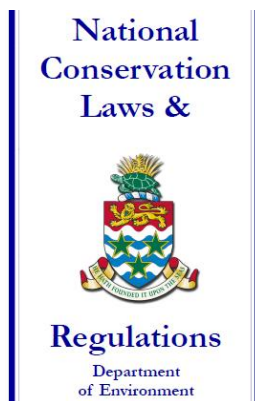
(Please note: this is a periodic publication produced when resources allow.)

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

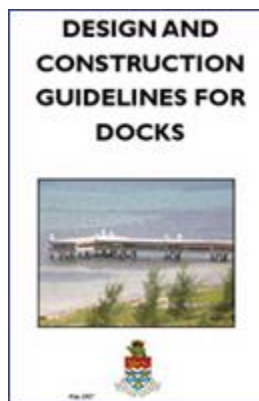


[doemarineresearchnewsvol11](http://doemarineresearchnewsvol11)

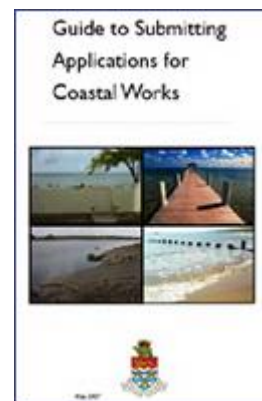
## Examples of DOE Literature



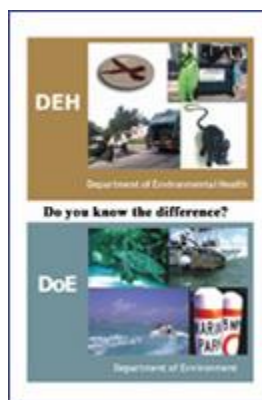
Conservation Brochure



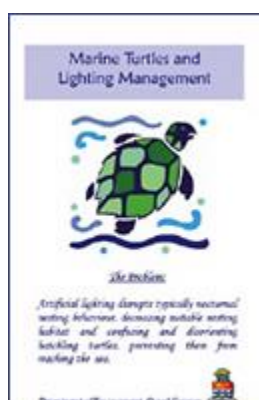
Dock Guidelines Brochure



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 –

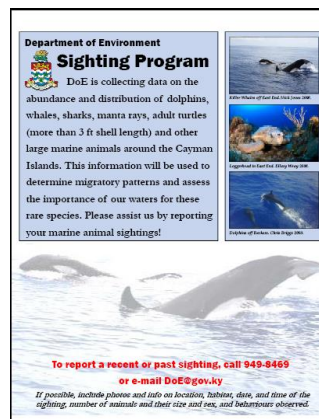


Tyndall Center,



Tyndall Center,

## Natural Hazards – Report





***University College of the Cayman Islands***  
**Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

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

**1. About the Publication Scheme**

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

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

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

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

The University College of the Cayman Islands will:

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

- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The University College of the Cayman Islands will generally not publish:

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

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

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

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

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

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

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

## 3. Methods of Access

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

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

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

### **Online**

Many of our documents are published electronically on 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:

Telephone Number: 345-623-8224 (UCCI) or 345-623-0563 (Direct Line)

E-mail: [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky) or [@foi@ucci.edu.ky](mailto:@foi@ucci.edu.ky)

### **Email**

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

### **Telephone**

Documents listed in the publication scheme can also be requested by telephone. Please call 345-623-8224 to request information.

### **Post**

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

Mrs. Lucille Kong at 345-623-8224 or by email at [Lkong@ucciedu.ky](mailto:Lkong@ucciedu.ky) or [foi@ucci.edu.ky](mailto:foi@ucci.edu.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 Mrs. Lucille Kong at 345-623-8224 or direct line at 345-623-0563 or [foi @ucci.edu.ky](mailto:foi@ucci.edu.ky)

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

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

**4. Fees and charges:**

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

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

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

There are some publications which the University College of the Cayman Islands offers for sale. This includes: *JUCCI Publication*. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

**Reproduction costs:**

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

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

**Postage costs:**

The University College of the Cayman Islands will pass on to the requester the actual costs of postage or courier delivery.

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

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

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

Information held by the University *College of the Cayman Islands* that is not published under this scheme can be *requested in writing*.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager, Mrs. Lucille Kong at 345-623 8224 or direct line 345-623-0563 or email at [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky) or [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky)

**6. Complaints**

The *University College of the Cayman Islands* aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Mrs. Lucille Kong at 345-623-0563 or email at [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky) or [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Mrs. Lucille Kong at 623-8224 or direct line at 345-623-0563 or email [lkong@ucci.edu.ky](mailto:lkong@ucci.edu.ky) or [foi@ucci.edu.ky](mailto:foi@ucci.edu.ky)

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

**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**

Dr. 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

**Dean of Academics: University College of the Cayman Islands**

Dr. Ivan Eubanks (Acting)

**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](mailto: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

Telephone Number: 345-623-8224 (UCCI) or 345-623-0563 (Direct Line)

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

Boards and Committees		
Name	Meetings	Minutes
<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>Mr. Anthony Ritch</i></p> <p><b>Members:</b></p> <p><i>Mr. Thomas Simpson</i>  <i>Mr. Steve Bramwell</i>  <i>Ms. Shena Ebanks</i>  <i>Ms. Clyte Linwood</i>  <i>Mr. Randy Myles</i>  <i>Ms. Lisa Watler</i>  <i>Dr. Tasha Ebanks-Garcia Ms.</i>  <i>Ms. Theresa Walters</i>  <i>Mr. Stephen Watler</i>  <i>Mr. J. A. Roy Bodden (Ex-officio)</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"><i>foi@ucci.edu.ky</i></a></p>

Academic and Administrative Committees		
Name	Meetings	Minutes
<b>Academic &amp; Administrative Committee</b> <i>President J A Roy Bodden, JP - Chair</i>  <i>Ms. Shena Ebanks (Board Member)</i>  <i>Ms. Clyde Linwood (Board Member)</i>  <i>Dr. Kwabena Asamoah (Dean of Administration)</i>  <i>Dr. Ivan Eubanks (Acting Dean of Academic Affairs)</i>   <i>Dr. J.D. Mosley-Matchett – Director of Graduate Studies and Professional Development</i>  <i>Mr. Ansel Temporal – Chief Financial Controller</i>  <i>Ms. Allison Anglin – Acting Registrar</i>   <i>Mr. Mitch Ebanks - Director of Student Services</i>   <i>Mr. Walling Whittaker – Human Resource Manager</i>   <i>Antoinette Gayle- Faculty Representative</i>   <i>Charles Lewinson - Student Representative</i>	<i>Location: University College of the Cayman Islands</i>	<i>Minutes may be requisitioned through a FOI request by contacting Mrs. Lucille Kong at <a href="mailto:foi@ucci.edu.ky">foi@ucci.edu.ky</a></i>

## **History**

Government-sponsored tertiary education in the Cayman Islands began in 1975 when the Community College was established as a part-time institution. From 1976 to 1981 three other institutions - the Trade School, the Hotel School and the Marine School - were founded. These schools were located at different sites and were supervised either by the Ministry of Education or the Ministry of Tourism and Labour.

In 1985, the Government of the Cayman Islands decided to centralise the administration of all public post-secondary educational institutions on the islands. The Hotel Training School, the Marine & Trade Training School and the Secretarial/Business Studies Section of the Sixth Form of the Cayman Islands High School were amalgamated to form the Community College of the Cayman Islands.

In 1987, by an Act of the Legislative Assembly, the College was established as a semi-autonomous post-secondary educational institution.

In 2004, by an act of the Legislative Assembly, the name of the institution was changed from the Community College of the Cayman Islands to the University College of the Cayman Islands.

Governance of the College, as stipulated in the Community College Law, 1987, and in subsequent revisions of 2004, is the responsibility of a Board of Governors and an Academic and Administrative Committee.

## **Ministry**

UCCI functions under the Ministry of Education, Training and Employment.

## **STRATEGIC MANAGEMENT**

The Ministry of Education, Training and Employment administers the authority's operations at the organisational level; developing business plans and corporate policy; setting long term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programmes to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

- **Governance**

- University College Law (2012 Revision)
- Freedom of Information Law, 2007
- The National Archive and Public Records Law, 2007
- The National Archive and Public Records Regulations, 2007
- The Public Service Management Law (2007 Revision)
- Personnel Regulations, 2006
- The Public Management and Finance Law (2005 Revision)
  
- NB: These are available from the UCCI, Sam Basdeo Learning Resource Centre. (Photocopying is \$0.10 per page)
  
- Board of Governors Minutes (accessible through a Freedom of Information Request)

- **Corporate management**

- Mission Statement
- Hurricane Disaster/Recovery and Emergency Preparedness Plan 2006

- **FINANCE & ADMINISTRATION**

- **Financial management**

- Budget
- Audit Reports
- Accounting Policies
- Financial Statement (Audited)
- Tender
- Contracts

- **Administration**

- Class Schedules
- Examination Schedules
- Insurance Policies

- Employment Contracts
- Job Vacancies (<http://www.ucci.edu.ky>)
- File Plan (work in progress)
  
- **Human Resources**
  - Organizational Chart (working progress)
  - 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
- Application for Undergraduate Readmission
- 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)
- Final Exam Clash forms
- Grade Forgiveness Request form
- Grade Appeal Form
- Petition for make–up Examination
- Payment Plan Fees (\$50)
- Refund Request form

- Request for Letter (\$10 express \$20)
- Re - Admission form
- 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 form
- 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 Programs
- Associate Degree Programs
- Associate of Arts in Primary Education
- Bachelor Degree Programs
- Bachelor of Science Degree in Nursing
- Bachelor of Science in Social Science
- Bachelor of Science in Primary Education
- Executive Certificate in Global Leadership
- Executive Master of Business Administration
- Executive Master in Public Administration
- Certificate in Legal Support and Administration
- University College Brochures
- Undergraduate Academic Amnesty Application
- Continuing Education
- Sam Basdeo Learning Resource Centre
- 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 certificate, computer technician certificate, and electrical technology certificate.*
  
- **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 (5) CXC/GCSE/IGCSE including English at General/Technical proficiency levels with grade 1-111 or a SAT score of 1425.*
  
- **What is the cost of the application fee?**
- *The cost of the application fee CI\$ 25.00.*
  
- **Where is the UCCI testing centre located?**
- *In the Learning Resource Centre ( Sam Basdeo Building)*



## Treasury Department

### Publication Scheme

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

#### CONTENTS:

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

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

The Treasury Department will:

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

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

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

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The Treasury Department will generally not publish:

- information in draft form;
- information that is not held by the Treasury Department, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information, or commercially sensitive information. Records containing exempt matter will be published in a redacted 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 Treasury Department'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 as follows:-

*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 Treasury Department website at [www.treasury.gov.ky](http://www.treasury.gov.ky) and can be downloaded in PDF format. Where information is available

online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are having trouble locating information listed using the Treasury Department website, please contact the FOI Information Manager Louella Thompson at 949-7900 or direct line at 244-2120 or email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky)

#### Email

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Louella Thompson at 949-7900 or direct line at 244-2120 or Email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky) to request information.

#### Post

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

Ms. Louella Thompson  
Information Manager  
The Treasury Department  
Government Administration Building  
133 Elgin Avenue  
Box 125, Grand Cayman KY1-9000  
Cayman Islands

In your request, please provide a name, 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 Louella Thompson at 949-7900 or direct line at 244-2120 or email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky).

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

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

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

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

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

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

##### **Reproduction costs**

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

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

##### **Postage costs**

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

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

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

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

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Information held by the Treasury Department that is not published under this scheme can be requested in writing by contacting the FOI Manager, Louella Thompson at 949-7900 or direct line, 244-2120 or email [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky);

*Or visit <http://www.treasury.gov.ky> Making a Request.*

Your request will be considered in accordance with the provisions of the FOI Law

#### **6. Complaints**

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

If you wish to complain about any aspect of this publication scheme, please contact Louella Thompson at 949-7900 or direct line at 244-2120 or email: [louella.thompson@gov.ky](mailto:louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490966&\\_dad=portal&schma=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490966&_dad=portal&schma=PORTAL)

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



Information Commissioner's Office,  
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*

## **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**

Treasury Department

### **Ministry**

Ministry of Finance & Economic Development

### **Head of Department**

Accountant General;  
Matthew Tibbetts,  
3<sup>rd</sup> Floor  
Government Administration Building  
133 Elgin Avenue,  
Box 125, Grand Cayman KY1-9000  
Cayman Islands.

### **Information Manager**

Louella Thompson  
Information Manager  
Treasury Department  
3<sup>rd</sup> Floor  
Government Administration Building  
133 Elgin Avenue  
Box 125, Grand Cayman KY1-9000  
Cayman Islands  
Direct Line: 1 (345) 244-2120  
Office: 1 (345) 949-7900 Ext. 2120  
Fax: 1 (345) 945-2469  
Email: *Louella.thompson@gov.ky*

FOI email: [foi.tsy@gov.ky](mailto:foi.tsy@gov.ky)  
Website: [www.treasury.gov.ky](http://www.treasury.gov.ky)  
Freedom of Information website: [www.foi.gov.ky](http://www.foi.gov.ky)

## **Organisation and functions**

### **FUNCTION**

The Treasury Department is headed by the Accountant General, Matthew Tibbetts and two Deputies, Gloria Myles and Theresa Walters.

The Treasury is responsible for the preparation of monthly managerial financial reports and periodic financial forecast to Cabinet. It is charged with the consolidation of the forecast and annual financial statements for core government and the entire public sector as required by sections 29(2) and 29(2) (b) of the Public Management and Finance Law using International Public Sector Accounting Standards (IPSAS). Treasury has oversight for the management and forecasting of core government cash flows as well as the negotiation, evaluation and administration of core government borrowings. It is responsible for the design, quality assurance and management of the budget and reporting processes for the Entire Public Sector (EPS); this includes coordinating and preparing an annual timeline, strategic policy statement, annual plan and estimates, annual budget statements, ownership and purchase agreements and revenue forecast;

The Treasury is also responsible for the management and functionality of the Government's financial information system (IRIS); and also provides financial management services to Ministries/Portfolios and the Executive; the collection of environmental protection fees, cruise ship departure charges, debit transaction fees, Stamp Duty on Insurances and the management of delegated Trusts Assets (Mutual Legal Assistance Treaty – MLAT; Defunct Companies; Dormant Accounts).

### **UNITS/SECTIONS**

#### **Cash Management Unit (CMU)**

The Cash Management Unit operates under Part V of the Financial Regulations (2013 Revision). It falls under the auspices of the Minister of Finance and forms part of the Treasury Department within the Ministry of Finance & Economic Development. It is responsible for core government's centralized banking system, financing activities, reserves and investments. Its delegation includes the development and application of policies, procedures and processes to facilitate cash management functions.

The unit's functions consist of managing government's suite of bank accounts, working capital and funding activities for ministries, portfolios, statutory authorities and government owned companies for outputs, capital projects, investments and reserves. It serves as a conduit to the Minister of Finance in negotiating and securing core government's borrowing and provides for the subsequent management and administration of loan instruments. The unit plans, organize and performs financial services on behalf of Ministries and Portfolios, as well as manage and oversee the Treasury's interest rate regime.

The Bank Reconciliation team is responsible for the Bank Reconciliation function of all Ministries and Portfolios and falls under the ambit of the Cash Management unit. It is comprised of 5 team members, supervised by Jane Ebanks, Senior EPS Reporting Accountant  
Email: jane.ebanks@gov.ky, Ext. 244-2129

The Cash Management Unit is headed by Brian Morain, Acting Fund and Cash Flow Manager  
Email: morain@gov.ky or Ext. 244-2239 and Evelyn McTaggart – Deputy Fund & Cash Flow Manager, Email: Evelyn.mctaggart@gov.ky, Ext. 244-2114

## **Financial Management & Reporting**

This section incorporates the following units, Budget & Management, Entire Public Sector (EPS) Reporting, Revenue and Governments Financial Information System (IRIS). It is charged with the responsibility for Government's financial reporting. The Section produces consolidated Financial Statements and financial forecasts. A principal support function relates to the maintenance and development of the central accounting system in order to ensure accurate and timely processing and reporting of financial transactions in accordance with International Public Sector Accounting Standards (IPSAS), the Public Management and Finance Law (2013 Revision) and Financial Regulations (2013 Revision) and a general adherence to best practices. The section also provides financial management services to Ministries / Portfolios and the Executive

The Section is headed by Theresa Walters, Deputy Accountant General, Email theresa.walters@gov.ky or Ext. 222.

Geetha Alagerisamy, Manager IRIS Unit; email: geetha.alagerisamy@gov.ky or Ext. 2127

Andre Scott, Manager, EPS Reporting Unit; email: andre.scott@gov.ky or Ext. 244-2125

Lee Ramoon, Director Revenue Unit, email: Lee.ramoon@gov.ky or Ext. 244-2119

Karen Rivers, Deputy Director Budget Management Unit, email: Karen.rivers@gov.ky or Ext. 2233.

## **DEBT RECOVERY UNIT**

This unit is charged with the responsibility to monitor, manage and collect government's arrears of revenue and bad debts. Functions also include taking legal action to recover overdue accounts on behalf of Ministries, Portfolios, Departments and other government related entities and to recover overdue executive revenue on behalf of Cabinet. It manages and administers all loans made by Government including loans granted to employees, the "Save the Mortgage Programme", private sector entities and other individuals.

The Unit is headed by Nathania Pearson, Manager, Debt Recovery Unit  
E-mail: Nathania.pearson@gov.ky - Ext. 244 2141

## PAYMENTS & PAYROLL UNIT

The Payments and Payroll Unit provide financial management services to Ministries and Portfolios including processing of payroll related payments to all government employees and cheque processing for creditor payments as requested by Ministries and Portfolios.

The unit is headed by Ruthann Campeau, Payments & Payroll Manager  
E-mail: Ruthann.campeau@gov.ky Ext. 244 2103

Location and hours	Matters handled
<p><i>Treasury Department</i> 1st Floor Government Administration Building 133 Elgin Avenue Grand Cayman KY1-9000 Cayman Islands <b>9:00 am to 4:00 pm – Monday to Friday</b></p>	<p><b>Treasury Cashier</b> - Receipt of Funds for the following: Deputy Governor's Office, Education, Health Regulatory Services (including Health Insurance Commission and Health Practitioner's Office) and the Treasury.</p>
<p><i>Treasury Department (Main Office)</i> 3<sup>rd</sup> Floor Government Administration Building 133 Elgin Avenue Box 125, Grand Cayman KY1-9000 Cayman Islands <b>8:30 am to 5:00 pm – Monday to Friday</b></p>	<p><b>Treasury Admin.</b> Providing Administrative and technical support for the overall function of the Department</p> <p><b>Cash Management</b> – responsible for core Government's centralised banking system, financial activities, reserves and investment which includes processing requests for drafts, wires, funding, deposit slips, exchange rates, bank reconciliations, requests for Corporate Credit Cards etc.</p> <p><b>Debt Recovery Services</b> – Responsibility to monitor, manage and collect government arrears of revenue and bad debts, to manage and administer all loans made by Government.</p> <p><b>Financial Management &amp; Reporting</b> -Financial planning, reporting and budgeting.</p> <p><b>Payments and Payroll</b> - Processing of Governments payroll and Creditor Payments</p> <p><b>IRIS Unit</b> - Provide operational functions, technical and training support to users of the IRIS system. Manage the IRIS HelpDesk.</p>

## FREQUENTLY ASKED QUESTIONS

### ▪ What day is pay day?

A schedule of monthly and bi-weekly pay dates can be found in the Document Library of the Treasury's website.

### ▪ Can cheques that are processed from another government department be collected from the Treasury?

Cheques are returned to the requesting Ministry or Portfolio for distribution.

- **When does Government financial year begin**

The fiscal year begins on July 1, of each year.

- **Can coins be purchased at the Treasury Department?**

No. These can be purchased from the Cayman Islands Monetary Authority.

- **Is this the department where court funds are processed and issued?**

No. Court funds are processed and issued at the Courts Office, Judicial Building George Town.

- **What amount of funds can a government employee borrow for a personal loan?**

The maximum amount of money that can be borrowed by an employee is CI\$5,000.00.

- **When is the next Cost of Living Adjustment (COLA) being paid?**

COLA payments are determined and published by the Deputy Governor's Office.

- **How long does it take to process invoices to be paid by the Government?**

Government usually processes invoices 21 days net of invoice date but also has the option to pay earlier.

- **How are payments for deceased persons who were employed by the Cayman Islands Government handled?**

If the deceased person (s) is employed at the time of his/her death, payment would be handled in the usual way i.e. payable by way of direct deposit or by cheque in the person's name.

- **How can I obtain a copy of my pay slip?**

Pay slips for both monthly and bi-weekly employees are sent to Ministries/Portfolios and Departments for distribution to employees. However, almost all government employees now have access to their pay slips via . For those who do not have access to a computer, Requests for pay slips must be directed to the various payroll officers in the respective Ministries/Portfolios and Departments. Requests to the Treasury will not be allowed unless the pay slips are lost or misplaced or there is a genuine need for a copy.

- **When is Government Pay Dates for the new year available and how can I obtain a copy?**

The Cayman Islands Government Pay Dates for the new year are usually available by the 30<sup>th</sup> of November of each year and may be obtained on the Government's Intra Net, the Treasury Department's web site at: [www.treasury.gov.ky](http://www.treasury.gov.ky) or by contacting the Information Manager at: [Louella.thompson@gov.ky](mailto:Louella.thompson@gov.ky) or [foi.treasury@gov.ky](mailto:foi.treasury@gov.ky)

- **Can I reclaim my dormant account funds once it has been transferred to the Government and if yes what do I have to do?**

Dormant accounts funds that have been transferred to the Government may be reclaimed by completing a Dormant Account Claim form which is located at the following link -

[http://www.treasury.gov.ky/pls/portal/docs/PAGE/TSYHOME/HELP/FORMS/HD170192%20DORMANT%20ACCOUNT%20CLAIM%20FORM%20\(UPDATED\).PDF](http://www.treasury.gov.ky/pls/portal/docs/PAGE/TSYHOME/HELP/FORMS/HD170192%20DORMANT%20ACCOUNT%20CLAIM%20FORM%20(UPDATED).PDF)

The application will then go through a validation process. Once the claim is validated, The claimant shall be provided with a statement of account and shall within twenty-eight days be paid by the Government, subject to the deduction of any charges that may lawfully be withheld from the total amount of the monies transferred to the Government, under section 7 of the Dormant Accounts Law (2011 Revision).

## **STRATEGIC MANAGEMENT**

*The Ministry of Finance & Economic Development 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 programs to improve business processes and ensures consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's*

*functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.*

### **Governance & Legislation**

*In relation to performing the Treasury function, the primary legislation and regulation are:*

- *Public Management & Finance Law (2013 Revision) (PMFL)*
- *Public Management & Finance Law Regulations (2013 Revision)*

### **Corporate Management**

*High-level documents that plan and evaluate the work of the authority are:-*

- *2016/17 Annual Budget Documents*
- *Treasury's 2016 Continuity Plan*
- *Annual Accounts*

## **FINANCE & ADMINISTRATION**

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

### **General Nature of Activities**

The general activities of the Treasury is to prepare consolidated core government forecast and financial statements, revenue and cash management and forecasting, loan negotiation, evaluation and management of government borrowings, financial management services for Ministries / Portfolios and the Executive. Design quality assurance and management of the budget for the Entire Public Sector (EPS). Promote the use of International Public Sector Accounting Standards (IPSAS), in the entire (EPS).

### **Financial Management\***

- Annual Budget Documents
- Cayman Armoured Courier Services Contract
- Credit Card Policy Doc.
- Annual Consolidated Financial Statements

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

**Administration\***

- Press Releases
- Job vacancies; career opportunities
- Training
- Staff pay and grading structures – Organizational Chart
- Records Management file plan or classification scheme.
- Departmental Tenders Committee

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

**POLICIES & PROCEDURES**

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

- The Appropriation (July 2016 to December 2017) Law, 2016
- Companies Law (2016 Revision)
- Complaints Commissioner Law (2014 Revision)
- Complaints Commissioner Regulations, 2006
- Complaints-handling procedure;
- Credit Card Policy
- Deputy Governor's Code of Practice on record Management
- Dormant Accounts Law (2011 Revision)
- Dormant Accounts (Forms) (Amendment) Regulations, 2010
- Draft Operating policies and procedures; standards of service (to be further updated)
- Electronic Transactions Law (2003 Revision)
- Freedom of Information Law (2015 Revision)
- Freedom of Information Regulations 2008
- HR policies and procedures
- Information Management policy; Disposal schedule (records retention policy)
- National Archive and Public Records Law (2015 Revision) and National Archive and Public Records Regulations, 2007
- National Pensions Law (2010 Revision) and (General) Regulations (2011 Revision)
- Public Servant's Code of Conduct and Public Service Values (5.12.2007)
- Public Service Management Law (2013 Revision) Amendment by Law 21 of 2016. Note: this Law is not yet in force & Personnel Regulations, (2013 Revision)
- Public Service Pensions Law (2013 Revision) Amendment by Law 22 of 2016
- Public Service Pensions Regulations (2011 Revision)

- Travel (Departure Tax and Environmental Protection Fee) Law (2012 Revision)
- Stamp Duty Law (2013 Revision)
- Other Local Laws and Regulations

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

- Minutes of Meetings
- Evaluation Procedures
- Assessment criteria

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

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

- FOI disclosure log for 2015/16, is attached hereto or can be found at:  
[http://www.treasury.gov.ky/portal/page?\\_pageid=3490923&dad=portal&schema=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=3490923&dad=portal&schema=PORTAL)
- Asset Register\*

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

### **OUR SERVICES**

The scope of the Treasury Department's activities is as follows:

- Financial advice and support
- Financial reporting;
- Forecast and management of core Government's cash flows, loan tendering, evaluation and debt management;
- Financial management services, advice and support to Ministries / Portfolios and the Executive including Payroll processing, Creditor processing, Bank Reconciliations, Debt Recovery, Loans Made and Trust Asset management;
- Management and operation of the functionality of the Government's financial information system (IRIS) includes training and managing IRIS Helpdesk;
- Preparation of an annual budget timeline;
- Coordinating and preparing the annual Strategic Policy Statement;
- Preparation of entire public sector budget and supplementary documents;
- Monitoring and maintaining budget data in IRIS General Ledger;
- Develop and maintain appropriate revenue forecasting models for the Cayman Islands and produce rolling forecasts for coercive revenue streams;
- Research potential new revenue enhancement measures; and
- Provide governance and administrative services to Statutory Authority Boards which are under the Ministry of Finance responsibility.



## **Customers and Location of Activities**

Executive and Ministry / Portfolios, general public, statutory authorities and Government owned companies (GOC's) within the Cayman Islands.

### **General Forms\***

- Complaints Forms
- Create New Accounts receivable (Memo Line)
- Create New Account (IRIS)
- Create New Project (IRIS)
- Create New Category (IRIS)
- Create New Deposit or Cost Centre (IRIS)
- Create New Entity (IRIS)
- Application Form for Salary Advance PFE 2
- Application Form for personal Loans PFE 1
- Employee Bank Details Form
- Inter-Org Transfer of Funds Form
- Royal Bank of Canada – Request for Telegraphic Transfer
- Vendor Creation Request Form
- Stamp Duty Reporting Form for Insurance other than Life
- Corporate Credit Card Expense Form
- Dormant Accounts Claim Form

\*Available on our website:

[http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490862&dad=portal&schma=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490862&dad=portal&schma=PORTAL)  
and

[http://it.gov.ky/portal/page?\\_pageid=1185,1547969&\\_dad=portal&\\_schema=PORTAL&page\\_param\\_site=2296363&Find=Display+Documents](http://it.gov.ky/portal/page?_pageid=1185,1547969&_dad=portal&_schema=PORTAL&page_param_site=2296363&Find=Display+Documents)

### **List of Publications\***

- Government Pay Dates for 2017
- TRS Cut-Off Dates for 2017
- Annual Plan and Estimates
- Annual Budget Statement
- Purchase Agreement for each SAGC or NGO's
- Ownership Agreement for each SAGC
- Strategic Policy Statement

\*Available on our website:

[http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490912&\\_dad=portal&\\_schema=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490912&_dad=portal&_schema=PORTAL)

Copies of the above forms and publications may be obtained in writing or by calling our Information Manager at the below address between the hours of 8:30am and 5:00pm, Monday to Friday.

Louella Thompson  
Information Manager  
Treasury Department  
3<sup>rd</sup> Floor  
Government Administration Building  
133 Elgin Avenue  
Box 125, Grand Cayman KY1-9000  
Cayman Islands  
Direct Line: 1 (345) 244-2120  
Office: 1 (345) 949-7900 Ext. 2120  
Fax: 1 (345) 945-2469 or 1 (345) 946-5074  
Email: Louella.thompson@gov.ky  
FOI email: foi.tsy@gov.ky

### **Classes of Information Held**

A Class of Information is a way of collecting together similar types of information. The Treasury Department has grouped its Classes of Information into broad categories, by functions which reflect the Treasury's major areas of responsibility. If you intend to make a request, the following Classes of Information will help you explain more precisely which records you are seeking, or where the information may be found:

#### **Function – Financial Asset Management**

Administering Government cash flows, investments, reserves and trust assets. Managing Executive bank accounts and the movement of funds for core government; Forecasting and reporting on aggregate cash position for Core Government.

Disbursements

Planning

Policy

Reporting

Trust Management

#### **Function – Government Accounting**

Preparing financial forecasts and reports for the Entire Public Sector; providing financial management services for Ministries, Portfolios and the Executive and administering Government's financial information systems.

#### **Function – Financial Management Services**

Advising and guidance

Bank Reconciliation

Debt Recovery

Financial Services (Payments & Payroll)

Forecasting

Guidance

Iris Management

Financial Planning and Budgeting

Policy

Reviewing  
Reporting  
Training

**Function – Public Debt Management**

Administering and reporting on programmes to raise funds to finance government expenditure, in accordance with fiscal policy; loan tendering evaluation and debt management.

Managing the repayment of public borrowings.

loan negotiation

loan management

policy

reporting

[http://www.treasury.gov.ky/portal/page?\\_pageid=1751,3490928&\\_dad=portal&\\_schema=PORTAL](http://www.treasury.gov.ky/portal/page?_pageid=1751,3490928&_dad=portal&_schema=PORTAL)



## **Royal Cayman Islands Police Service 2017 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
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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 Royal Cayman Islands Police Service ("RCIPS") to making information available to the public as part of its normal business activities.

The RCIPS will:

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

- make this Publication Scheme available to the public;
- regularly review and update the information made available under this scheme.

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

The RCIPS will generally not publish:

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

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

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

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

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

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

Persons' conviction records living or dead are personal information and shall not be released pursuant to Section 23 (1) of the Freedom of Information Law, 2015. However, persons' applying for their police records for visas/waivers, passports or for employment must complete the prescribed form, provide identification, such as their driver's license or passport and pay the prescribe fee of CI\$25.00.

Persons' finger prints, palm prints, footprints, or other physical specimens of any person convicted of any offence punishable by imprisonment, or in lawful custody for any offence punishable by imprisonment, whether such persons have been convicted of such offence or not shall not be released pursuant to Section 23 (1) of the Freedom of Information Law, 2015.

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 the RCIPS' website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.rcips.ky>. If you are still having trouble locating information listed under our scheme, please contact Information Manager, Mr. Raymond Christian at [foi.pol@gov.ky](mailto:foi.pol@gov.ky) or [raymond.christian@gov.ky](mailto:raymond.christian@gov.ky).

#### **Email**

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

#### **Phone**

Documents listed in the publication scheme can also be requested by telephone. Please call Mr. Raymond Christian at (345)936-2538.

#### **Post**

All information listed in the Publication Scheme will usually be available in hard copy.

Requests may be addressed to:

Mr. Raymond Christian

Information Manager (Interim)

Professional Standards Unit

461, Unit 6

2<sup>nd</sup> Floor Windjammer Plaza

Walkers Road

P.O. Box 909

Grand Cayman KY1-1103

CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster

processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### **Personal visits**

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

### **Advice and assistance**

If you experience any difficulty identifying the information you want to access, please contact Mr. Raymond Christian at 936-2538

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

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

## **4. Fees and charges**

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

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

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

### **Reproduction costs**

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

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

### **Postage costs**

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

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

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

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

If you wish to make a request for information you should contact the Information Manager or submit a completed application form either via email to [foi.pol@gov.ky](mailto:foi.pol@gov.ky) or by post or hand delivered to any police building.

Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to the above address and we will let you know if we need to extend the deadline.

Information held by the RCIPS that is not published under this Scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

For more information on "making a request" information can be obtained from: <http://www.rcips.ky/portal/page/portal/polhome/foi/requests>.

## **6. Complaints**

The RCIPS aims to make our Publication Scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this Publication Scheme, please write or contact Mr. Raymond Christian by e-mail: [Raymond.christian@gov.ky](mailto:Raymond.christian@gov.ky) or at (345)936-2538, and he will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from <http://www.rcips.ky/portal/page/portal/polhome/theorganisation/specialist/professionalstandards>

If you do not have access to the internet, you may collect a copy of our Complaints & Discipline Procedures from our Professional Standards Unit at the Windjammer Plaza, Unit 6, 2<sup>nd</sup> Floor, Walkers Road, George Town between the hours of 8:30 AM and 5:00 PM – Monday to Friday.

RCIPS is proud to deliver the highest possible service to the community. For us there is no greater priority. We understand that if we are going to learn from experience



and find ways to be even better, we need to listen and respond to the needs and views of members of the public.

Generally there are two types of complaints; complaints about our staff and complaints about our policies and procedures.

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

Information Commissioner's Office,  
3<sup>rd</sup> Floor, Anderson Square, George Town  
PO Box 1375,  
Grand Cayman KY1-1008,  
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
- Corporate & Business Services
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

### **Name of Public Authority**

*Royal Cayman Islands Police Service ("RCIPS")*

### **Ministry**

Ministry of Home Affairs

### **Chief officer**

*Mr. Wesley Howell*

*Ministry of Home Affairs*

*Cayman Islands Government*

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

*133 Elgin Avenue*

*Grand Cayman KY1 - 9000*

*CAYMAN ISLANDS*

**Name and Title of Head**

Mr. Derek Byrne, Commissioner of Police

RCIPS Head Quarters

80 Shedden Road

4<sup>th</sup> Floor, Elizabethan Square

AMERIGO HOUSE

P.O. Box 909, Grand Cayman KY1-1103

CAYMAN ISLANDS

**Information Manager**

Mr. Raymond Christian (Interim)

Information Manager

Professional Standards Unit

461, Unit 6

2<sup>nd</sup> Floor Windjammer Plaza

Walkers Road

*P.O. Box 909*

*Grand Cayman KY1 - 1103*

*CAYMAN ISLANDS*

Tel. #'s: 936-2538

244-2905 (desk)

*e-mail:* [Raymond.christian@gov.ky](mailto:Raymond.christian@gov.ky)

FOI e-mail: [foi.pol@gov.ky](mailto:foi.pol@gov.ky)

*web:* <http://www.rcips.ky>

**Organisation and functions**

The purpose of the Royal Cayman Islands Police Service is to uphold the law fairly and firmly; to prevent and detect crime; to pursue and bring to justice those who break the

law; to keep the peace and to protect, help and reassure the community with integrity, sound judgment and common sense.

We shall achieve this by focusing on performance, working with our partners, recognizing diversity and human rights and by being compassionate, courteous and patient in our work. We must be professional, calm and restrained when faced with violence, applying only such reasonable force as is necessary to accomplish our lawful duty. We will act with integrity, flexibility and commitment. We will strive to reduce the fears of the public and respond to well-founded criticism with a willingness to learn and change.

P.O. Box 909  
Grand Cayman KY1- 1103  
CAYMAN ISLANDS  
Tel. #: (345)949-4222  
Fax: (345)946-2418  
web: <http://www.rcips.ky>

<b>Location and hours</b>	<b>Matters handled</b>
<b><i>Corporate &amp; Business Services</i></b> 80 Shedden Road 4 <sup>th</sup> Floor, AMERIGO HOUSE, Elizabethan Square George Town 8:30 am – 5:00pm Monday – Friday	<ul style="list-style-type: none"> <li>- <i>Firearms &amp; Security Licensing</i></li> <li>- <i>Training</i></li> <li>- <i>Professional Standards Unit</i></li> <li>- <i>Business Manager</i></li> <li>- <i>Estates Manager</i></li> <li>- <i>Fleet Manager</i></li> <li>- <i>FOI</i></li> <li>- <i>HR</i></li> <li>- <i>Finance</i></li> <li>- <i>Stores</i></li> <li>- <i>IT</i></li> <li>- <i>Media</i></li> </ul>
<b><i>Security &amp; Firearms Licensing Unit</i></b> 461 Windjammer Plaza, Unit 6, 2 <sup>nd</sup> Floor, Walkers Road, George Town	<ul style="list-style-type: none"> <li>- Licensing of security guards &amp; security companies, inspection of security premises, vetting of security guards</li> <li>- Renewal of firearms licences, vetting of new applicants, inspect firearm premises, maintaining a data base of all</li> </ul>

	firearm users - Inspection of security guards
<b>Training &amp; Development Unit</b> 23 Lime Tree Bay Avenue Bldg 6 - Units 101, 102, 103, 104  8:00am – 4:00pm	- Training RCIPS' staff - Tutor Unit - Write Exam papers for promotions - Prepare Entrance exams for new enlistments
<b>Professional Standards Unit</b> 461 Windjammer Plaza, Unit 6, 2 <sup>nd</sup> Floor, Walkers Road, George Town 8:30 am – 5:00pm Monday - Friday	Complaints about police officers Complaints about policies & procedures
<b><i>Business Manager</i></b> 80 Shedden Road 4 <sup>th</sup> Floor, AMERIGO HOUSE, Elizabethan Square George Town 8:30 am – 5:00pm Monday – Friday	- Oversee HR & Finance Departs - Training & Development - Media - Fleet - IT - Stores
<b><i>Estates Manager</i></b> 80 Shedden Road 4 <sup>th</sup> Floor, AMERIGO HOUSE, Elizabethan Square George Town 8:30 am – 5:00pm Monday – Friday	- Maintenance of buildings/compounds - Maintenance of Furniture - Internal Security - Service equipment/uniforms - Leases
<b><i>RCIPS Finance Department</i></b> 80 Shedden Road 4 <sup>th</sup> Floor, AMERIGO HOUSE, Elizabethan Square, George Town 8:30 am – 5:00pm Monday – Friday	- RCIPS financial related matters - payables - receivables - payrolls
<b>Stores</b> 80 Shedden Road Unit 109, BODDEN HOUSE, Elizabethan Square, George Town	- Ordering Uniforms & equipment - Maintaining & inventory of uniforms & equipment - Distribution of uniforms & equipment - Distribution & posting of mail
<b>IT</b> 461 Windjammer Plaza, Unit 8, 2 <sup>nd</sup> Floor, Walkers Road, George Town	- Ordering computers & peripherals - Installing computers, software & peripherals - Maintaining a log of computers

	& peripherals - troubleshoot & solve computer/peripheral problems
<b>Media</b> 80 Shedden Road 4 <sup>th</sup> Floor, Elizabethan Square, AMERIGO HOUSE George Town 8:30 am – 5:00pm Monday – Friday	- Communicates press releases strategy - Arranging RCIPS' press interviews (crime prevention/press releases) - Maintaining RCIPS' website/social media - Campaign development – - Internal communications
<b>George Town Police Station</b> 69A Elgin Avenue George Town 24 hours – 7 days per week	General police duties CID Scientific Support K-9 Unit Neighbourhood policing Criminal Records Office Crime Desk Uniform Support Group Operational Support Unit Processing prisoners Managing prisoners
<b>Financial Crime Unit</b> 80 Shedden Road, 3 <sup>rd</sup> Floor, Elizabethan Square, AMERIGO HOUSE, George Town 8:30am – 5:00pm – Monday – Friday	Investigation of financial related crimes Assist with international enquiries
<b>Joint Intelligence Unit</b> 80 Shedden Road, 3 <sup>rd</sup> Floor, Elizabethan Square, AMERIGO HOUSE, George Town	Gathering, analyzing and disseminating information on criminal activity within the Cayman Islands
<b>Drugs &amp; Serious Crime Task Force</b> Hirst Road, Savannah Administration – 8:30am – 5:00pm Operational – office hours fluctuates	Investigation of drug related crimes – serious crimes – robberies at commercial premises that involve firearms – proactive firearm investigation
<b>Marine Unit</b> Hirst Road 24 hours 7 days per week	Investigate & prosecute offenders who breach the Marine Conservation Law, border protection, conduct search and rescue operations, deal with illegal immigrants at sea, assist with annual water sports events

	– drug interdiction –boating safety checks
<b>Traffic Management</b> 24 Agnes Way George Town  24 hours 7 days per week	Investigate traffic collisions Arrest and prosecute traffic violators Direct traffic Assist with road closures during annual festival activities or other annual events
<b>West Bay Police Station</b> 242 West Church Street West Bay  24 hours 7 days per week	General police duties CID Neighbourhood policing Processing prisoners Managing prisoners
<b>Bodden Town Police Station</b> 445B Bodden Town Road  24 hours 7 days per week	General police duties CID Neighbourhood policing
<b>East End Police Station</b> 460 Austin Conolly Drive East End  24 hours 7 days per week	General police duties
<b>North Side Police Station</b> 53 Hutland Road North Side  24 hours 7 days per week	General police duties
<b>Cayman Brac Police Station</b> 9 Ivory Lane Creek  24 hours 7 days per week	General police duties
<b>Little Cayman Police Station</b> Spot Bay Road Little Cayman Islands Government  7am – 11pm 7 days per week	General police duties
<b>Contingency Planning Unit</b> 3 <sup>rd</sup> Floor George Town Police Station 69A Elgin Avenue, George Town	- Writing policies - Emergency planning - Major events planning

## **Boards and committees**

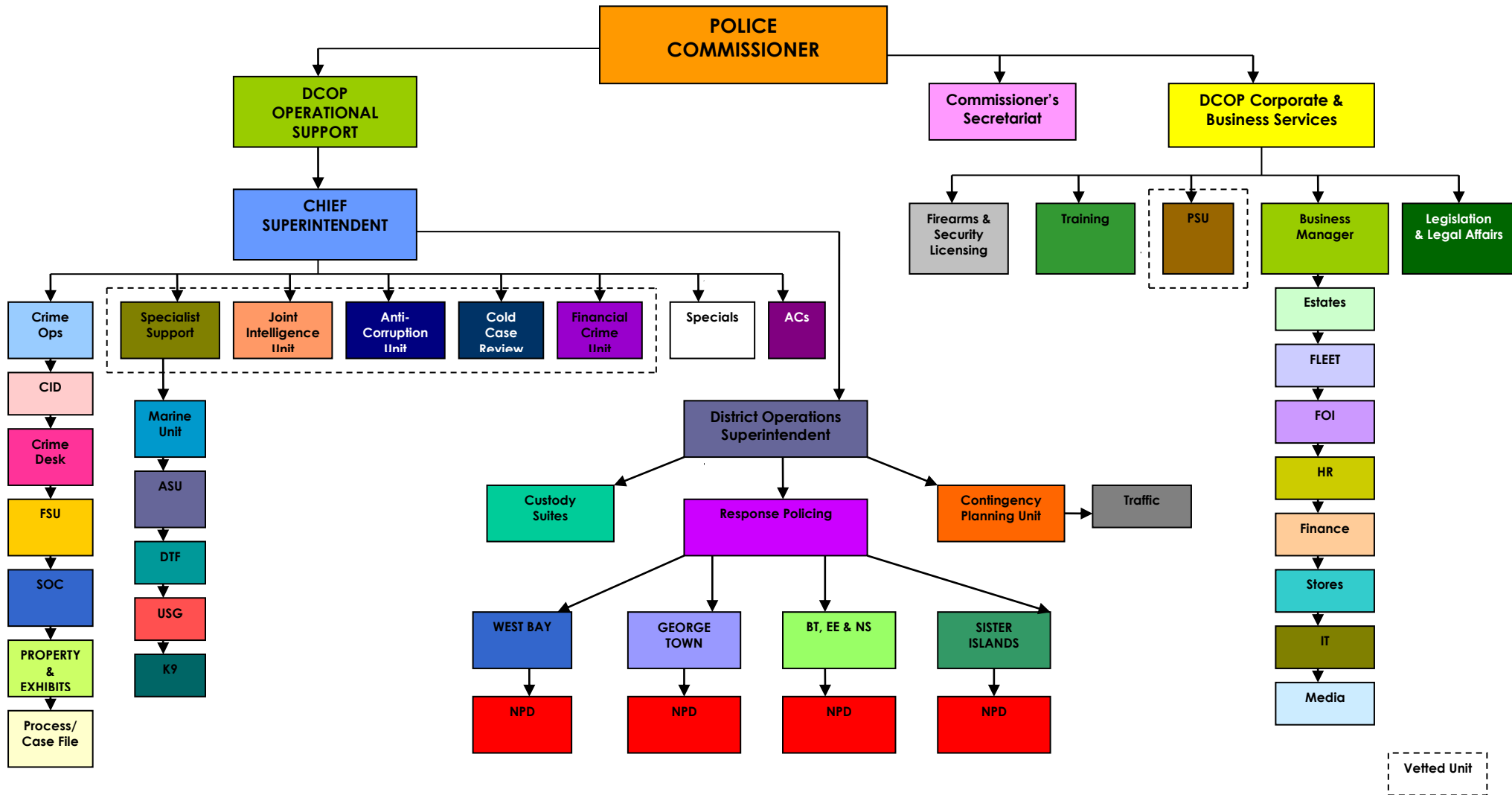
<b>Name</b>	<b>Meetings</b>	<b>Minutes</b>
<b><i>GOLD Meetings</i></b> Commissioner of Police Deputy Commissioners Chief Superintendents Superintendents Media Relations Officer	Meets weekly (Monday – Friday)  RCIPS Conference Room – RCIPS Head Quarters  Not open to the public	Minutes are not available to the public because they are intelligence related to RCIPS’ strategic operations
<b><i>Strategic Meeting</i></b> <i>Commissioner – Chairman</i> <i>Attended by: GOLD team</i>	Meets bi-monthly  - Discusses strategic running of RCIPS - Budget - Performance management - Projects - Staffing - Police welfare  Not open to public	Not available to the public
<b>Resource Meeting</b> Commissioner – Chairman Attended by: Chief Superintendent & Superintendents	Meets once quarterly  - discusses Establishment & strength of Service - Recruitment - Discipline  Not open to public	Not available to the public
<b>Quarterly Management Meetings</b> Commissioner – Chairman Attended by: Deputy Commissioners, Chief Superintendent, Superintendents, Business Manager, HR, Head of Training	Meets once quarterly  Discusses: - budget - HR - Organisation strategies & development	Not available to the public
<b>Commanders meeting/Tasking &amp; Co-ordinating</b> Chief Superintendent – Chairman Attended by: District	Meets weekly  - Discusses tactical options - Staffing - Tasking - Crime trends	Not available to the public

Commanders & Heads of Departments	- proactive policing - Tasking resources Not open to the public	
<b>Firearms Strategy Group</b> Deputy Commissioners – Chairs Attended by: Superintendents, Head of USG, Head of JIU	Meets monthly  Discusses strategies in relation to firearms  Not open to public	Not available to the public
<b>Hurricane Meetings</b>  Commissioners or nominees chairs  Attended by: officers with specific hurricane roles	Meets bi-weekly six months per year  Discusses: security arrangements, sheltering, deployment, roles, equipment, staffing, officers/families' welfare  Not open to public	Some information may be available to the public
<b>Officer Safety Committee</b>  Chaired by D/Commissioner Attended by CI Inspectors, Sergeants & Constables	Meets once every 6 months  RCIPS Conference Room	Minutes are not available to the public because they relate to police tactics, policies & procedures, training & equipment used
<b>National Road Safety Strategy Committee Streetskill</b> Chaired by the RCIPS Chief Superintendent Attended by: NRA Rep., Dep. Dir. Vehicle & Drivers' Licensing Dept., Cayman Islands Road Safety Advisory Council Rep., PWD Rep., GIS Rep.	Meet bi-weekly  Vehicle & Drivers' Licensing Department	Available to the public
<b>Traffic Management Advisory Panel</b>  Dir. Department of Vehicle & Drivers' License – The Commissioner – Ministry of PLAHI - Managing Dir. NRA – Chief Officer Ministry Responsible for Roads – one member selected from	Meeting location to be determined	Advising the Governor in Cabinet on Road Traffic matters  Available to public



among persons living in Cayman Brac		
<p><b>Police Association Overall Executives</b></p> <p>Insp. Rudolph Gordon Chairman PS 374 Loxley Solomon - Secretary DC 310 Ingrid Spence - Treasurer</p> <p><b>Sub-committee Branch Board A</b></p> <p>SDC 242 Mark Green - Chairman</p> <p><b>Branch B</b></p> <p>CI Brad Ebanks – Chairman</p> <p><b>Legal Affairs/Public Relations</b></p> <p>Shared between CI Brad Ebanks &amp; SDC 242 Mark Green</p>	<p>General meeting held once per year.</p> <p>Can call meetings as deemed necessary</p> <p>Internal accommodations</p>	<p>Minutes are not available to the public because the issues discussed relate to internal police operations as it affect officers</p>
<p><b>Police Welfare</b></p> <p>Insp. Winsome Prendergast - Chairwoman - PS 311 Cornelius Pompey - Secretary - PS 410 Karen Watson – Treasurer - PS 451 Dian Dyer – Assistant Treasurer</p>	<p>Meet every Thursday</p> <p>Welfare office</p> <p>Not open to the public</p>	<p>Minutes are not available to the Public because they relate to the personal welfare of Police Officers</p>

# ORGANIZATIONAL CHART



## **Frequently asked questions**

### ***Age - When can I?***

#### **5 Years old**

- Must attend school or home education

#### **10 years old**

- A person under the age of 10 years is not criminally responsible for any act or omission.
- You can be sent to a place of safety for young juveniles and young offenders at Care Homes and Eagle House

#### **12 years old**

- A male person under the age of 12 years is presumed to be incapable of having carnal knowledge

#### **14 years old**

- A person under the age of 14 years is not criminally responsible for any act or omission unless it is proved that at the time of doing the act or making the omission he had capacity to know that he ought not do the act or make the omission

#### **16 years old**

- Can get married with parents consent
- Can have sexual intercourse
- Can work full time if you have graduated from school
- Can get a learners license to ride a moped
- Can buy tobacco/cigarettes

#### **17 years old**

- Can obtain a full license to drive vehicles
- Can be sent to an adult prison

## **18 years old**

- Can buy alcohol
- Can drink in a bar or pub
- Can get married without parents consent
- Can sit on a jury
- Can vote
- Can leave home without parents consent

## **21 years old**

- Can hold a license to sell alcohol

## **Is there a legal age for a babysitter?**

No, there is no legal age for babysitting. It is the responsibility of the parents to use common sense to make a decision. It is worth bearing in mind that a 16-year-old cannot be prosecuted for neglect or ill treatment of a child in their care. The parents, carers, guardians would be charged in that situation. However, anyone 16 or over who has responsibility for a person under that age can be prosecuted.

## **I know of a bar that is selling alcohol to underage people. What should I do?**

Report it to the police at (345)949-4222 or the [Liquor Licensing Board](#) at (345)945-0943, so they can follow up on the report.

## ***Alcohol***

### **How much alcohol do I need to drink to be over the limit?**

The only safe amount of alcohol to have in your blood and drive is **ZERO, NONE!**

Alcohol impairs your judgment and affects your reflexes. The best course of action if you have had a drink is to call a taxi.

### **I think my child/friend is drinking too much, what can I do?**

The Family Support Unit is staffed with experienced officers who can give advice and guidance discreetly. They can be reached on 946-9185.

## ***Complaints against police***

Please visit our dedicated pages on the Professional Standards Unit which gives details about making complaints against police:

[http://www.rcips.ky/portal/page/portal/polhome/theorganisation/specialist/professionals\\_tandards](http://www.rcips.ky/portal/page/portal/polhome/theorganisation/specialist/professionals_tandards)

### **Is OC spray/pepper spray legal?**

No. These goods are prohibited under the [Penal Code](#). Under this law it is an offence to import, manufacture, sell or be in possession of any weapon designed to discharge a noxious gas or liquid, punishable by a fine of ten thousand dollars and/or imprisonment for ten years.

### **I have been sprayed with OC or pepper spray. Does it have any long-term effects?**

The immediate effects of CS Spray are discomfort to the eyes, burning sensation, coughing and tightness in the chest. These symptoms should disappear within fifteen minutes. To aid recovery the best thing to do is stand in fresh air. If symptoms persist you should consult your doctor.

### **What should I do if I witness a crime?**

Witnessing a crime can be extremely traumatic. If you are witnessing a crime or offence being committed, report it immediately or ask someone else to report it while you continue to watch what is happening. If your call is an emergency you should dial [911](#). An emergency is an incident which requires an immediate response.

### **What should I look for if I witness a crime?**

If you are witness to an incident then you will need to describe as much of what took place as you can include those involved and their actions in as much detail as possible. Pay attention to people's height, build, hair colour and any distinguishing markings as well as their clothes. Write down what you saw as soon as you can so you do not forget or get confused later on.

## **What do the police class as an emergency when I call 911?**

Listed below are a few examples of emergencies when it would be necessary to call [911](#). This list is not exhaustive and common sense must prevail.

### **General circumstances of an incident reported to police when there is likely to be:**

- Danger to life
- Use, or immediate threat of use, of violence
- Serious injury to a person and/or serious damage to property

### **Criminal Conduct:**

- The crime is, or likely to be serious and in progress
- An offender has been disturbed at the scene
- An offender has been detained

### **Road Traffic Collision**

- Involved or is likely to involve, serious personal injury, the road is blocked or there is dangerous or excessive build up of traffic.

For more information on "frequently asked questions" more information can be obtained at: <http://www.rcips.ky/portal/page/portal/polhome/foi/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.

The vision of the RCIPS is to maintain a peaceful country where communities and visitors feel safe and secure.

*Our* objective is to uphold the law fairly and firmly; to prevent and detect crime; to pursue and bring to justice those who break the law; to keep the peace and to protect, help and reassure the community with integrity, sound judgment and common sense.

We shall achieve our mission by focusing on performance, working with our partners, recognizing diversity and human rights and by being compassionate, courteous and

patient in our work. We must be professional, calm and restrained when faced with violence, applying only such reasonable force as is necessary to accomplish our lawful duty. We will act with integrity, flexibility and commitment. We will strive to reduce the fears of the public and respond to well-founded criticism with a willingness to learn and change.

## **Governance**

- Animals Law (2015 Revision)
- Animals (Disposal) Regulations, 1997
- Animals (Restriction on Riding) Order (1996 Revision)
- Animals (Prohibited Dogs) Regulations (2014)
- Animals (Exportation, Importation, Protection and Control) Regulations (2004 Revision)
- Anti-Corruption Law, (2016 Revision)
- Bail Law (2015 Revision)
- Banks & Trust Companies Law (2013 Revision)
- Banks & Trust Companies (licence Applications and Fees) Regulations (2013)
- Banks and Trust Companies (Designation) Order (1997 Revision)
- Children Law (2012 Revision)
- Companies Law (2016 Revision)
- Companies (Forms) Rules (1998 Revision)
- Companies Winding Up Rules 2008
- Companies Management Law (2003 Revision)
- Computer Misuse Law, 2015
- Confidential Relationships (Preservation) Law (2015 Revision)
- Criminal Evidence (Witness Anonymity) Law, (2014 Revision)
- Criminal Justice (International Cooperation) law (2015 Revision)
- Criminal Procedure Code (2014 Revision)
- The Criminal Procedure Code (Amendment) Law 2016
- Customs Law (2012 Revision)
- Customs (Amendment) Law, 2016
- Customs Regulations (2011 Revision)
- Development & Planning Law (2015 Revision)
- Development & Planning Regulations (2015 Revision)
- Elections Law (2013 Revision)

- Electricity Law (2008 Revision)
- Electricity Regulations (2013 Revision)
- Electricity Regulatory Authority Law (2010 Revision)
- Electronic Transactions Law (2003 Revision)
- Emergency Powers Law (2006 Revision)
- Evidence Law (2011 Revision)
- Exempted Limited Partnership Law (2014 Revision)
- Exempted Limited Partnership Regulations (2014 Revision)
- Explosives Law (2008 Revision)
- Explosives Regulations (1997 Revision)
- Firearms Law (2008 Revision)
- Firearms Regulations (1999 Revision)
- Freedom of Information Law (2015 Revision)
- Freedom of Information (General) Regulations 2008
- Freedom of Information (Information Commissioner) Regulations, 2008
- Gambling (Amendment) Law, 2015 (Commencement) Order, 2015
- Gambling Law (2016 Revision)
- Immigration Law (2015 Revision)
- Immigration Regulations (2015 Revision)
- Insurance Law (2010)
- Juveniles Law (Validation) Law, 2013
- Labour Law (2011 Revision)
- Landlord and Tenants Law (1998 Revision)
- Liquor Licensing Law (2016 Revision)



- Liquor Licensing (Fees) Regulations (1999 Revision)
- Litter Law (1997 Revision)
- Marine Conservation Law (2013 Revision)
- Marine Conservation (Fishing Licences) Regulations, 2003
- Marine Conservation Regulations (2004 Revision)
- Marine Conservation (Marine Parks) Regulations (2007 Revision)
- Restricted Marine Areas (Designation) Regulations (2003 Revision)
- Marine Conservation Directives (2003 Revision)
- Marine Conservations (Grouper Spawning Areas) Notice, 2011
- Marine Conservations Turtle Protection Regulations, 2008
- Marine Conservation Directives (2003 Revision)
- Marriage Law (2010 Revision)
- Mental Health Law (2013 Revision)
- Mental Health Regulations, 2013
- Mining Law (1997 Revision)
- Misuse of Drugs Law (2014 Revision)
- Misuse of Drugs (Drugs Trafficking Offences) (Designated Countries) Order, 1991
- Misuse of Drugs (Drug Trafficking Offences) (Designated Countries) (Amendment) Order, 1998
- Misuse of Drugs (Drug Trafficking Offences) (Designated Countries) Order, 1991
- Motor Vehicles Insurance (Third Party Risks) Law (2007 Revision)
- Motor Vehicles Insurance (Third Party Risks) Regulation (1997 Revision)
- Music and Dancing (Control) Law (2012 Revision)

- Mutual Funds Law (2015 Revision)
- Penal Code (2013 Revision)
- Penal Code (Amendment) Law 2016
- Prohibited Publications Order (1998 Revision)
- Penal Code (Sale of Food Stuff) Prohibition Order (1998 Revision)
- Police Law (2014 Revision)
- Police (Amendment) Regulations, 2010
- Police (Amendment) Regulations, 2011
- Port Authority Law (1999 Revision)
- Port Regulations (2016 Revision)
- Proceed of Crime Law (2016 revision)
- Proceeds of Crime Law (Commencement) Order, 2008
- Money Laundering Regulations (2015 Revision)
- Public Management and Finance (Amendment) Law, 2015
- Public Management and Finance Law, (2013 Revision)
- Public Management and Financial Regulations (2008 Revision)
- Public Order Law (1997 Revision)
- Public Service Management Law, (2013 Revision)
- Personnel Regulations (2013 Revision)
- Rehabilitation of Offenders Law (1998 Revision)
- Terrorism (Amendment) Law, 2015
- Terrorism Law (2015 Revision)
- Towns and Communities Law (1995 Revision)
- Trade and Business Licensing Law, 2014

- Trade and Business Licensing (Appeals) Regulations, 2015
- Traffic Law, 2011
- Traffic Regulations (2012 Revision)
- Traffic (Driving Instruction) Regulations 2012
- Traffic (Disabled Persons) (Badges for Motor Vehicles) Regulations 2012
- Traffic (Categorization and Grouping) Regulations 2012
- Public Passenger Vehicles Regulations (2009 Revision)
- The International Traffic (International Circulation) Regulations 2012
- Traffic Ticket Regulations (2012 Revision)
- Traffic Control Regulations (2012 Revision)
- Traffic (Speed Limits on Cayman Brac Regulations, 2012
- Traffic (Seat Belt) Regulations (2012 Revision)
- Traffic (Public Transport Appeals Tribunal) Regulations 2012
- Traffic (Public Passenger Vehicles) Regulations 2012
- Youth Justice Law (2005 Revision)
- Youth (Detention Facility) Order, 2004
- Youth Rehabilitation Schools Notice, 2004
- Youth (Detention Facility) Order 1996
- Other local laws and Regulations

### **Corporate management**

- Strategic Plan 2010 - 2013
- Hurricane Contingency Plan 2016 (Revised) – Security & Law Enforcement, Mass Fatality, Casualty Bureau, Search & Rescue – Business Continuity, Logistics/Resources/Welfare, Communications, Equipment, Transportation, Special Constabulary Volunteers, Liaison NHC Evacuation

- Inspection Lock Up
- Performance evaluations
- Statistics - Link: [http://www.rcips.ky/crime\\_statistics.htm](http://www.rcips.ky/crime_statistics.htm)

## **FINANCE & ADMINISTRATION**

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

### **Financial management**

- Finance & Administration
- Annual budget
- Payroll
- Receivables & payables
- Bail bond

### **Administration**

- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Training and safety
- Human Resources
- Information Technology
- Annual cost of maintenance of RCIPS' vehicles
- Stores
- Data base of RCIPS' vehicles
- Police radios
- Armoury

## **POLICIES & PROCEDURES**

- Arrest Policy & Procedures
- Career Break Policy
- Cell Block Policy & Procedures
- Command on – call Policy
- Community Impact Policy

- Corporate Branding & Style Guide
- Criminal Records Policy
- Critical Incident Policy
- Disposal of Evidence policy
- Domestic Violence Police 2005
- Drug & Alcohol Abuse Policy
- Drug Court Referral Scheme Policy
- Electronic Monitoring Policy
- Fatal Collision Policy
- Health & Safety Policy
- High Risk Incident Response
- Information for local applicants (Police clearance/records)
- Information for overseas applicants (Police clearance/records)
- Investigation of Police Involved in Lethal Incidents & Aftercare of Officers Involved in Traumatic Incidents
- Issue and Control of Police Radios & Related Equipment Policy
- Letter Writing Policy
- Missing Person Policy
- Media Relations Policy
- Officers Use of Safety Equipment Policy
- Oleoresin Capsicum (O.C) Spray Policy
- Officer Travel Policy
- Police Detainee Transport & Vehicle Search Policy
- Police Pursuit Policy
- Police Policy on the Acceptance of Hospitality & Gifts
- Police Requisition Policy
- Policy on the Disposal of Evidence and Property in Police Custody
- Prisoner Handcuffing, Search & Transport Policy & Procedures
- Prisoner Handling Policy & Procedures
- Pursuit Policy & Procedures
- RCIPS E-mail Policy
- RCIPS Policy on the Acceptance of Hospitality & Gifts
- RCIPS Self Inspection Policy

- RCIPS Training & Development Policy
- Reward & Recognition Policy
- Ride – a – Long Policy
- Radio Discipline Policy
- Senior Constable Policy
- Sexual Harassment Policy
- Short Cut to Electronic Monitoring Policy
- Take – Home Vehicle Policy and Procedures
- Training & Development Policy
- Use of Force Policy & Procedures
- Use of Police vehicle Policy

## **DECISIONS & RECOMMENDATIONS**

- GOLD Meetings
- Strategic Meetings
- Resource Meetings
- Diversity Meetings
- Commanders/Tasking & Coordinating Meetings
- Firearms Strategy Group
- Hurricane Meetings
- Minutes of Meetings
- Firearm Licenses
- Security Licenses
- Welfare Meetings

## **LISTS & REGISTERS**

- List of firearm users (not available to the public)
- List of security guards & security companies \* (names of companies & security guards are not available to the public)
- List of RCIPS' vehicles \* (registration numbers are not available to the public)
- List of marine assets \*

- FOI disclosure log: can be found at <http://www.rcips.ky/portal/page/portal/polhome/foi/disclosure>

\* Copies can be obtained upon request from Information Manager

## **OUR SERVICES**

The Royal Cayman Islands Police Service serves all three of the Cayman Islands, namely, Grand Cayman, Cayman Brac and Little Cayman.

The RCIPS is divided into five Basic Command Units (BCUs) consisting of seven police stations located throughout the Islands. Each BCU is headed by a Chief Inspector who deploys officers as necessary. Officers working on shifts with each managed by an Inspector or a Sergeant who oversees the activities of the shift until it is handed over.

As outlined in our objective, the purpose of the Royal Cayman Islands Police Service is to uphold the law fairly and firmly; to prevent and detect crime; to pursue and bring to justice those who break the law; to keep the peace and to protect, help and reassure the community with integrity, sound judgment and common sense.

The RCIPS works closely with other agencies both locally and internationally and uses an information management system to log crimes and intelligence in conjunction with various other overseas jurisdictions, including: Anguilla, BVI, Turks and Caicos.

Available on our website: <http://www.rcips.ky>

### General Forms \*

- Annual Leave Form
- Bail Bond Forms
- Change of Circumstance Form
- Complaints Report Form
- Court Attendance Form
- Curfew exemption forms
- Firearm Application forms
- Firearms Renewal Forms
- Freedom of Information
- Government Application Form
- Internal Transfer Form
- Police Clearance Application
- Police Report Application
- RCIPS Job Application Form
- Ride-a-Long Forms (re: work experience students)
- Security Business Application Form
- Security Guard Application Form

- Security Technician Form
- Self-Inspection Form (Appendixes A,B, & C)
- Special Constable Application Form
- Time Due Form

Documents can be obtained by writing or calling our Information Manager or his Designate at the below addresses between the hours of 8:30 am and 5:00 pm Monday to Friday.

### **Information Manager**

Mr. Raymond Christian  
Information Manager (Interim)  
Professional Standards Unit  
461, Unit 6  
2<sup>nd</sup> Floor Windjammer Plaza  
Walkers Road  
P.O. Box 909  
Grand Cayman KY1-1103  
CAYMAN ISLANDS  
Direct Line: 244-2905  
Mobile: 936-2538  
Email: [Raymond.christian@gov.ky](mailto:Raymond.christian@gov.ky), or  
[Foi.pol@gov.ky](mailto:Foi.pol@gov.ky)  
Website: <http://www.rcips.ky>





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

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

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

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

*Radio Cayman* will:

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

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

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

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*Radio Cayman* will generally not publish:

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

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

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

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

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

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

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

## **3. Methods of access**

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

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

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

#### Online

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

If there is no link, or the link is broken, you can use our website's "Search" facility at **[www.radiocayman.gov.ky](http://www.radiocayman.gov.ky)** . If you are still having trouble locating information listed under our scheme, please contact Martha Watler at 949-7799.

#### Email

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 345 9497799 to request information.

#### Post

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

Martha Watler  
Information Manager  
P.O. Box 1110  
Grand Cayman KY1-1102  
CAYMAN ISLANDS

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

#### Personal visits

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

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Martha Watler.

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

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

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

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

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

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

##### Reproduction costs

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

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

##### Postage costs

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

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

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

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

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Information held by Radio Cayman that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Send request to:

Martha Watler  
Information Manager  
P.O. Box 1110  
Grand Cayman KY1-1102  
CAYMAN ISLANDS  
Email: [foi.rcy@gov.ky](mailto:foi.rcy@gov.ky)  
Phone: 949-7799  
Fax: 946-1346

Or-

Kadie Ebanks  
Information Manager (Designate)  
P.O. Box 1110  
Grand Cayman KY1-1102  
CAYMAN ISLANDS  
Email: [foi.rcy@gov.ky](mailto:foi.rcy@gov.ky)  
Phone: 949-7799  
Fax: 949-6536

## 6. Complaints

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

If you wish to complain about any aspect of this publication scheme, please contact Martha Watler at 949-7799, or email [foi.rcy@gov.ky](mailto:foi.rcy@gov.ky) and we will try to resolve your complaint as quickly as possible.

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

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

Information Commissioner's Office,  
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: [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: RADIO CAYMAN**

Radio Cayman's first broadcast was during Easter of 1976 and the official broadcast began on 12 December 1976. Twenty-seven years later, it remains one of the Cayman Islands' most respected stations.

In the 1980s Radio Cayman started providing the Cayman Islands with a choice of two services, Radio Cayman 89.9 on Grand Cayman and 91.9 on Cayman Brac and Little Cayman and Breeze 105.3FM on Grand Cayman and 93.9FM on Cayman Brac and Little Cayman.

Radio Cayman provides the islands with a 24 hour broadcast service daily, including BBC World Service Programming, between midnight and 6am on Radio Cayman 89.9FM and a magical mix

of music on Breeze 105.3FM. The station also delivers the most extensive and credible local, regional and international newscasts in the Cayman Islands.

Radio Cayman is the "Community Station" and provides extensive coverage of national events, such as the Queen's Birthday Parade in June, Pirates Week Festival activities in November, the Remembrance Day Service in November, National Heroes Day Celebrations in January and other community activities including the broadcast of proceedings in the Legislative Assembly, when the House is in session.

### **General Contact Information**

#### **Phone Lines**

Administration	(345) 949-7799
Fax	(345)949-6536
Accounts	(345) 244-2192
News Reporters	(345) 244-2187, (345) 244-2186, (345) 244-2185, and (345) 244-2181
Commercial Sales	(345) 244- 2136, (345) 244- 2183 and (345) 244-2193
Request Line	(345) 949-6990

#### **Email**

News Room	rcnews@gov.ky
Sales Dept	rcsales@gov.ky
Talk Today	talktoday@candw.ky
For The Record	fortherecord@candw.ky

#### **Mailing Address**

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

Job Opportunities (Whenever jobs become available at Radio Cayman it is posted on our website and in the Newspapers)

News Desk (Radio Cayman's News is available online at [www.radiocayman.gov.ky](http://www.radiocayman.gov.ky) or by listening to Radio Cayman frequencies at 89.9FM & 105.3 FM in Grand Cayman and 93.9FM & 91.9FM in Cayman Brac and Little Cayman.)

## **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**

April Cummings  
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 19

- **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).



## Portfolio of the Civil Service

### Publication Schemes

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

*Effective 1 January 2017*

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

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#### 1. About the Publication Scheme

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

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

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

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

The Portfolio of the Civil Service will:

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

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

---

The Portfolio of the Civil Service will generally not publish:

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

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

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

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

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

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

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

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

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

---

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

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

#### Online

Some of our documents are published electronically on 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) 949-7900 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.

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

## **ABOUT US**

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

### **Chief Officer**

Gloria McField-Nixon

### **Information manager**

Deloris Gordon

### **Physical Address**

2<sup>nd</sup> Floor Government Administration Building  
133 Elgin Avenue  
George Town  
Grand Cayman, Cayman Islands

### **Mailing Address**

P.O. Box 117  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

**Telephone:** (345) 949-7900

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

### **Location and Hours**

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

### **Organisation and functions**

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.

The Internal Audit Unit, which falls under the Office of the Deputy Governor is also administered through the Portfolio of the Civil Service.

## **Core Business Units**

### **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**

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.

## **Other Entities**

The following entities although within the responsibility of the Portfolio of the Civil Service administer their own FOI requests:

### **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)

### **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.

### **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

## **FREQUENTLY ASKED QUESTIONS (FAQ's)**

### ***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](mailto:Gloria.McField@gov.ky)

## **POLICIES & PROCEDURES**

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**

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



## Publication Scheme

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

### CONTENTS:

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

### 1. About the publication scheme

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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 Port Authority of the Cayman Islands (PACI) to making information available to the public as part of its normal business activities.

The Port Authority of the Cayman Islands will:

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

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

## 2. Information that may be withheld

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The Port Authority of the Cayman Islands will generally not publish:

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

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

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

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

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

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

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

## 3. Methods of access

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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.caymanport.com/FOI.php>. If you are still having trouble locating information listed under our scheme, please contact Mr. James C. Parsons, Jr., Information Manager or Mrs. Sandra Barnett, Deputy Information Manager (Alternate).

### Email

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

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Mr. James C. Parsons, Jr. at (345)914 3725 or Mrs. Sandra Barnett at (345) 914 3715 to request information.

### Post

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

Mr. James C. Parsons, Jr.  
Freedom of Information Manager  
Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
Cayman Islands

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

### Personal visits

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

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Mr. James C. Parsons, Jr. at (345)914 3725 or Mrs. Sandra Barnett at (345)914 3715.

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

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



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

---

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

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

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

There are some publications which the Port Authority of the Cayman Islands offers for sale. This includes: Ship Schedules, etc. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service. Or the Ship Schedules may be downloaded free of charge from <http://www.caymanport.com/shipschedules.php>. Here you are able to enter specific search criteria. However, if you wish, you may visit our offices between the hours of 8:30am and 4:00pm and purchased the latest Ship Schedule for \$1.00. Also, all forms can be downloaded free of charge from <http://www.caymanport.com/Forms.php>.

##### Reproduction costs

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

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

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

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

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

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Information held by the Port Authority of the Cayman Islands that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

For further details please visit <http://www.caymanport.com/FOI.php#Request>.

#### **6. Complaints**

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The Port Authority of the Cayman Islands aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please write or call Mr. James C. Parsons, Jr. at (345)914 3725 or Mrs. Sandra Barnett at (345)914 3715, and we will try to resolve your complaint as quickly as possible. If you do not have access to the internet, you may collect a copy of our Complaints Policy and form from any of our office locations between the hours of 8:30am and 4:00pm.

Our internal complaints process allows us to gain valuable information from the people it serves, and allows the organization to improve its reputation as one of the best public authorities. Information given by people complaining often contains useful criticism. Complaints made by the public can provide valuable decision and policy making information to management as well as highlight the challenges faced by employees.

Further information about our complaints procedures can be obtained from <http://www.caymanport.com/cipa/UserFiles/File/Complaints%20Policy%20&%20Procedures.pdf>.

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

Information Commissioner's Office,

Telephone: 345-747-5402

Fax: 345-949-2026

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

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

Website: [www.infocomm.ky](http://www.infocomm.ky)

Physical Address: Elizabethan Square  
3rd Floor, Anderson Square,  
George Town  
Grand Cayman,  
CAYMAN ISLANDS

Mailing Address: P.O. Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Hours: Monday to Friday, 9:30am - 4:00pm

## **7. Categories of information**

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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**

Port Authority of the Cayman Islands (PACI)

### **Ministry**

Ministry of District Administration, Tourism & Transport

### **Chief Officer**

Mr. Stran Bodden, Ministry of District Administration, Tourism & Transport, 4th Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands.

### **Name and Title of Head**

Mr. Clement Reid, Port Director

### **PACI Freedom of Information Managers**

#### **Information Manager**

Mr. James C. Parsons, Jr. -  
Freedom of Information Manager  
Sandra Barnett -  
Deputy Freedom of Information Manager

Physical Address: 45A Harbour Drive  
George Town  
Grand Cayman  
Cayman Islands

Mailing Address: Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Office: (345)949 2055

Direct Line: (345)914 3725 & 914 3715

Email:	<a href="mailto:jparsons@caymanport.com">jparsons@caymanport.com</a> or <a href="mailto:sbarnett@caymanport.com">sbarnett@caymanport.com</a>
FOI email:	<a href="mailto:FOI@caymanport.com">FOI@caymanport.com</a> or <a href="mailto:foi.poa@gov.ky">foi.poa@gov.ky</a>
PACI Web site:	<a href="http://www.caymanport.com">www.caymanport.com</a>
FOI Web site:	<a href="http://foi.gov.ky">http://foi.gov.ky</a>

## Organisation and functions

The Port Authority of the Cayman Islands is a statutory body established on September 15, 1976 under the Port Authority Law. The Port Authority of the Cayman Islands activities involves the management of the maritime affairs of the Cayman Islands. Our Mission at the Port Authority of the Cayman Islands is to be the elite Port of excellence in the Caribbean setting the standards on efficiency, safety and customer focused operations.

Cayman Islands being a very popular tourist destination, we strive to assist in the promotion of tourism through the provision of appropriate arrival and departure facilities for cruise ship passengers.

P.O. Box 1358  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Tel: (345)949-2055  
Fax: (345)949-5820  
Email: [info@caymanport.com](mailto:info@caymanport.com)  
Website: [www.caymanport.com](http://www.caymanport.com)

The scope of the Port Authority of the Cayman Islands activities is as follows:

1. Providing and maintaining facilities for offloading of cargo imports into all three Islands.
2. To contribute to the growth of cruise tourism (and thereby the economy), by providing and maintaining facilities to accommodate the cruise ship passengers.
3. Providing and maintaining navigational markers in Cayman Islands waters.
4. Providing a patrolling presence, using two fully equipped motor vessels, in the immediate harbour area of the Cayman Islands during cruise ship visits.
5. Providing a safe and enjoyable environment for the Port Authority's staff and customers.
6. Carrying out the Port Authority Laws.

Location and hours	Matters handled
<b>Grand Cayman:</b>	
<b>Admin Office</b> 45A Harbour Drive George Town  8:30am to 4:00pm Monday to Friday	<ul style="list-style-type: none"> <li>▪ Human Resources</li> <li>▪ Finance/Accounts Payable/Receivable</li> <li>▪ Payroll</li> <li>▪ Complaints</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Clearing of Cargo from Non-agent vessels</li> <li>▪ Issuance of Port access I.D.</li> <li>▪ Seaport Taxi Dispatch</li> <li>▪ Small craft/boat sea worthiness inspection/licensing</li> <li>▪ Voyage clearance permits</li> <li>▪ Purchase of water and/or fuel for vessels</li> </ul>
<b>Billing Office</b> 110 Portland Road George Town  8:30am to 4:00pm Monday to Friday 8:30am to 12pm Saturday	<ul style="list-style-type: none"> <li>▪ Clearing of Cargo**</li> <li>▪ Small craft/boat sea worthiness licensing</li> </ul>
<b>Warehouse - Cargo Distribution Centre</b> 126A Portland Road George Town  8am to 4:30pm Monday to Friday 8:30am to 12pm Saturday	Pick-up of Cargo
<b>Dock</b> 45A Harbour Drive George Town  6pm to 5am Monday to Sunday (closed on public holidays from 12 midnight before the holiday until 12 AM after the holiday)	Taxi Dispatch
<b>Container Yard</b> 126A Portland Road George Town  8am to 4:30pm Monday to Friday 8:30am to 12pm Saturday and 6pm to 5am Monday to Sunday (closed on public holidays from 12 midnight before the holiday until 12 AM after the holiday)	Pick-up of Containers Pick-up of Cargo Return of Empty of Containers
<b>Cruise Operations</b> North Terminal, South Terminal, and Royal Watler Terminal Harbour Drive George Town  Spotts Dock* Shamrock Road George Town  6am to 6pm Monday to Sunday	Cruise Operations

### Cayman Brac:

#### Admin Offices

385 Creek Road  
Cayman Brac

Clearing of Cargo\*\*

8:30am to 4:30pm Monday to Friday  
CLOSED Saturday

#### Warehouse

385 Creek Road  
Cayman Brac

Pick up of Cargo

8am to 5pm Monday to Friday  
CLOSED Saturday

\* During rough weather or as instructed by Port Director

\*\* Please note that port charges for cargo can also be cleared via our online facility at <http://www.caymanport.com>

### Boards and committees

#### Name

#### Meetings

#### Minutes

#### Port Authority of the Cayman Islands Board

Mr. Errol L. Bush, Chairman  
Mr. Gerry Kirkconnell, Deputy Chairman  
Mr. Clement Reid, Secretary

#### Members:

Mr. Stran Bodden  
Mr. Charles Clifford  
Mr. Arek Joseph  
Mr. Michael Nixon  
Mr. Woodward DaCosta  
Mr. Ashton Bodden  
Mr. Robert Foster  
Ms. Jacqueline Scott

Meets monthly and is not opened to the public.

Minutes are available on the Port Authority website or in hard copy and can be obtained by requesting a copy in writing from the Information Manager at the below address:

Mr. James C. Parsons, Jr.  
Freedom of Information Manager  
Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
Cayman Islands  
Direct Line: (345)914 3725  
Office: (345)949 2055  
Email: [jparsons@caymanport.com](mailto:jparsons@caymanport.com)  
FOI email: [FOI@caymanport.com](mailto:FOI@caymanport.com) or [foi.poa@gov.ky](mailto:foi.poa@gov.ky)  
Website: [www.caymanport.com](http://www.caymanport.com)  
Freedom of Information Website: <http://foi.gov.ky>

### Frequently asked questions

- Who owns the Port?
- What size ships can the Port Accommodate?
- What is the maximum lifting capacity of the Port cranes?
- What type of cargo can be handled?
- What is the time of the cargo ship operations?

- What time can cargo be collected?
- What cargo lines service the Cayman Islands?
- From which cities or countries does the majority of our cargo come from?
- What do I need to do in order to collect the cargo I have imported?
- What cruise lines call at the Cayman Islands?
- What is the time of cruise ship operations?
- Why do I need a username/password?
- How do I make an FOI request?

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### **Who owns the Port?**

The Port is a statutory authority owned by the government of the Cayman Islands and run by an appointed Board of Directors.

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### **What size ships can the Port Accommodate?**

The Port can accommodate vessels up to 120m or 400 ft in length with a water draft of no more than 5m or 16.5 ft.

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### **What is the maximum lifting capacity of the Port cranes?**

The maximum lifting capacity of the cranes is 40 tons.

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### **What type of cargo can be handled?**

Containers, RoRo, Break-bulk and Bulk.

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### **What is the time of the cargo ship operations?**

1800 hrs to 0500 hrs. (6pm to 5am)

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### **What time can cargo be collected?**

Cargo can be collected from the Cargo Distribution Centre on Portland Road Monday through Friday from 8am to 4:30pm and Saturdays 8:30am to 12 noon.

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### **What cargo lines service the Cayman Islands?**

Thompson Shipping/Tropical Shipping  
Seaboard Marine  
West Indian Marine  
Hyde Shipping

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### **From which cities or countries does the majority of our cargo come from?**

Florida, USA and Jamaica.

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### **What do I need to do in order to collect the cargo I have imported?**

- 1) Pay the freight charges to the shipping company that you shipped with. (If shipped with a broker, pay them directly for shipping, customs, and Port Authority charges.)
  - 2) Pay Customs Duty
  - 3) Pay Port Authority's fees
  - 4) Collect the cargo.
- 

### **What cruise lines call at the Cayman Islands?**

All major cruise lines call at the Cayman Islands. These are: Carnival, NCL, RCL, Costa, Princess, P & O, Pullmantur, Celebrity, Cunard, Disney, Holland and MSC.

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### **What is the time of cruise ship operations?**

Cruise operations occur seven (7) days per week from 0600 hrs to 1800 hrs (6am to 6pm), except for Good Friday. The Port is closed for this day each year.

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### **Why do I need a username/password?**

You will need a username/password only if you are bringing in cargo or releasing cargo and wish to clear it online.

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### **How do I make an FOI request?**

If you wish to make a request for information, you should contact the Information Manager listed above. Requests may also be made through our Government assigned email address [foi.poa@gov.ky](mailto:foi.poa@gov.ky) or the Port Authority's own FOI email address [foi@caymanport.com](mailto:foi@caymanport.com). Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request immediately. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We are obligated by law to always acknowledge receipt of all FOI requests made to the Information Manager and we are also obligated to let you know if there is a need to extend the deadline. For detailed advice on what sorts of information is exempt please see the [FOI Unit website](#).

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## **STRATEGIC MANAGEMENT**




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

The key strategic goals and objectives (from an ownership perspective) for The Port Authority of the Cayman Islands are as follows:



1. Improve the image of the Cayman Islands and the experience of the cruise tourists, by maintaining and upgrading the existing cruise ship arrival facilities in George Town and Spotts.
2. Improve efficiency of both the cruise and the cargo operations by planning to separate and erect new facilities.
3. To fine tune the existing computer system, to meet management's needs for more useful management reports and to serve the customer needs more efficiently.
4. To improve operations through the upkeep of existing equipment.

## **Governance\***

-  Port Authority Law
-  Port Authority Regulations
-  Complaints-handling procedure
  - HR policies and procedures
  - Public Accountants Law - International Financial Reporting Standards
  - Information management policy; Disposal schedule (records retention policy)
-  Operating policies and procedures; Standards of service
  - Shipping Laws and Regulations
  - Labour Law (2011 Revision) and Regulations
  - National Archive and Public Records Law
  - Freedom of Information Law
  - Freedom of Information Regulations
  - Electronic Transactions Law
  - Public Management and Finance Law and Regulations
  - Workmen's Compensation Law
  - Immigration Law and Regulations
  - Health Insurance Law and Regulations
  - National Pensions Law and Regulations
  - Customs Law and Regulations
  - Marine Conservation (Marine Parks) Regulations
  - Environmental Health Laws and Regulations
  - Other Local Laws and Regulations

\*Copies of the laws can be obtained from the Legislative Assembly for a nominal fee.

## **Corporate Management**

- Corporate plans
- Annual reports \*
- Audit reports on overall operations or major projects \*
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics\*\*
- Risk management assessments
- Hurricane Plan - Plans for business continuity, hazard management and disaster recovery: this is found in our Employee Manual

\* Copies can be obtained upon request from Information Manager

\*\* Specialized reports can be created to collate specific information when necessary or by accessing information on the Port Authority website.

## **FINANCE & ADMINISTRATION**

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

### **Financial management\***




- Finance and Accounting
- Annual Budget
- Financial statements; Half-yearly / quarterly reports
- Sources of revenue; Investments; Capital programme
- Accounting procedures; Contracting procedures
- Board members' allowances and expenses
- List of current tenders, contracts or quotations; Recently-awarded contracts
- Auction




















\*Copies can be obtained upon request from Information Manager

### **Administration**

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

## **POLICIES & PROCEDURES\***

-  Port Authority Law (1999 Revision)
-  Port Authority Regulations
-  Complaints-handling procedure
- HR policies and procedures:
  - Policy No. 01: Absence Notification
  - Policy No. 02: Annual Vacation
  - Policy No. 03: Compensatory Time
  - Policy No. 04: Computer and Technology Resource Usage
  - Policy No. 05: Drug and Alcohol
  - Policy No. 06: Ground Vehicular Transportation Procedures
  - Policy No. 07: Guidelines for Handling Less than Container Loads (LCL Units)

- Policy No. 08: Handling Applications for Persons Wishing to Solicit Business at the Port Authority's Facilities
- Policy No. 09: Progressive Discipline Programme
- Policy No. 10: Punch Clock
- Policy No. 11: Purchase Orders
- Policy No. 12: Sale of Fuel
- Policy No. 13: Selection of Ships at Spotts
- Policy No. 14: Telephone Calls
- Policy No. 15: Theft
- Policy No. 16: Time off Without Pay
- Policy No. 17: Sexual Harassment
- Policy No. 18: Watersports Operators Soliciting Business on the Port
- Policy No. 19: Cellular Telephone Usage
- Policy No. 20: Travel
- Policy No. 21: Outside Employment
- Policy No. 22: Complaints Policy & Procedures
- Policy No. 23: Lost/Damaged Port Equipment
- Policy No. 24: Extended Sick Leave
- Policy No. 25: Salary Advances
- Policy No. 26: Unloading Flat Rack Policy
- Policy No. 27: Flat rack weight Policy
- Policy No. 26: Credit Card Policy
  
- Information management policy; Disposal schedule (records retention policy)
-  Operating policies and procedures; Standards of service
- Labour Law
- Public Service Management Law
- Traffic Law
-  Port Policies:
  -  LCL Container Loading Regulations
  -  Taxes Applying To Work At The Port
  -  Water Sport Operators Applying To work At The Port
-  Coastal water Regulations:
  -  Collision Rules
  -  Control Of Vessels
  -  General Rules of Navigation in Coastal area for all vessels
  -  Rules for Snorkelers and Divers
  -  Rules for Swimmers
-  Marine Conservation Law
-  Boating Safety:
  -  File a Float Plan
  -  Carry Safety Equipment
  -  Make Sure Your Vessel is Seaworthy
  -  Fuel Management
  -  Radio Etiquette
-  Current Fee Structure – Port Charges


\*Copies may be obtained upon request from Information Manager

## **DECISIONS & RECOMMENDATIONS\***

- Board Meeting
- Minutes of meetings
- Evaluation procedures
- Assessment criteria

\*Copies can be obtained upon request from Information Manager

## **LISTS & REGISTERS**

-  FOI disclosure log: can be found at <http://www.caymanport.com/FOI.php>
- Asset Register\*
  - Register of interests
  - Schedule of Property
  - Schedule of Vehicles

\*Copies can be obtained upon request from Information Manager

## **OUR SERVICES\***






As specified in our mission statement the Port Authority of the Cayman Islands is responsible for seaport cargo and cruise operations in the Cayman Islands. Under each of these sections come more specific duties from cargo clearance to Taxi dispatcher service in and within the vicinity of the Seaports. We have two seaport locations in Grand Cayman; Harbour Drive and Spotts, respectively.









Port Authority does business with local, national and international visitors, customers, shipping companies and agents.

-  Vision & Mission of the Port
-  Board of Directors
-  Executive Management
-  Human Resources
-  Press Releases
-  Operating Hours
-  Contact Us
-  History
-  Port Statistics
-  FOI
-  FAQ

\*Available on our website: <http://www.caymanport.com/abouttheport.php>

## **General Forms\***

-  Job Application Form
-  Pre-Arrival Notification
-  Declaration of Security Check for Local Vessels & Vehicles
-  Declaration of Security
-  Mooring Application Form

-  Watersports Operators Application Form
-  Taxi Application Form
-  Complaints Policy & Procedures
-  Complaints Report Form
-  Guidelines for Obtaining Port IDs
-  Boat License Application Form
-  Credit Application and Agreement
-  Freedom of Information - FOI

\*Available on our website: <http://www.caymanport.com/Forms.php>

All documents can be obtained by writing or calling our Freedom of Information Manager or his Deputy at the below addresses between the hours of 8:30am and 4:00pm, Monday to Friday.

### **Freedom of Information Manager**

Mr. James C. Parsons, Jr.  
Freedom of Information Manager

Mr. Sandra Barnett  
Deputy Freedom of Information Manager  
Port Authority of the Cayman Islands  
P.O. Box 1358  
Grand Cayman KY1-1108  
Cayman Islands  
Direct Line: (345)914 3725 or (345) 914 3715  
Office: (345)949 2055  
Email: [jparsons@caymanport.com](mailto:jparsons@caymanport.com) or  
[sbarnett@caymanport.com](mailto:sbarnett@caymanport.com)

FOI email: [FOI@caymanport.com](mailto:FOI@caymanport.com) or  
[foi.poa@gov.ky](mailto:foi.poa@gov.ky)  
Website: [www.caymanport.com](http://www.caymanport.com)  
Freedom of Information Website:  
<http://foi.gov.ky>



## 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 Board
- Secretariat to Prison Inspection Board
- Use of National Symbols
- Consular Matters



## **CORPORATE PUBLICATION SCHEME**

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**Effective: 1 January 2017**

**To be reviewed: December 2017**

## Office of the Auditor General

### PUBLICATION SCHEME

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

#### CONTENTS:

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

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#### 1. About the publication scheme

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

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

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

This publication scheme commits the Office of the Auditor General ("the Audit Office" or "OAG") to making information available to the public as part of its normal business activities.

The Audit Office will:

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

## 2. Information that may be withheld

The Audit Office will generally not publish:

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

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

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

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

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

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



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

### 3. Methods of access

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

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

#### Online

Many of our documents are published electronically on the Office of the Auditor General's website at [www.auditorgeneral.gov.ky](http://www.auditorgeneral.gov.ky) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility. If you are still having trouble locating information listed under our scheme, please contact Mr. Garnet Harrison, Deputy Auditor General & Freedom of Information Manager at (345) 244-3213 or by email at [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky) or [foi.aud@gov.ky](mailto:foi.aud@gov.ky).

#### Email

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

#### Phone/Fax

Documents listed in the publication scheme can also be requested by telephone or fax. Please call the Information Manager at (345) 244-3213 to request information or fax (345) 945-7738.

#### Post

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

Office of the Auditor General  
C/O Information Manager  
PO Box 2583  
Grand Cayman KY1-1103  
CAYMAN ISLANDS

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

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#### Personal visits

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

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager at (345) 244-3213 or email [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky) or [foi.aud@gov.ky](mailto:foi.aud@gov.ky).

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

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

Office hours are from 8:30 am – 5:00 pm, Monday - Friday. A board room is available for information to be inspected, when necessary.

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

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

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

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

#### Reproduction costs

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

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

#### Postage costs

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

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

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

## 5. Requests for information outside the publication scheme

Information held by the Audit Office that is not published under this scheme can be requested in writing, by email, or fax. Your request will be considered in accordance with the provisions of the FOI Law.

## 6. Complaints

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

If you wish to complain about any aspect of this publication scheme, please contact Mr. Garnet Harrison at (345) 244-3213 or email him at [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky) or [foi.aud@gov.ky](mailto:foi.aud@gov.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from the Audit Office website ([OAG Complaints Policy](#)) or upon request from the Information Manager.

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

Information Commissioner's Office  
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**

Sue Winspear, CPFA

Auditor General

Phone Number: (345) 244-3201

Email: [sue.winspear@oag.gov.ky](mailto:sue.winspear@oag.gov.ky)

Garnet Harrison, CPA, CA

Deputy Auditor General & Freedom of Information Manager

Phone Number: (345) 244-3213

Email: [garnet.harrison@oag.gov.ky](mailto:garnet.harrison@oag.gov.ky)

Patrick Smith, CPA, CFE

Director of Financial Audit (Information Manager Designate)

Phone Number: (345) 244-3204

Email: [patrick.smith@oag.gov.ky](mailto:patrick.smith@oag.gov.ky)

Angela Cullen, CPFA

Director of Performance Audit

Phone Number: (345) 244-3206

Email: [angela.cullen@oag.gov.ky](mailto:angela.cullen@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) 244-3222

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 Deputy Auditor General. His contact information is:

Garnet Harrison, CPA, CA  
Deputy 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 an accountancy qualification and audit 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, the Auditor General, Sue Winspear, at: [sue.winspear@oag.gov.ky](mailto:sue.winspear@oag.gov.ky) or telephone 244-3201.

For application forms and job descriptions please visit the government website: [www.gov.ky/recruitment](http://www.gov.ky/recruitment) or telephone 244-3201.

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

Our strategic plan has been prepared against this context and in line with our Strategic Ownership Goals as set out in our 2016/17 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.

(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.

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## STRATEGIC MANAGEMENT (continued)

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### Governance (continued)

(6) In the exercise of his or her functions, the Auditor General (and any person acting on his or her behalf in the exercise of those functions) shall not be subject to the direction or control of any other person or authority, save that the Auditor General is answerable to the Public Accounts Committee of the Legislative Assembly and must attend upon the Committee at its request.

(7) The Auditor General shall submit reports on his or her activities to the Public Accounts Committee of the Legislative Assembly at least twice every year and as requested by the Committee.

In addition, under sections 58-60 of the *Public Management & Finance Law (2013 Revision)* the independence of the Auditor General is established and the powers and duties of the Auditor General as described below:

Independence of Auditor-General	<p>58. (1) In the performance of his duties or exercise of his powers under this or any other law, the Auditor-General shall not be subject to the direction or control of any person.</p> <p>(2) The Auditor-General shall not be required to undertake any duty which is, in his opinion, incompatible with the duties imposed on him by this or any other law.</p> <p>(3) The Auditor-General shall not, whilst he holds that office, hold any other paid office or employment.</p> <p>(4) If the Auditor-General is removed from office under section 114 of the Constitution, a full statement of the circumstances shall be made at the first opportunity to the Legislative Assembly, and the Auditor-General shall have the right of reply which shall be exercised by way of written statement which shall be tabled in the Legislative Assembly by the Speaker.</p> <p>(5) The Governor shall specify in writing the amount of the annual salary of the Auditor-General, and the Auditor-General shall be entitled to the salary so specified.</p>
Appointment of acting Auditor-General	<p>59. If in the opinion of the Governor, the Auditor-General is unable to perform the duties of his office during any period for any reason, the Governor shall appoint another person to act as the Auditor-General during that period.</p>

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

Powers and  
duties of  
Auditor-  
General

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

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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)
- Public Service Management Law (2013 Revision)
- Personnel Regulations (2013 Revision)
- Legislative Assembly Standing Orders Law (section 77)

**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 2016 (available on the Audit Office website)

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**FINANCE & ADMINISTRATION**

In administering the Audit Office's internal functions and managing its resources efficiently and effectively this includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

**Financial management**

- Annual Budget Statement
- Annual Report
- Finance and accounting records\*
- Accounting procedures; contracting procedures\*
- Consultancy contracts\*
- International Public Sector Accounting Standards\*
- International Financial Reporting Standards\*

\*Copies/Inspection can be obtained upon request from Information Manager

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## 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 2016](#)
- [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 2016](#)
- [OAG Quarterly Report 30 June 2016](#)
- [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)

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- [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:

- [Media Relations Policy – September 2016](#) (available on the OAG website)
  - Introduction
  - Strategic Objectives and Approach
  - Responsibility for media policy
  - Compliance
  - Scope
  - Implementation
  - Dealing with the media
  - Completed audit reports not yet tabled
  - Use of OAG's name by suppliers and contractors
  - Employee responsibility to protect the reputation and integrity of the Office
  - Contact with the media by OAG employees as private individuals

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## POLICIES & PROCEDURES (continued)

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- [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
  - 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

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## POLICIES & PROCEDURES (continued)

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- [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
- [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



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## POLICIES & PROCEDURES (continued)

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- [Hazard Management Plan 2014 – April 2014](#) (available on the OAG website)
  - BASIC PLAN
  - HAZARD SPECIFIC PLANS
    - Hurricane Planning
    - Earthquake Planning
    - Fire Planning
    - Security Threat Planning
  - SUMMARY
  - APPENDICES
    - Appendix A – Essential Personnel
    - Appendix B – Initial Assignments
    - Appendix C – Notification/Call-out Tree
  
- [Hazard Management Plan 2013 – May 2013](#) (available on the OAG website)
  - BASIC PLAN
  - HAZARD SPECIFIC PLANS
    - Hurricane Planning
    - Earthquake Planning
    - Fire Planning
    - Security Threat Planning
  - SUMMARY
  - APPENDICES
    - Appendix A – Essential Personnel
    - Appendix B – Initial Assignments
    - Appendix C – Notification/Call-out Tree
  
- [Reporting the Results of our Work – January 2013](#) (available on the OAG website)
  - Reporting to the Legislative Assembly
    - Reporting Responsibilities of the Auditor General
    - Clearance of general, performance audit & public interest reports
    - Responsibility for responding to reports
    - Confidentiality and Freedom of Information
  - Reporting to individual entities
    - Reporting Responsibilities of the Auditor General
    - Clearance of individual entity reports
    - Confidentiality and Freedom of Information

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## POLICIES & PROCEDURES (continued)

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- [OAG Risk Management Policy & Strategy – July 2012](#) (available on the OAG website)
  - Purpose of the policy
  - Objective of risk management
  - Principal policies
  - Nature and context of risk
  - Strategy for implementing the risk management policy
  - Dissemination and review of the risk policy and strategy
- [Hazard Management Plan 2012 – April 2012](#) (available on the OAG website)
  - BASIC PLAN
  - HAZARD SPECIFIC PLANS
    - Hurricane Planning
    - Earthquake Planning
    - Fire Planning
    - Security Threat Planning
  - SUMMARY
  - APPENDICES
    - Appendix A – Essential Personnel
    - Appendix B – Initial Assignments
    - Appendix C – Notification/Call-out Tree
- [OAG Code of Conduct – Revised January 2012](#) (available on the OAG website)
  - Introduction
  - Ethical Principles
  - Specific Standards of Behaviour
  - Appendix 1 - The Public Servant's Code of Conduct
  - Appendix 2 - Seven Principles of Public Life
- [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?

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## POLICIES & PROCEDURES (continued)

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- [OAG Register of Interests Policy – May 2011](#) (available on the OAG website)
  - Purpose of the Register
  - Main characteristics of the Register
  - Do I need to register?
  - How to decide if an interest is relevant
  - Types of interest to be registered
  - Form of Registration
  - Inspection of the Register
  - Proactive Disclosure
  - Updating of Register entries
  - Declarations at meetings
  - Undeclared conflict of interest
  - Appendix 1 - Office of the Auditor General - Notice of Interests
  
- [OAG Quality Assurance Framework Policy – May 2011](#) (available on the OAG website)
  - Introduction
  - Overview of Quality Assurance in the OAG
  - Leadership Responsibilities for Quality
  - Ethical Requirements
  - Acceptance and Continuance of Client Relationships
  - Human Resources
  - Engagement Performance
  - Monitoring
  - Documentation
  
- [Raising Concerns About the Organisations We Audit – May 2011](#) (available on the OAG website)
  - Introduction
  - How do I raise a concern about one of the organisations you audit?
  - Are there any particular matters which you will not look into?
  - If I write to you, will you tell the organisation that I have concerns about?
  - What will you do if you find that there's a problem at an organisation you audit?
  - What if I want to complain about the OAG itself?
  - How do I make a request under Freedom of Information?
  
  - OAG Contact Details
  - Other Useful Contact Details

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## POLICIES & PROCEDURES (continued)

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- [OAG Learning and Development Policy - May 2011](#) (available on the OAG website)
  - Learning and Development Policy
    - Introduction
    - Policy
    - Individual Training and Development Plans
    - Induction of New, Transferred or Promoted Staff
    - Study Leave and Professional Training
    - Continuing Professional Development
  - Learning and Development Plan
    - Introduction
    - Key Areas
    - CPD
  
- [OAG Ethics and Independence Policy & Procedures - May 2011](#) (available on the OAG website)
  - What are ethics?
  - What is the relevance of ethics to me?
  - How should ethical principles be interpreted?
  - How do I record my compliance with ethical principles and demonstrate my independence?
  - What will happen with my Ethics and Independence Compliance form?
  - How do offers of Gifts and Hospitality impact on my independence or my ethics?
  - Appendix 1 - Ethics and Independence Compliance – Self Assessment
  - Appendix 2 - Hospitality or Gift Registration Form
  
- [OAG Complaints about the OAG Policy & Procedures – May 2011](#) (available on the OAG website)
  - Introduction
  - What do we mean by a complaint?
  - Types of complaint about OAG
  - How to complain about OAG
  - How we handle complaints
  - If you are not satisfied with our response
  - Contact details

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## POLICIES & PROCEDURES (continued)

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- [Hazard Management Plan 2011 – April 2011](#) (available on the OAG website)
    - BASIC PLAN
    - HAZARD SPECIFIC PLANS
      - Hurricane Planning
      - Earthquake Planning
      - Fire Planning
      - Security Threat Planning
    - SUMMARY
    - APPENDICES
      - Appendix A – Essential Personnel
      - Appendix B – Initial Assignments
      - Appendix C – Notification/Call-out Tree
  
  - [OAG Human Resource Management Policies and Procedures Manual](#) (Revised: October 2010)  
(available on the OAG website)
    - Part A: Purpose and Responsibilities
      - 1. Introduction
      - 2. HR Roles and Responsibilities within the Audit Office
  
    - Part B: General HR Policies
      - 3. The Audit Office's HR Management Philosophy
      - 4. Terms and Conditions of Employment in the Audit Office
      - 5. Work Hours and Attendance
      - 6. Pay Periods and Method
      - 7. Audit Office Workplace Rules
      - 8. Performance Management in the Audit Office
      - 9. Training and Capability Development in the Audit Office
      - 10. Induction of Staff New to the Audit Office
      - 11. Access to Personnel Files
      - 12. Health and Safety in the Audit Office
      - 13. Promotion of Values, Code of Conduct and Workplace Rules in the Audit Office
      - 14. The Audit Office's Relationship with CICS
  
    - Part C: Specific HR Procedures and Related Policies
      - Appointment Processes*
        - 15. Recruitment and Appointment of Staff to Positions within the Audit Office
        - 16. Reappointment of Staff on Fixed-Term Employment Agreements
        - 17. Reappointment of Staff Who Have Reached Retirement Age
        - 18. Appointment of Staff to Acting or Interim Positions within the Audit Office
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## **POLICIES & PROCEDURES (continued)**

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

#### *Performance Management Processes*

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

#### *Discipline and Termination Processes*

23. Determining Which Disciplinary, Dismissal or Other Termination Action to Initiate
24. Disciplining Staff for Minor Misconduct or Inadequate Performance
25. Dismissing Staff for Serious Misconduct or Significant Inadequate Performance
26. Dismissing Staff for Gross Misconduct Not Involving Criminal Activity
27. Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity within the Workplace
28. Suspending & Dismissing Staff for Gross Misconduct Involving Criminal Activity Outside the Workplace
29. Retiring Staff Early on Medical Grounds
30. Retiring Staff to Improve the Organisation
31. Making Staff Redundant
32. Terminating Staff Who Lose their Qualification, License or Certification

#### *Capability Development Processes*

33. Staff Training & Development Procedures
34. Approval of Staff Training Involving Study Leave
35. Induction Training
36. Succession Planning

#### *Grievance and Appeals Processes*

37. Grievance Procedure
38. Appeals to the Auditor General

#### *Administrative HR Processes*

39. Personnel Records
40. Leave Management and Recording
41. Maintenance of Employee & Payroll Data in HR IRIS
42. Payroll Processes
43. Administration of Health Benefits/CINICO Health Insurance
44. Provision of Employee-Related Information
45. Management of Work Place Injuries

Annex: Office of the Auditor General Workplace Rules

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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 2016](#)
- [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):

2016:

- Hospitality provided 6 months to 30 June 2016
- Hospitality received 6 months to 30 June 2016

2015:

- Hospitality provided 6 months to 31 December 2015
- Hospitality received 6 months to 31 December 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](#)

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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Hospitality provided and received (senior management) - continued:

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](#)

Senior management travel and subsistence:

2016:

- Senior management travel and subsistence 6 months to 30 June 2016

2015:

- Senior management travel and subsistence 6 months to 31 December 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](#)



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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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### Register of Interests (Senior Management):

- [Sue Winspear Register of Interests 2016](#)
- [Garnet Harrison Register of Interests 2016](#)
- [Martin Ruben Register of Interests 2016](#)
- [Patrick Smith Register of Interests 2016](#)
  
- [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](#)
  
- [Martin Ruben Register of Interests 2011 Update 1](#)
- [Alastair Swarbrick Register of Interests 2011](#)
- [Garnet Harrison Register of Interests 2011](#)
- [Martin Ruben Register of Interests 2011](#)
- [Patrick Smith Register of Interests 2011](#)

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## PROACTIVE DISCLOSURES, REGISTERS & LISTS (continued)

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### Payments & Contracts:

- Expenses and Contracts 6 months to 30 June 2016
- Expenses and Contracts 6 months to 31 December 2015
- [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](#)

### Corporate Management Team Meeting Minutes:

#### 2016:

- [22 January 2016 management meeting minutes](#)
- [28 April 2016 management meeting minutes](#)
- [23 May 2016 management meeting minutes](#)
- [27 July 2016 management meeting minutes](#)
- [18 August 2016 management meeting minutes](#)
- [22 September 2016 management meeting minutes](#)
- 21 October 2016 management 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 & 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*

**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 1998*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 1997*
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the ended 31 December 1996*
  
- *Report of the Auditor General on the Financial Statements of the Government of the Cayman Islands for the year ended 31 December 1995*

**Performance Audit and Special Reports:**

- *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)*

**Performance Audit and Special Reports (continued):**

- *Special Report of the Auditor General on the Review of Gasoline Charges Incurred by Pedro St. James and the Policies and Procedures in Place for the Period of July 2003 to April 2007 (January 2009)*
- *Special Report of the Auditor General on the Purchase of a Helicopter by the Royal Cayman Islands Police (October 2008)*
- *Special Report of the Auditor General on the Scrap Metal Tender and Contract with Matrix International Inc. (August 2008)*
- 
- *Special Report of the Auditor General on the Review of the Debt Financing Arrangement's For Boatswain's Beach (June 2007)*
- *Special Report of the Auditor General on the Cayman Islands Government's Property Insurance Settlement – Post Ivan (February 2007)*
- *Special Report of the Auditor General on the Royal Watler Cruise Terminal Capital Project (January 2006)*
- *National Housing and Community Development Trust Special Forensic Audit – Final Report (August 2005)*
- *National Housing and Community Development Trust Special Forensic Audit – Preliminary Report (June 2005)*
- *Special Report of the Auditor General on the Affordable Housing Initiative (August 2004 & subsequent event update January 2005).*
- *Report of the Auditor General on the Government Office Accommodation Project's Private Financing Initiative (PFI) – Report 1: Has the Ministry made the project objective's clear? (October 2003)*
- *Special Report of the Auditor General on Caribbean Utilities Company Ltd. (October 2003)*
- *Report of the Auditor General – Summer 2001 (various value-for-money audits)*

**Public Interest Reports:**

- *Review of Scrap Metal Removal Contract (November 2016)*
- *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  
Director of Financial Audit (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 WORKFORCE  
DEVELOPMENT AGENCY**  
CAYMAN ISLANDS GOVERNMENT

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## **Model Publication Scheme - 2017**

### **National Workforce Development Agency Publication Scheme**

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

**Information Manager: Shelly Newland Ebanks**



## **CONTENTS:**

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



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

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

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

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

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

This publication scheme commits the National Workforce Development Agency to making information available to the public as part of its normal business activities.

The National Workforce Development Agency will:

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



- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

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The National Workforce Development Agency will generally not publish:

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

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

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

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

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

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

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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

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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 [www.nwda.gov.ky](http://www.nwda.gov.ky). If you are still having trouble locating information listed under our scheme, please contact FOI Information Manager, Shelly Newland Ebanks at 945-3114 or email [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky).

#### Email

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



### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Shelly Newland Ebanks at 945-3114 to request information.

### Post

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

**Ms Shelly Newland Ebanks**

National Workforce Development Agency

2<sup>nd</sup> Floor Midtown Plaza

273 Elgin Avenue

Grand Cayman KY1-1107

CAYMAN ISLANDS

t. (345) 945-3114

[www.foi.nwda@gov.ky](mailto:www.foi.nwda@gov.ky)

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

### Personal visits

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

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Shelly Newland Ebanks at 945-3114 or email [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky).



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

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

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

---

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

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

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

##### Reproduction costs

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

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

##### Postage costs

The National Workforce Development Agency will pass on to the requester the actual costs of postage or courier delivery.





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

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

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

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Information held by the National Workforce Development Agency that is not published under this scheme can be requested in writing. Additional information on making a request can be found on our website, [www.nwda.gov.ky](http://www.nwda.gov.ky), under the FOI section. Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager, Shelly Newland Ebanks at 945-3114 or [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky).

## **6. Complaints**

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The National Workforce Development Agency aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact FOI Information Acting Director, Mrs. Lois Kellyman at 945-3114 or [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky) and we will try to resolve your complaint as quickly as possible.

### Complaints

The National Workforce Development Agency strives to satisfy the needs of its customers. But we realise that sometimes we make mistakes and that sometimes people are not happy with what we have done.

Our policy for handling complaints is set out below.

### What do we mean by a complaint?

We define a complaint as "an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the National Workforce Development Agency or its staff affecting a member or members of the public".



### How we handle complaints

In the first instance, your complaint will be handled by Director of the National Workforce Development Agency. We will try to resolve your complaint as soon as we receive it. If the matter cannot be resolved immediately, we will write to acknowledge receipt of your complaint within five working days of it being lodged.

We will send a full written response to your complaint within 25 working days of its being lodged. This could be our final response to your complaint or a progress report of how we are investigating your concerns.

Where we have provided you with a progress report, we will continue to provide you with further reports, until your complaint has been dealt with. If we have not acknowledged your complaint within five days of receiving it or have not provided you with a full written response within 25 days, then we will write to explain the reasons why and to give you a date by which we expect to be able to give you a full or final response.

### Putting Things Right

If your complaint is found to be justified, we will write to apologise to the people concerned, and if necessary, the matter will be reported to the Chief Officer of the National Workforce Development Agency to consider remedial action.

### Anonymous Complaints

We will investigate anonymous complaints in the same way outlined above and seek to put things right if the complaint is found to be justified. However, if an anonymous complaint involves alleged misconduct by a member of staff which, if proven, would be grounds for disciplinary action, then the appropriate officer responsible for disciplinary matters will investigate the complaint.

### Making a Complaint

You can make a complaint:

- In person at the National Workforce Development Agency (2nd Floor Royal Plaza, Cardinal Avenue)
- By telephone (345 945 3114)
- In writing to:

Acting Directory, Mrs Lois Kellyman  
National Workforce Development Agency  
2nd Floor, Midtown Plaza, 273 Elgin Avenue,  
P.O. Box 2257  
Grand Cayman KY1-1107

Please use our [Complaints Registration Form](#)

- By email: [nwda.jobs@gov.ky](mailto:nwda.jobs@gov.ky)



When making a complaint, try to give us as much detail as possible, for example:

- What service, policy, person or aspect of the Department you are complaining about.
- If appropriate, the date, time and location where an incident may have taken place and who may have been affected.
- Any expectations you may have had of the National Workforce Development Agency's services, as a result of information we provided or what staff of the National Workforce Development Agency may have said.
- Your name, address and contact details so that we can respond to your complaint.
- Anything else which you think would help to make your point and help us to investigate your concerns.

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**

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

## **ABOUT US**



## **Name of public authority and Background Information**

In May 2012 the National Workforce Development Agency (“NWDA”) was established as a key vehicle for preparing Caymanians to partake in current and future economic opportunities. This agency was created by separating it out of the Department of Employment Relations (“DER”) as part of the realignment of Labour and Pensions administration.

## **Ministry**

The National Workforce Development Agency operates under the Ministry of Education, Employment & Gender Affairs.

## **Acting Chief Officer**

Mr. Christen Suckoo  
Ministry of Education, Employment & Gender Affairs  
Cayman Islands Government Administration Building,  
George Town, Grand Cayman

## **Principal Officers [or Key staff]**

Acting Director – Mrs. Lois Kellyman  
Manager - Employment Services – Mrs. Lois Kellyman  
Manager - Training and Development – Ms. Dianne Conolly  
Manager - Labour Market Information System – Mrs. Shelly Newland Ebanks  
Manager - Scholarship Secretariat – Mrs. Deidre Carmola

## **Information Manager**

Ms Shelly Newland Ebanks  
National Workforce Development Agency  
2<sup>nd</sup> Floor Midtown Plaza, 1273 Elgin Avenue



**NATIONAL WORKFORCE  
DEVELOPMENT AGENCY**  
CAYMAN ISLANDS GOVERNMENT

2nd Floor, Midtown Plaza, 273 Elgin Avenue  
P.O. Box 2257, Grand Cayman KY1-1107  
CAYMAN ISLANDS  
t. (345) 945-3114 f. (345) 945-3115

Grand Cayman KY1-1107

CAYMAN ISLANDS

t. (345) 945-3114

Email: [shelly.newland@gov.ky](mailto:shelly.newland@gov.ky), [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky)

## **Organisation and functions**

### **Vision**

To be a valued and and facilitator in the training, development and employment of Caymanians who are actively seeking employment or career progression.

### **Mission**

The NWDA's stated Mission is to provide effective human capital development and employment services to:

- support the work readiness of Caymanians through skills assessments and a range of education, training and development opportunities;



- align Caymanians actively seeking employment or career progression with the needs of employers;
- and advance a national workforce development and training agenda, informed by relevant and meaningful research and data.

## **Objectives**

The main objective established for the NWDA is to improve the employability of the Caymanian Workforce which will encompass:

- the ability to gain initial employment;
- the ability to maintain employment and make ‘transitions’ between jobs and roles within the same organisation to meet new job requirements;
- and the ability to obtain new employment if required.

To perform the agency’s work, NWDA has four interdependent Divisions: Employment Services, Training & Development, Labour Market Information Systems, and the integrated functions of the Scholarship Secretariat.

## **Frequently asked questions**

### **Q: Which organizations are public authorities covered by the Freedom of Information Law?**

If an organization is a public authority as defined by the Freedom of Information Law it will be covered by the provisions of this legislation. If it does not meet the definition it will not be a public authority and will therefore have no obligations under the Law.

The Freedom of Information Law applies to information that is held by a public authority and sets out which bodies and offices are considered public authorities for the purpose of the Law:

- a) Ministry, portfolio or department;



- b) statutory body or authority, whether incorporated or not;
- c) government company which –
  - (i) is wholly owned by Government or in which the Government holds more than 50% of the shares; or
  - (ii) is specified in an Order under section 3 ((2) of FOI Law;
- d) other bodies or organization specified in an Order under section 3 (2) of FOI Law.

**Q: Who can request information?**

Under the Freedom of Information Act, any individual, anywhere in the world, is able to make a request to a public authority for information. An applicant is entitled to be informed in writing as to whether the information is held and have the information communicated to them.

If any of the information is to be refused, the organization must provide you with a Refusal notice which clearly states the reasons why it is withholding the information you have requested and making clear the appeals process.

**Q: How do I make a request?**

Your request must:

- be made in writing (this can be electronically e.g., fax, email) to the National Workforce Development Agency ;
- state the name of the applicant and an address for correspondence; and
- describe the information requested.

**FOI request cannot be made over the telephone.**

**Q: What can I request under the Freedom of Information Law?**



You have the right to request any information held by public authorities. The Law allows access to recorded information, such as emails, meeting minutes, research or reports, held by public authorities in the Cayman Islands. Public authorities are subject to the Freedom of Information Law 2007.

**Q: Do I need to complete a form?**

No, just write a letter or send an e-mail message with as much detail as possible about the records you want.

**Q: How long will it take the National Workforce Development Agency to respond to my request?**

Under FOI Law, agencies have 30 working days to answer a request. You must be informed in writing whether the public authority holds the information requested and if so, have the information communicated to you, promptly, but not later than 30 working days after they receive the request. In some circumstances a request may be refused. If this is the case, generally a Refusal Notice should have been issued to you. This should state the exemption providing the basis for refusal within the Freedom of Information Law.

**Q: How do I know if the National Workforce Development Agency has withheld records from me?**

The FOI Manager will tell you in its response letter if records or parts of records you requested have been withheld and which exemptions apply.

**Q: What happens if the National Workforce Development Agency does not have the records I want?**

The FOI Manager will tell you in writing if they are unable to locate records you requested.





**Q: What are the fees for filing a FOI request?**

There are no fees associated with FOI request made to the Ministry of Education, Training, and Employment at this time.

**Q: How can I reach the National Workforce Development Agency FOI Office?**

The FOI Manager, Shelly Newland Ebanks can be reached by phone at (345) 945-3114

Ms Shelly Newland Ebanks

National Workforce Development Agency

2<sup>nd</sup> Floor Midtown Plaza, 1273 Elgin Avenue

Grand Cayman KY1-1107

CAYMAN ISLANDS

Email: [shelly.newland@gov.ky](mailto:shelly.newland@gov.ky), [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky)

**Q: Will I be able to get any information I want?**

Not always. The Freedom of Information Law recognizes that there will be valid reasons why some kinds of information may be withheld, such as if its release would prejudice national security or commercial interests.

**Q: I choose how I receive the information?**

When making a request you can state a preference of how you want the information communicated to you. This could be providing a hard copy, or an electronic copy of the information, providing you an opportunity to inspect a record containing the information or providing a digest or summary of the information. The public authority should give effect to this as far as is reasonably practical, or notify you why it is not so.

**Q: Does the Freedom of Information Law apply to personal data?**

The Freedom of Information Law gives applicants the right to request information held by public authorities. It does not provide a right of access to personal information about you.



**Q: Is the National Job link programme a recruitment programme?**

The National Job Link Programme is NOT a recruitment programme for Caymanians to enter employment. The purpose of the National Job Link Programme is to create a partnership with the private sector to bridge the information gap in the labour market.

**Q: How do I register with the Job Link Programme?**

The National Job Link Portal houses the online registration of all job seeker clients and employers with job postings. You can register as a Jobseeker or Company at [www.nwda.gov.ky](http://www.nwda.gov.ky).

**Q: What are the various client categories for those seeking to sign up as a jobseeker?**

There are three classifications of job seeker clients – JobSeeker, JobSeeker Plus (both considered Independent Clients) and JobSeeker Extended (considered Full Clients)

**Q: What documents do I need to sign up as a job seeker?**

There are different levels of documentation required and services provided for the three classification types of client.

**Jobseeker Extended:**

- Resume/CV
- Proof of Caymanian Citizenship
- Drivers License or Voters Card
- Job Reference Letter
- Police Record

**Jobseeker Plus:**

- Resume/CV
- Proof of Caymanian Citizenship



### **Jobseeker (Independent client with restrictions)**

- Resume/CV
- Proof of Immigration status.

For a full listing of the requirements and benefits for each classification of job seeker clients email [nwda.jobs@gov.ky](mailto:nwda.jobs@gov.ky)

### **Q: What is proof of Caymanian Citizenship or Immigration Status?**

#### **FOR PERSONS REGISTERED TO VOTE (and listed on registry)**

- Valid photo ID

If you are not registered to vote and are either born in the Cayman Islands or possess status please provide the documents as outlined below:

#### **FOR CAYMANIAN BORN**

- Valid photo ID; and
- Birth Certificate of applicant; and
  - Birth Certificate of one parent that was born in the Cayman Islands; or
  - Copy of the Caymanian parents Caymanian Status Certificate if the parent was born outside the Cayman Islands (to qualify as a born Caymanian the parent had to have obtained status prior to the birth of the child)

#### **FOR CAYMANIAN STATUS HOLDER**

- Valid photo ID; and
- Caymanian Status Certificate; or Stamp in valid passport to show same

#### **FOR PERSONS MARRIED TO CAYMANIANS OR PERSONS WITH PERMANENT RESIDENCY**

- Valid photo ID; and



- Residency w/Employment Rights Certificate (RERC) as the Spouse of a Caymanian; or
- Residency w/Employment Rights Certificate (RERC)
- Stamp in valid passport to show same

## **FOR LEGAL AND ORDINARY RESIDENTS**

- Valid photo ID; and
  - Current work permit; or
  - Work permit that shows you as a dependent; or
  - Stamp in valid passport to show same

(VALID PHOTO ID: Valid Passport, Valid Driver's License, Valid Voter's Registration Card)

### **Q: How do I reset my password for the Job Link Portal?**

The Manager Labour Market Information Systems is responsible for resetting passwords. To reset your password for the Job Link Portal call 945-3114 or email [nwda.jobs@gov.ky](mailto:nwda.jobs@gov.ky).

### **Q: How do I register for the training offered through NWDA?**

You can apply for training courses being offered through NWDA by emailing [nwda.training@gov.ky](mailto:nwda.training@gov.ky) or calling 945-3114.

### **Q: How do I register for the opportunities offered for the National Internship Programme?**

You can apply opportunities being offered through NWDA's National Internship Programme by emailing [nwda.internship@gov.ky](mailto:nwda.internship@gov.ky) or calling 945-3114.

### **Q: Who can apply to the Passport2Success Programme?**

The Passport2Success Programme is a Ministry-funded, employability initiative for youth, ages from 17 to 21 years old and there is a separate cohort for single mothers.



**Q: How do I apply for an Overseas Government Scholarship?**

You can apply for a scholarship online at 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**

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



accounting policies and procedures are exercised in accordance with the Public Management and Finance Law and the Financial Regulations.

### **Governance**

High-level documents that inform and direct the functions and activities of the authority are within the domain of the Ministry of Education, Employment and Gender Affairs.

### **The following laws and regulations can be accessed from the Cayman Islands Legislative Assembly Office.**

- Public Management and Finance Law/Financial Regulations (2013 Revision) The Financial Regulations, 2013
- Public Service Management Law, 2011 HR Law
- Public Service Management Law (2013 Revision)
- Freedom of Information Law (Law 10 of 2007)
- Freedom of Information (General) Regulations 2008

### **Corporate management**

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

- Plans for business continuity, hazard management and disaster recovery

### **The following information can be found on the Government website: [www.gov.ky](http://www.gov.ky)**

- Cayman Islands Government Annual Reports
- Cayman Islands Government Annual Budgets

Please contact Freedom of Information Manager at (345) 945-3114 for access to these documents.

## **FINANCE & ADMINISTRATION**

### **Administration**

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



**The following laws and regulations can be accessed from the Cayman Islands Legislative Assembly Office.**

- Public Management and Finance Law/Financial Regulations (2013 Revision) The Financial Regulations, 2013
- Public Service Management Law, 2011 HR Law
- Public Service Management Law (2013 Revision)
- Freedom of Information Law (Law 10 of 2007)
- Freedom of Information (General) Regulations 2008

**Record Management:**

- National Archive and Public Records Law (2007)
- National Archive and Public Records Regulations (2007)
- Freedom of Information Law (2007) - [www.foi.gov.ky](http://www.foi.gov.ky)



## **Financial management**

### **Financial management\***

- Annual Budget Statement
- Purchase Agreements

Financial documents can be accessed by contacting the Information Manager at (345) 945-3114.

## **Administration**

- Press Releases - <http://www.nwda.gov.ky>
- Staff pay and Grading Structures - <http://www.gov.ky/pls/>
- Job Vacancies, Career Opportunities <http://www.nwda.gov.ky/>
- Training Records

This document can be accessed by contacting the Information Manager at (345) 945-3114

## **POLICIES & PROCEDURES**

- Internal complaints procedures
- External complaints Procedures
- General Complaints Form

Available upon request from Information Manager at (345) 945-3114

## **LISTS & REGISTERS**

- Client Asset Register
- FOI disclosure log
- Fixed Asset Register

Available upon request from Information Manager at (345) 945-3114

## **OUR SERVICES**

### **Employment Services Unit:**

The NWDA Employment Services Unit assists job seekers at every level of the employment process;





from registration, review of resumes, career guidance, identifying suitable job prospects and providing referrals to prospective employers. The National Job Link Programme is managed by this Unit.

### **Training and Development Unit:**

The NWDA provides professional training for job seekers to prepare them for work readiness; from communication, business conduct, workplace etiquette and customer service, to career and employment counselling. The National Training Programme, National Internship Programme, National Apprenticeship Programme and National Mentorship Programme is managed by this Unit.

### **Labour Market and Information Systems**

The NWDA maintains a current database of registrants and opportunities while working closely with the Economic and Statistics Office to determine employment and industry trends, unemployment statistics and identify and anticipate service demands.

### **General Forms:**

- Application to register as a jobseeker
- Application to register as a company
- Brochures
  - National Internship Programme
  - National Training Programme
  - National Job Link Programme
  - General Brochure
- Jobseeker Questionnaire
- Employer Questionnaire
- Passport2Success Application Form
- Complaints form



**NATIONAL WORKFORCE  
DEVELOPMENT AGENCY**  
CAYMAN ISLANDS GOVERNMENT

2nd Floor, Midtown Plaza, 273 Elgin Avenue  
P.O. Box 2257, Grand Cayman KY1-1107  
CAYMAN ISLANDS  
t. (345) 945-3114 f. (345) 945-3115

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.

**Ms Shelly Newland Ebanks**

National Workforce Development Agency

2<sup>nd</sup> Floor Midtown Plaza

273 Elgin Avenue

Grand Cayman KY1-1107

CAYMAN ISLANDS

t. (345) 945-3114

[www.foi.nwda@gov.ky](mailto:www.foi.nwda@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 organization's) commercial interests, or endanger the protection of the environment.

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

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

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

### 3. Methods of access

---

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

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#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Mr. Julio Ramos or Sara Lee Moore at (345) 945-7649 to request information.

#### Post

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

Sara Lee Moore  
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

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

National Housing Development Trust

### **Ministry**

Ministry of Planning, Lands, Agriculture, Housing and Infrastructure (PLAHI)  
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**

Sara Lee Moore  
Information Manager  
P.O. Box 2379  
Grand Cayman KY1-1105  
CAYMAN ISLANDS  
NHDT FOI Email: [foi.nhdt@gov.ky](mailto:foi.nhdt@gov.ky)  
FOI Website: [www.foi.gov.ky](http://www.foi.gov.ky)  
Ph: (345) 945-7649  
Fax: (345) 945-7679

**Information Deputy Manager**

Rohan Riley

**Organisation and functions**

The National Housing Development Trust's objectives are providing:

1. housing;
2. accommodation;
3. assistance to help house people;
4. associated facilities and amenities;
5. loans and advances and the giving of guarantees for the benefit of the people of the Cayman Islands.

Location and hours	Matters handled
National Housing Development Trust 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 (GGHAM) Program.</li></ol>

	3. Administer and coordinate the Build on Your Own Property (BYOP) Program
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#### Boards and committees & include the sub-committees

Name	Meetings	Minutes
<u><b>Board of Directors</b></u>  Mr. George Anthony Powell, Chairman Mr. Kearney S. Gomez, Deputy Chairman 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	NHDT Board Meetings are not open to public and are held at least once a month.	Confirmed and approved Board Minutes are now routinely uploaded to the NHDT website <a href="http://www.nhdt.gov.ky/">http://www.nhdt.gov.ky/</a> .

#### Frequently Asked Questions

- What is the Government Guaranteed Home Assisted Mortgage?

The Cayman Islands Government, working with the National Housing Development Trust and local private Banks to provide mortgages to Caymanian and Caymanian Status Holders.

- How does the GGHAM work?

The Government Guaranteed Home Assisted Mortgage (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. 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 (AHI) 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.

- What is the Build on Your Own Property (BYOP) Program?

The Build on Your Own Property (“BYOP”) is an option for a person owning their own home if they have their own land. The National Housing Development Trust assists Caymanians to construct affordable homes on their own property.

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 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 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 Government Guarantee Home Assisted Mortgage (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.

### **The Build on Your Own Property (BYOP)**

The Build on Your Own Property (BYOP) Program, provides bridge financing to Caymanian in the construction of a home on the clients own property, whereby the mortgage loan are then refinance by a local banking institution.

- ⇒ Be a first-time property owner
- ⇒ Be first-time Property owner
- ⇒ Be Caymanian
- ⇒ Currently reside in Grand Cayman
- ⇒ Become the owner/occupier of the home being constructed
- ⇒ Earn no more than CI\$75,000.00 per year/CI\$6,250.00 monthly
- ⇒ Applicants must be within the age-bracket required for repaying a mortgage
- ⇒ Be currently employed for at least six months, at currently place of employment or
- ⇒ Self-employed for two years

**National Drug Council Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

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

**1. About the publication scheme**

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

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

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

This publication scheme commits the National Drug Council to making information available to the public as part of its normal business activities.

The National Drug Council will:

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

## 2. Information that may be withheld

The National Drug Council will generally not publish:

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

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

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

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

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

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

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

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



### 3. Methods of access

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

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

#### Online

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

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.ndc.ky](http://www.ndc.ky). If you are still having trouble locating information listed under our scheme, please contact (345) 949-9000.

#### Email

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 949-9000 to request information.

#### Post

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

P.O Box 10007  
Grand Cayman KY1-1001  
Cayman Islands

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

#### Personal visits

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

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Simon Miller on (345) 949-9000 or at [foi@ndc.ky](mailto:foi@ndc.ky).

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

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

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

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

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

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

There are some publications which the National Drug Council offers for sale. This includes: Policy and Procedure Manual and National Anti-Drug Strategy. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

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

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

##### Postage costs

The National Drug Council will pass on to the requester the actual costs of postage or courier delivery.

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

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

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

Information held by the National Drug Council that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

As a statutory body set up under the National Drug Council Law 1997, the National Drug Council is committed to openness, transparency and serving the public interest in compliance with the Freedom of Information Law, 2007. This Law was implemented on 05 January, 2009 and gives the public a right of access to all types of records held by public authorities but also sets out some exemptions from that right.

If you would like to request information from the National Drug Council, you should first visit our website ([www.ndc.ky](http://www.ndc.ky)) to see if the information you seek has already been published.

##### Submitting a request

If you wish to make a request for information then you should contact the Information Manager either via mail, facsimile or email (see below contact information for either).

Additionally, a request can be made by visiting the National Drug Council and filling out the FOI Request form (available at the Receptionist desk).

### **Information Manager**

Simon Miller

### **Address**

#17 & 18 Caymanian Village,  
Grand Cayman,

### **Mailing Address**

P.O Box 10007  
Grand Cayman, KY1-1001  
Cayman Islands

### **Telephone**

Ph: (345) 949-9000  
Fax: (345) 949-6264

Email: [foi@ndc.ky](mailto:foi@ndc.ky)

### **How to make a request**

Your FOI request must:

- Be in writing (letter, email or facsimile)
- Include your name and an address (either postal or e-mail)
- Where possible, include a contact telephone number
- Be as specific as possible about the information you are seeking (this will help us to respond promptly to your request)

### **6. Complaints**

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

If you wish to complain about any aspect of this publication scheme, please contact Simon Miller on (345) 949-9000 or at [foi@ndc.ky](mailto:foi@ndc.ky), and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained via email: [foi@ndc.ky](mailto:foi@ndc.ky) or in writing:

P.O Box 10007  
Grand Cayman KY1-1001  
Cayman Islands.

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

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

Information Commissioner's Office  
P O Box 1375  
Grand Cayman, KY1-1108  
Cayman Islands

Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

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

## **ABOUT US**

### **Name of public authority**

National Drug Council

### **Ministry**

Ministry of Home Affairs

### **Principal Officer**

Joan West-Dacres

Director

(345) 949-9000

[jwest-dacres@ndc.ky](mailto:jwest-dacres@ndc.ky)

### **Information manager**

Simon Miller

Information Manager

(345) 949-9000

[simonmiller@ndc.ky](mailto:simonmiller@ndc.ky)

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

Luisa McLaughlin

Information Manager Designate

(345) 949-9000

[lmclaughlin@ndc.ky](mailto:lmclaughlin@ndc.ky)

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

## **Organisation and functions**

The National Drug Council (NDC) is an independent statutory body set up under the National Drug Council Law, 1997 to co-ordinate anti-drug measures in the Cayman Islands. The National Drug Council consists of 12 council members and an office which serves as the secretariat.

### ***Functions***

To keep under review the situation in the islands with respect to the abuse of drugs.

To formulate and develop drug prevention and rehabilitation policies and programmes.

To advise the Minister on drug prevention and rehabilitation policies and programmes; the licensing and operation of treatment and rehabilitation centres; drug supply control measures; and law reform relating to the misuse of drugs.

To educate the public, particularly the young, on the dangers of drug abuse, and to initiate, sponsor and support conferences, seminars, and meetings related to drug abuse.

To promote and support training in the field of Drug Abuse Prevention and Rehabilitation.

To promote and encourage the establishment of a system to coordinate the treatment and rehabilitation of drug abusers and the care of persons associated with drug abusers.

To establish and operate treatment centres.

To conduct research into, and develop and maintain a database of information on drug abuse in the islands.

National Drug Council

Unit's #17 and #18 Caymanian Village

PO Box 10007 Grand Cayman KY1-1001

CAYMAN ISLANDS

Ph: (345) 949-9000

Fax: (345) 949-6264

info@ndc.ky

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

Location and hours	Matters handled
<p>National Drug Council</p> <p>Unit's #17 and #18 Caymanian Village</p> <p>Business Hours:</p> <p>Monday – Friday</p> <p>8:30am to 5:00pm</p>	<p>Keep under review the situation in the islands with respect to the abuse of drugs.</p> <p>Formulate and develop drug prevention and rehabilitation policies and programmes.</p> <p>Advise the Minister on drug prevention and rehabilitation policies and programmes; the licensing and operation of treatment and rehabilitation centres; drug supply control measures; and law reform relating to the misuse of drugs.</p> <p>Educate the public, particularly the young, on the dangers of drug abuse, and to initiate, sponsor and support conferences, seminars, and meetings related to drug abuse.</p> <p>Promote and support training in the field of Drug Abuse Prevention and Rehabilitation.</p> <p>Promote and encourage the establishment of a system to coordinate the treatment and rehabilitation of drug abusers and the care of persons associated with drug abusers.</p> <p>We encourage and support the operation of treatment centres.</p> <p>Conduct research into, and develop and maintain a database of information on drug abuse in the islands.</p>

### Boards and committees

Name	Meetings	Minutes
<p>Mrs. Dorothy Scott-Crumbley - Chairman (reappointment)</p> <p>Mr. Rayle Roberts - Vice Chairman (reappointment)</p> <p>Hon Chief Magistrate Nova Hall - Member</p> <p>Dr. Marc Lockhart - Member (reappointment)</p> <p>Mrs. Esme Watler-Hydes - Member</p> <p>Mrs. Teresa Echenique-Bowen - Member (reappointment)</p> <p>Chief Officer, Ministry of Health, Sports, Youth &amp; Culture - Ex-Officio</p>	<p>Meetings are held once a month and are closed to the public.</p>	<p>Minutes are only available in hard copy –requested in writing.</p>

Chief Officer, Ministry of Community Affairs - Ex-Officio		
Chief Officer, Ministry of Education, Employment & Gender Affairs - Ex-Officio		
Minister of Finance & Economic Development (or his representative) - Ex-Officio		
Commissioner of Police (or his representative) - Ex-Officio		
National Drug Council Coordinator - Ex-Officio		

## **Frequently asked questions**

### **Who are the Board (Council Members) Members of the National Drug Council?**

Mrs. Dorothy Scott-Crumbley - Chairman (reappointment)

Mr. Rayle Roberts - Vice Chairman (reappointment)

Hon Chief Magistrate Nova Hall - Member

Dr. Marc Lockhart - Member (reappointment)

Mrs. Esme Watler-Hydes - Member

Mrs. Teresa Echenique-Bowen - Member (reappointment)

Chief Officer, Ministry of Health, Sports, Youth & Culture - Ex-Officio

Chief Officer, Ministry of Community Affairs - Ex-Officio

Chief Officer, Ministry of Education, Employment & Gender Affairs - Ex-Officio

Minister of Finance & Economic Development (or his representative) - Ex-Officio

Commissioner of Police (or his representative) - Ex-Officio

National Drug Council Coordinator - Ex-Officio

### **Who is the Staff of the National Drug Council?**

Joan West-Dacres  
*Director*

Brenda Watson  
*Programme Manager*

Luisa McLaughlin  
*Research Analyst*

Simon Miller  
*Prevention Specialist*

Susan Young  
*Prevention & Information Officer*

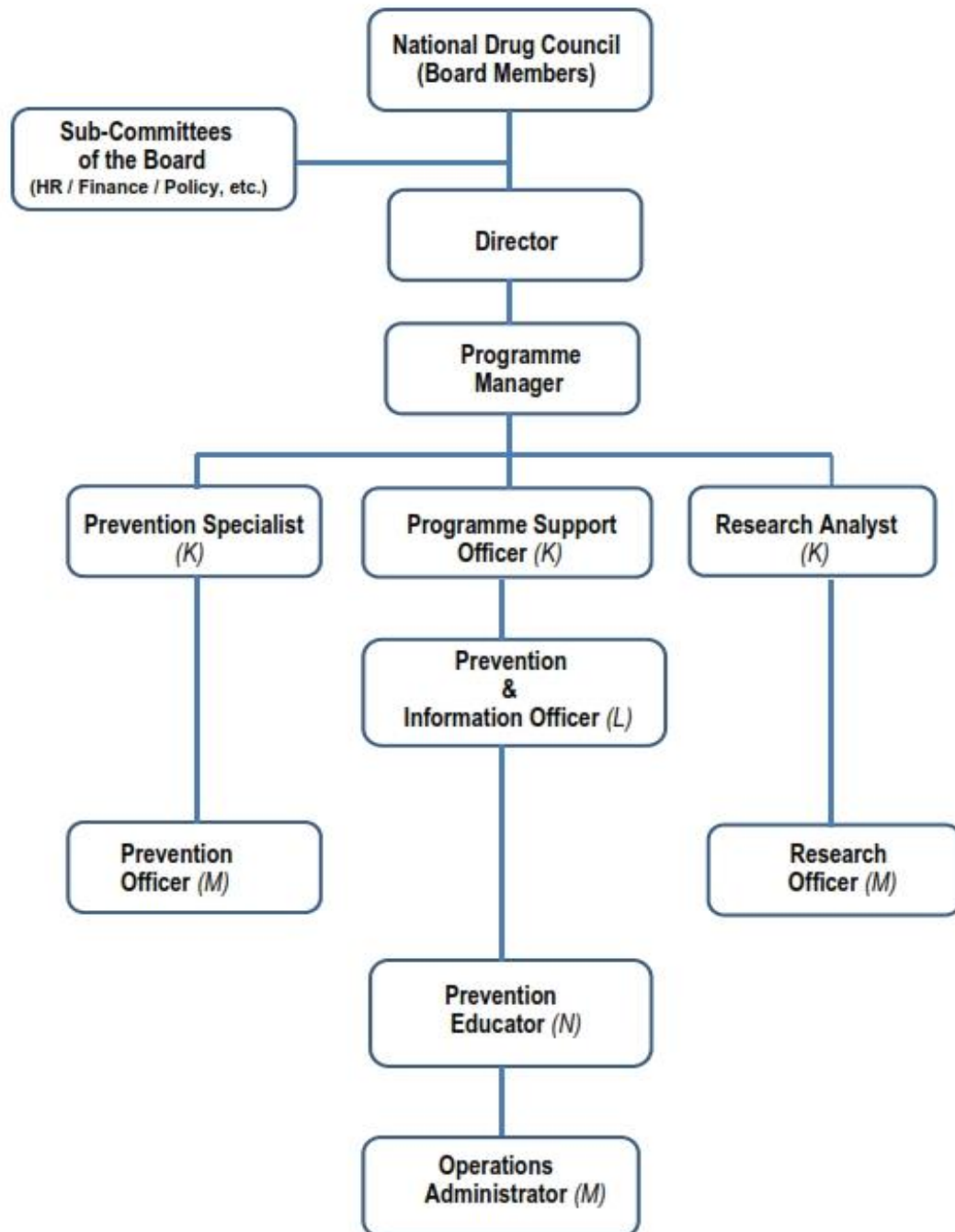
F. M. Juneau Barnett  
*Prevention Officer*

Julianne Scott  
*Prevention Educator*



What are the lines of authority and responsibility of the National Drug Council?

### Organisational Chart



## What is the salary of the staff of the National Drug Council

Annual Salary Scale for Salaried Staff - 1 September 2012

Grade	Grade Band	PT 1	PT 2	PT 3	PT 4	PT 5	PT 6	PT 7	PT 8	PT 9	PT 10	PT 11	PT 12	PT 13
A	1366-1502	\$160,020	\$164,016	\$168,132	\$172,296	\$176,628								
B	1185-1365	\$152,304	\$156,096	\$160,020	\$164,016	\$168,120	\$172,296							
C	1050-1184	\$123,348	\$126,456	\$129,612	\$132,852	\$136,164	\$139,572	\$143,064						
D	870-1049	\$105,696	\$108,324	\$111,036	\$113,808	\$116,652	\$119,568	\$122,568	\$125,640					
E	775-869	\$96,372	\$98,796	\$101,256	\$103,800	\$106,380	\$109,032	\$111,780	\$114,564	\$117,420				
F	614-774	\$88,452	\$90,660	\$92,940	\$95,256	\$97,656	\$100,092	\$102,588	\$105,144	\$107,760	\$110,472			
G	534-613	\$77,712	\$79,656	\$81,660	\$83,700	\$85,776	\$87,948	\$90,132	\$92,388	\$94,680	\$97,068	\$99,492	\$101,976	\$104,532
H	451-533	\$69,456	\$71,184	\$72,984	\$74,796	\$76,680	\$78,600	\$80,556	\$82,572	\$84,624	\$86,748	\$88,920	\$91,140	\$93,432
I	371-450	\$61,224	\$62,760	\$64,332	\$65,940	\$67,596	\$69,276	\$71,016	\$72,780	\$74,604	\$76,464	\$78,396	\$80,340	\$82,356
J	314-370	\$53,412	\$54,744	\$56,112	\$57,504	\$58,944	\$60,420	\$61,944	\$63,468	\$65,064	\$66,684	\$68,352	\$70,056	\$71,832
K	289-313	\$47,520	\$48,888	\$49,944	\$51,192	\$52,464	\$53,772	\$55,128	\$56,484	\$57,900	\$59,364	\$60,852	\$62,352	\$63,912
L	228-288	\$42,564	\$43,632	\$44,712	\$45,840	\$46,992	\$48,156	\$49,368	\$50,616	\$51,852	\$53,160	\$54,492	\$55,860	\$57,252
M	192-227	\$38,196	\$39,144	\$40,140	\$41,124	\$42,168	\$43,224	\$44,280	\$45,384	\$46,548	\$47,712	\$48,900	\$50,124	\$51,372
N	166-191	\$34,524	\$35,364	\$36,252	\$37,164	\$38,076	\$39,048	\$40,020	\$41,028	\$42,024	\$43,080	\$44,172	\$45,276	\$46,416
O	135-165	\$31,272	\$32,076	\$32,880	\$33,672	\$34,548	\$35,376	\$36,264	\$37,188	\$38,112	\$39,072	\$40,056	\$41,064	\$42,096
P	115-134	\$28,296	\$28,992	\$29,724	\$30,480	\$31,224	\$32,004	\$32,832	\$33,624	\$34,464	\$35,328	\$36,216	\$37,116	\$38,040
Q	85-114	\$25,272	\$25,896	\$26,556	\$27,204	\$27,900	\$28,596	\$29,316	\$30,048	\$30,804	\$31,560	\$32,352	\$33,144	\$33,996
R	Trainee	\$17,772	\$18,228	\$18,696	\$19,152	\$19,632	\$20,112	\$20,628	\$21,144	\$21,648	\$22,200	\$22,752	\$23,328	\$23,916

Monthly Salary Scale for Salaried Staff - 1 September 2012

Grade	Grade Band	PT 1	PT 2	PT 3	PT 4	PT 5	PT 6	PT 7	PT 8	PT 9	PT 10	PT 11	PT 12	PT 13
A	1366-1502	\$13,335	\$13,668	\$14,011	\$14,358	\$14,719								
B	1185-1365	\$12,692	\$13,008	\$13,335	\$13,668	\$14,010	\$14,358							
C	1050-1184	\$10,279	\$10,538	\$10,801	\$11,071	\$11,347	\$11,631	\$11,922						
D	870-1049	\$8,808	\$9,027	\$9,253	\$9,484	\$9,721	\$9,964	\$10,214	\$10,470					
E	775-869	\$8,031	\$8,233	\$8,438	\$8,650	\$8,865	\$9,086	\$9,315	\$9,547	\$9,785				
F	614-774	\$7,371	\$7,555	\$7,745	\$7,938	\$8,138	\$8,341	\$8,549	\$8,762	\$8,980	\$9,206			
G	534-613	\$6,476	\$6,638	\$6,805	\$6,975	\$7,148	\$7,329	\$7,511	\$7,699	\$7,890	\$8,089	\$8,291	\$8,498	\$8,711
H	451-533	\$5,788	\$5,932	\$6,082	\$6,233	\$6,390	\$6,550	\$6,713	\$6,881	\$7,052	\$7,229	\$7,410	\$7,595	\$7,786
I	371-450	\$5,102	\$5,230	\$5,361	\$5,495	\$5,633	\$5,773	\$5,918	\$6,065	\$6,217	\$6,372	\$6,533	\$6,695	\$6,863
J	314-370	\$4,451	\$4,562	\$4,676	\$4,792	\$4,912	\$5,035	\$5,162	\$5,289	\$5,422	\$5,557	\$5,696	\$5,838	\$5,986
K	289-313	\$3,960	\$4,074	\$4,162	\$4,266	\$4,372	\$4,481	\$4,594	\$4,707	\$4,825	\$4,947	\$5,071	\$5,196	\$5,326
L	228-288	\$3,547	\$3,636	\$3,726	\$3,820	\$3,916	\$4,013	\$4,114	\$4,218	\$4,321	\$4,430	\$4,541	\$4,655	\$4,771
M	192-227	\$3,183	\$3,262	\$3,345	\$3,427	\$3,514	\$3,602	\$3,690	\$3,782	\$3,879	\$3,976	\$4,075	\$4,177	\$4,281
N	166-191	\$2,877	\$2,947	\$3,021	\$3,097	\$3,173	\$3,254	\$3,335	\$3,419	\$3,502	\$3,590	\$3,681	\$3,773	\$3,868
O	135-165	\$2,606	\$2,673	\$2,740	\$2,806	\$2,879	\$2,948	\$3,022	\$3,099	\$3,176	\$3,256	\$3,338	\$3,422	\$3,508
P	115-134	\$2,358	\$2,416	\$2,477	\$2,540	\$2,602	\$2,667	\$2,736	\$2,802	\$2,872	\$2,944	\$3,018	\$3,093	\$3,170
Q	85-114	\$2,106	\$2,158	\$2,213	\$2,267	\$2,325	\$2,383	\$2,443	\$2,504	\$2,567	\$2,630	\$2,696	\$2,762	\$2,833
R	Trainee	\$1,481	\$1,519	\$1,558	\$1,596	\$1,636	\$1,676	\$1,719	\$1,762	\$1,804	\$1,850	\$1,896	\$1,944	\$1,993

### F Scale

Director

### J Scale

Programme Manager

### K Scale

Research Analyst

### K Scale

Prevention Specialist

### L Scale

Prevention & Information Officer

### M Scale

Prevention Officer

### N Scale

Prevention Educator

The above information can also be found on our website.

[http://www.ndc.ky/file/resource/misc/quick\\_faqs\\_about\\_the\\_ndc.pdf](http://www.ndc.ky/file/resource/misc/quick_faqs_about_the_ndc.pdf)

## **STRATEGIC MANAGEMENT**

### **Governance**

The National Drug Council Law (2003 Revision) – All persons seeking copies of the Law should contact the Legislative Assembly at:

#### **Address**

Legislative Assembly, 33 Fort Street, George Town, Grand Cayman

#### **Mailing Address**

Box 890, Grand Cayman KY1-1103, CAYMAN ISLANDS

#### **Telephone**

(345) 949-4236

#### **Fax**

(345) 949-9514

National Anti-Drug Strategy 2009-2013 – Available online. A Hard copy of this document can be requested from the National Drug Council for a fee.

*The National Anti-Drug Strategy 2009-2013 is the blueprint for the Cayman Islands' response to the misuse and abuse of both illicit and illegal drugs, including alcohol, tobacco and prescription drugs.*

### **Corporate management**

NDC Annual Reports - Available online. Hard copies of these documents can be requested from the National Drug Council.

NDC Disaster Plan - Request in writing. A hard copy of this document can be requested from the National Drug Council.

*This plan addresses the NDC response to disaster conditions related to the impact of disasters including hurricanes, severe storms, fires and floods. The second element of the plan includes the preservation of records and procedures to safeguard government's 'Vital Records'.*

## **FINANCE & ADMINISTRATION**

### **Financial management**

Ownership Agreement – Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*The Ownership Agreement documents the ownership performance that the Cabinet and the Board of National Drug Council have agreed that National Drug Council will seek to achieve during the financial year.*

Purchase Agreement - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*The Purchase Agreement details the outputs that the Cabinet of the Government of the Cayman Islands (Cabinet) and the National Drug Council have agreed that the National Drug Council will deliver, and the Cabinet will purchase, during the financial year.*

Quarterly Invoices - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*Quarterly Invoices are billed to Government for services rendered for the quarter as agreed by the Purchase Agreement for that fiscal year.*

### **Administration**

Press releases - Available online. Hard copies of these documents can be requested from the National Drug Council.

## **POLICIES & PROCEDURES**

NDC - Policy and Procedure Manual - Request in writing. A hard copy of this document can be requested from the National Drug Council for a fee.

*This manual provides clear policies and procedures for the operations of the NDC Secretariat (office) and its employees.*

## **DECISIONS & RECOMMENDATIONS**

Minutes of Council meetings - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

NDC - Performance Agreement and Assessment - Request in writing. Hard copies of these documents can be requested from the National Drug Council.

*This Performance Agreement details the performance to be achieved by the staff member concerned during the financial year. The purpose of the document is to ensure that the performance expected is clearly understood and agreed to by both parties to the agreement: the staff member and the manager to whom the staff member reports.*

## **LISTS & REGISTERS**

Asset register - Request in writing. A hard copy of this document can be requested from the National Drug Council.

## **OUR SERVICES**

About us - Available online. [www.ndc.ky/about.html](http://www.ndc.ky/about.html)

### **Mission**

*To formulate, coordinate, monitor and evaluate the implementation of the National Anti-Drug Strategic Plan based on proactive, creative and research driven strategies in collaboration with public and private sector organisations and in accordance with the provisions of the NDC Law.*

### **Goal**

*To have the resident population of the Cayman Islands, free from all drug, alcohol and other substance abuse/misuse and their ill-effects.*

Staff - Available online. <http://www.ndc.ky/about.html>

**Director – Joan West-Dacres'** fulfils the duties and responsibilities of the National Drugs Co-ordinator as set out in the National Drug Council Law (2003 revision), as the Director.

She assumes responsibility for the day to day administration of the National Drug Council through the Secretariat. She directs the organization to facilitate the implementation of policies and programmes, including those related to National Drug Plans and the realization of tactical goals of the organization.

Mrs. West-Dacres prepares, manages and oversees the annual budget, provides performance based management of the Secretariat staff, acts as an ex-officio member of the Board of Directors, oversees the implementation of research initiatives and development of reports, oversees the development and implementation of approximately 150+ prevention presentations, programmes and initiatives in the schools, community and prisons.

She liaises with and establishes sound working relationships and cooperative arrangements with community groups and organizations. She also provides strategic and policy advice to Chief Officers, Deputy Governor, the Government and Cabinet on relevant matters including: legislative changes, policy development and issues concerning substance use, misuse, abuse that have potential national implications.

**Programme Manager - Brenda Watson** has primary responsibility for the development and oversight of the implementation of comprehensive drug prevention initiatives.

She works with stakeholders to develop and implement drug prevention initiatives, design and implement specific interventions, education and training programmes aimed at reducing the issues of substance use, misuse and abuse.

She coordinates (and delivers) education and training events/programmes and performs various technical tasks related to programmes such as formulating presentations based on statistical survey findings and providing/coordinating server-training programmes (e.g. TIPS).

In addition, she writes press releases and provides public education through various media formats as well as participates in public relations campaigns and media presentations. Mrs. Watson also provides oversight/supervision to NDC employees and acts in the absence of the Director.

**Research Analyst - Luisa McLaughlin** under the leadership of the Director/National Drugs Co-ordinator, the Research Analyst has primary responsibility for survey design, implementation/administration, data entry and analysis, and ad hoc field studies relating to alcohol, tobacco and other drugs. Additionally liaison between other national, regional and international agencies involved in research is pertinent. The Research Analyst facilitates access to information held within the organisation and assist with the everyday operations of the NDC.

**Prevention Specialist– Simon Miller** under the leadership of the Director/National Drugs Co-ordinator, the Prevention Specialist has primary responsibility to support programme design, assessment, coordination and implementation of alcohol and other drug abuse prevention programs in schools, community groups, business and industry, parents, private and public agencies and organisations. The main purpose of the Prevention Specialist is the promotion, facilitation and delivery of alcohol and other drug prevention presentations and programmes offered by the National Drug Council. The Prevention Specialist provides community or organisational consultation, support to and monitoring of substance abuse prevention programmes, implementation of comprehensive drug prevention programmes and initiatives; and assists with the everyday operations of the NDC Secretariat.

**Prevention & Information Officer - Susan Young** reporting to the Programme Manager, under the leadership of the Director, the Prevention & Information Officer has primary responsibility for the implementation of comprehensive drug prevention / education programmes and initiatives; data collection, data entry and reporting review; and assistance with the everyday operations of the NDC Secretariat.

**Prevention Officer - F. M. Juneau Barnett** reporting primarily to Prevention Specialist, under the leadership of the Director/National Drugs Co-ordinator, the Prevention Officer has primary responsibility for the promotion, facilitation and delivery of alcohol and other drug prevention presentations and programs offered by the National Drug Council. These prevention programs are interactive and use educational activities, including but not limited to the arts, role-playing, and implementation of research-based curricula. The primary topics of the programmes include alcohol, tobacco and other drugs. These activities include educational presentations in the schools, after-school and summer programming, participation in community meetings and events.

**Prevention Educator (CB) - Julianne Scott** reporting to the Programme Manager / Prevention Specialist, under the leadership of the Director/National Drugs Coordinator, the Prevention Educator has primary responsibility for the delivery of alcohol and other drug prevention initiatives offered by the National Drug Council. These prevention initiatives are interactive and educational in nature. The primary topics of the programmes include alcohol, tobacco and other drugs. These activities include educational presentations in the schools, after-school and summer programming, church, correctional or rehabilitative activities and participation in community meetings and events.



Campaigns - Available online. [www.ndc.ky/media.html](http://www.ndc.ky/media.html).

*The National Drug Council provides ongoing information to the public with the aim of bringing greater awareness to issues related to substance abuse and its ill-effects, and to prevent or reduce the harm associated with substance misuse and abuse.*

*National Drug & Alcohol Facts Week*

*National Inhalants & Poisons Awareness Week*

*Alcohol Awareness Month*

*World No Tobacco Day*

*International Day Against Drug Abuse and Illicit Trafficking*

*National Recovery Month*

*Designated Driver Campaign*

*New Year's Eve Purple Ribbon Bus*

Monitoring/Research – Available online. [www.ndc.ky/research.html](http://www.ndc.ky/research.html). Hard copies of these documents can be requested from the National Drug Council.

*The Cayman Islands Student Drug Use Survey (CISDUS) describes the extent and patterns of alcohol and other drug use among students in grades 7-12 across the Cayman Islands.*

*The Cayman Islands Drug And Alcohol Survey (CIDAS) describes the extent and patterns of alcohol and other drug use among individuals 15 years of age and older in the Cayman Islands.*

*The Cayman Islands Drug Free Workplace Survey describes the nature and extent of substance use and misuse in workplaces of the Cayman Islands (Grand Cayman).*

*Her Majesty's Cayman Islands Prison Service Survey (HMCIPSS) describe the consumption patterns among inmates before and during incarceration; social factors related to offending and drug use; and the relationship between drug use and criminal behaviour among inmates in the Cayman Islands.*

*The Cayman Islands Drug Information Network (CAYDIN) is a group of people who, represent either themselves or an agency, and collect, analyse and disseminate information on drugs for the purpose of monitoring trends, developing policies, and implementing appropriate programmes and responses to assist those persons impacted by substance use, misuse and abuse in our communities.*

Prevention – Training/Courses/Presentations

*The National Drug Council provides prevention training, courses, presentations and speaking engagements at community and school events on the harmful effects of alcohol and other drugs on the individual and the community.*

NDC Brochures - Available online. [www.ndc.ky/resources.html](http://www.ndc.ky/resources.html). Hard copies of these documents can be requested from the National Drug Council.

Together we can talk about Alcohol  
*A guide for parents.*

Marijuana / Ganja Info for Parents

Truth about Marijuana  
*Get the Facts about Marijuana*

Truth about Alcohol  
*Get the Facts about Alcohol*

Get The Facts Cocaine

Get The Facts Marijuana

Get The Facts Alcohol

Get The Facts Smoking

Get The Facts Prescription Drugs

Volunteer Sheet – Available online [www.ndc.ky/file/resource/resource/Volunteer\\_Sheet.pdf](http://www.ndc.ky/file/resource/resource/Volunteer_Sheet.pdf). A hard copy of this document can be requested from the National Drug Council.

Sponsorship Packages - Available online.  
[www.ndc.ky/file/resource/resource/Sponsorship\\_Packages.pdf](http://www.ndc.ky/file/resource/resource/Sponsorship_Packages.pdf). A hard copy of this document can be requested from the National Drug Council.





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

### Publication Scheme - January 2017

*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.plahi.gov.ky](http://www.plahi.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.plahi.gov.ky](http://www.plahi.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,  
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**

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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
- Ms. Leah Watson – Information Manager Designate  
Leah.watson@gov.ky
- Mr. David Fawcitt – Information Manager Designate  
David.fawcitt@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
- National Housing & Development Trust
- 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.plahi.gov.ky](http://www.plahi.gov.ky)

Location and hours	Matters handled
<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</p> <p>Policy and Planning</p> <p>Human Resource Management</p> <p>Finance</p> <p>Day to Day Operations</p> <p>Capital Projects</p> <p>Equity Injections</p> <p>Executive Assets</p> <p>Petroleum Inspectorate</p> <p>Facilities Management</p> <p>Civic Centre &amp; Town Halls</p> <p>Freedom of Information Requests</p> <p>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*

#### CONTENTS:

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

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#### 1. About the Publication Scheme

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

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

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

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

This publication scheme commits the **Ministry of Home 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. Visiting our offices on the 5<sup>th</sup> Floor, Government Administration Building, Grand Cayman KY1-9000, CAYMAN ISLANDS, or
4. You can also refer online to: <http://www.mha.gov.ky> "*Making a Request.*"

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

## 6. Complaints

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

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

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

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

Information Commissioner's Office,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
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**  
MINISTRY OF HOME AFFAIRS

**Principal Officers**

Franz Manderson, Deputy Governor  
Franz.Manderson@gov.ky; 244-2432

Wesley Howell, Chief Officer  
Wesley.Howell@gov.ky; (345) 244-3179

**Key staff**

Michael Ebanks, Acting Deputy Chief Officer – Security & Public Safety Division  
Michael.Ebanks@gov.ky; (345) 244-2409

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 national security and public safety in the Cayman Islands. As such, the Ministry and its agencies:

- Provide policy advice to the Cabinet on immigration, offender management and rehabilitation, drug abuse education and prevention and 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 Communication's mission is to:

- Provide 24-hour response to all emergencies in the Cayman Islands;
- Offer timely responses 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 respond on an as-needed basis. HMCI is responsible for the National Emergency Operations Centre (NEOC) which is located at the Government Administration Building. 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, earthquakes and tsunamis.

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

## **Cayman Islands Fire Service**

The Cayman Islands Fire Service 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. The services operate jointly in Grand Cayman and the Sister Islands.

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 fire personnel are trained and ready to respond to a variety of incidents such as aircraft accidents, fires, building collapses, road accidents, situations requiring rescue techniques and fire prevention. The Department plays a critical role in Hurricane preparedness and as seen in Hurricane Ivan, fire officers carried out rescue operations while the storm was 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 stakeholder agencies in the public, private and voluntary sectors to achieve key offender outcomes.

Effective offender management requires a high level of inter-agency collaboration in order 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 and numeracy skills;
- Increased prospects for employment;
- Maintained or improved relationships with family, peers and community;
- Ability to access community resources and support;
- Ability to access and maintain suitable and stable 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, assist and reassure the community with responses that reflect 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.

In addition to engaging in stakeholder collaboration with local agencies, the RCIPS works closely with other regional and international law enforcement agencies 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 risk assessment, supervision and rehabilitation of adult offenders in the community.

The DCR supports the Courts and the Conditional Release Board by providing pre-sentencing and pre-release reports. These reports assist help to inform the decision making on case disposal in Court and whether or not the person's level of risk has been reduced sufficiently to warrant their release into the community on license. The DCR also provides community-based supervision to adult offenders (age 17 and older) who are on Court orders or Conditional Release 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.

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. The museum is 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, 5<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

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 2016/2017 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.mha.gov.ky> *Press Room*
- Vacancies/ career opportunities see <http://www.mha.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 & repatriation of prisoners  
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 & Travel Policies 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 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,  
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: [info@infocomm.ky](mailto: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

<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>
<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
<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 Patricia Estwick - Director
<b>Film Control Board</b> Rita Estevanovich – Chair Andrew Ebanks – Member Tonie Chisholm - Member
<b>Liquor Licensing Board – Grand Cayman</b> Woodward DaCosta Acting Chair Ralph Lewis – Member Noel Williams – Member Magalyn Robinson-Clarke – Member Phillip Tatum – Member Ralph Lewis – Member Wayne Kirkconnell - Member

**Liquor Licensing Board – Sister Islands**

Nathaniel S. Tibbetts Snr. - Chair  
Tisa Dixon – Deputy Chair  
Marc Pothier – Member  
Sheldon Scott – Member  
Garston Grant - Member

**Maritime Authority of the Cayman Islands**

Phillip Barnes – Chair  
Clement Reid - 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  
Marcus Cumber – Deputy Chair  
Kriste Rankin – Member  
Michael Belfoure – Member  
Lisa Powell-Ebanks – Member  
Audley Scott – Member

**Appeals Tribunal**

Lynn Bodden – Chair  
Stuart Bostock – Deputy Chair  
Jason DaCosta – Member  
David Arch Jr., - Member  
Kimberly Jaynette Ebanks – Member  
Thais Ducent - Secretary

## 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  
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

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Administering the Ministry's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the Ministry's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other

regulatory instruments that affect the Ministry's functions and responsibilities; obtaining legal advice from external sources.

### **Governance**

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

- Personnel Regulations (2012 Revision)
- Public Service Management Law (2011 Revision)
- Public Management and Finance Law (2012 Revision)
- Financial Regulations (2008 Revision)
- Freedom of Information Law (2007 Revision)
- The Freedom of Information (General) Regulations (2008 Revision)
- The Cayman Islands Constitution Order (2009)
- Banks and Trust Companies Law (2013 Revision)
- Building Societies Law (2010 Revision)
- Companies Law (2012 Revision)
- Companies Management Law (2003 Revision)
- Exempted Limited Partnership Law (2012 Revision)
- Auditors Oversight Law, 2011
- Monetary Authority Law (2011 Revision)
- Mutual Funds Law (2012 Revision)
- Mutual Funds (Fees) Regulations (2012 Revision)
- Partnership Law (2011 Revision)
- Money Laundering Regulations (2013 Revision)

### **Corporate Management**

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

- 2014 – 2015 Strategic Policy Statement
- Ministry of Financial Services, Commerce and Environment's Continuity of Operations Plan

## **FINANCE & ADMINISTRATION**

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> 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 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

***Updated 12 December 2016***



# **Ministry of Finance & Economic Development Publication Scheme – 2017**

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

## **CONTENTS**

1. About the Publication Scheme
2. Information that may be Withheld
3. Methods of Access
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5. Requests for Information outside the Publication Scheme
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7. Categories of Information
  - About Us
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  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

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

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

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

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

This Publication Scheme commits the Ministry of Finance & Economic Development to making information available to the public as part of its normal business activities.

The Ministry of Finance & Economic Development will:

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

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

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The Ministry of Finance & Economic Development will generally not publish:

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

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

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

Information will only be withheld where the FOI Law expressly permits it, for example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Ministry of Finance & Economic Development (or another organization's) commercial interests, or endanger the protection of the environment.

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

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



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

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

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

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**

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The purpose of this Scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Ministry of Finance & Economic Development strives to ensure that fees and charges are clearly explained and kept to a minimum.

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

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

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

Postage costs - The Ministry of Finance & Economic Development will pass on to the requester the actual costs of postage or courier delivery. If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Ministry of Finance & Economic Development has received your payment.

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

---

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

PO Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: 345-747-5402  
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
- 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;
- Craig Milley, Director Central Procurement Office;
- 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/pfhome/publications>

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 Jerry Wood, Member Asenath Blake, 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

Central Tenders Committee	Meetings	Minutes
		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/pfehometpublications/expense-reports-pfe/travel-expenses-pfe> ; and
- Credit Card Expenses - <http://www.gov.ky/portal/page/portal/pfehometpublications/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](http://www.education.gov.ky)

## **Model Publication Scheme - 2017**

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

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

**Information Manager: Janet Chisholm**





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## **CONTENTS:**

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



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

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

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

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

This publication scheme commits the Ministry of Education, Employment and Gender Affairs to making information available to the public as part of its normal business activities.

The Ministry of Education, Employment and Gender Affairs will:

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



- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

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' (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*.



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>

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



MINISTRY OF  
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CAYMAN ISLANDS GOVERNMENT

Government Administration Building Box 108  
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CAYMAN ISLANDS  
t. (345) 244 2417 f. (345) 949 9343  
[www.education.gov.ky](http://www.education.gov.ky)

information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-2417 to request information.

Post

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

**Mrs. Janet Chisholm**

Ministry of Education, 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

email: [foi.meh@gov.ky](mailto:foi.meh@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>



MINISTRY OF  
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& GENDER AFFAIRS  
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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](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:

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

## **ABOUT US**





MINISTRY OF  
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## **Ministry**

Ministry of Education, Employment and Gender Affairs

## **Principal Officers**

Hon. Tara Rivers, MLA – Minister for Education, Employment and Gender Affairs

Mr. Christen Suckoo – Chief Officer

Dr. Tasha Ebanks-Garcia – Deputy Chief Officer (Employment, Training, & Tertiary Education)

Tammy Ebanks – Acting Deputy Chief Officer (Finance, Administration & Special Units)

Cetonya Cacho – Acting Deputy Chief Officer (Education)

Mrs. Nicola Anderson-Wildman – Chief Financial Officer

David Bailey – Acting Senior Manager, Operations (SHRM & Corporate Services)

## **Information Manager**

Mrs. Janet Chisholm

Ministry of Education, Employment and Gender Affairs

133 Elgin Avenue

Grand Cayman KY1-9000

CAYMAN ISLANDS

t. (345) 244-3113 f. (345) 949-9343

Email: [janet.chisholm@gov.ky](mailto:janet.chisholm@gov.ky), [foi.meh@gov.ky](mailto:foi.meh@gov.ky)

## **Organisation and functions**

The ministry is primarily concerned with the Education, Training and Employment outcomes desired by Government, and delivers interventions to achieve these. The core ministry team's main responsibilities are: i) provision of policy advice to the Ministry and Cabinet and ii)



accountability for the output and ownership performance of the Ministry, including its departments.

**Address:**

Ministry of Education, Employment and Gender Affairs

Government Administration Building, Box 108

133 Elgin Avenue

Grand Cayman KY1-9000

CAYMAN ISLANDS

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

[www.education.gov.ky](http://www.education.gov.ky)

Location contact details and hours	Matters handled
<p><b>Ministry of Education, Employment and Gender Affairs</b></p> <p>Government Administration Building 133 Elgin Avenue Grand Cayman t. (345) 244-2417 f. (345) 949-9343 <a href="http://www.education.gov.ky">www.education.gov.ky</a> <a href="mailto:foi.meh@gov.ky">foi.meh@gov.ky</a></p> <p><b>Mailing Address</b></p> <p>Government Administration Building Box 108</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>133 Elgin Avenue Grand Cayman KY1-9000 CAYMAN ISLANDS</p> <p>Hours: 8:30am to 5:00pm, Monday to Friday.</p>	
<p><b>Education Quality Assurance Unit</b></p> <p>Government Administration Building 133 Elgin Avenue Grand Cayman 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></p> <p>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>Education Quality Assurance Unit (EQU) is the government body responsible for conducting independent evaluations of Cayman's public and private schools.</p>
<p><b>Department of Education Services</b></p> <p>Thomas Russell Way, George Town Grand Cayman Phone: 945-1199 <a href="mailto:foi.des@gov.ky">foi.des@gov.ky</a></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</p>



<p><b>Mailing Address</b></p> <p>PO Box 910 GT Grand Cayman CAYMAN ISLANDS</p> <p><b>Hours</b></p> <p>8:30am to 5:00pm, Monday to Friday.</p>	<p>system to effect further improvement.</p>
<p><b>National Workforce Development Agency</b></p> <p>2<sup>nd</sup> Floor, Midtown Plaza 273 Elgin Avenue George Town, Grand Cayman</p> <p>Mailing Address PO Box 2257, Grand Cayman KY1-1107, Cayman Islands Phone: (345) 945-3114 Email: <a href="mailto:foi.nwda@gov.ky">foi.nwda@gov.ky</a></p> <p><b>Hours</b></p> <p>8:30am to 5:00pm, Monday to Friday.</p>	<p>National Workforce Development Agency deals with ways of Preventing and resolving employment disputes; resolving individual disputes. 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></p> <p>2<sup>nd</sup> Floor, Midtown Plaza 273 Elgin Avenue George Town, Grand Cayman</p>	<p>The Department of Labour and Pensions (DLP) was established in 2012 to oversee compliance within the private sector in regards to</p>



<p><b>Mailing Address</b></p> <p>PO Box 2182 Grand Cayman, KY1-1105 Cayman Islands Phone: (345) 945-8960 Email: <a href="mailto:foi.dlp@gov.ky">foi.dlp@gov.ky</a></p> <p><b>Hours</b></p> <p>8:30am to 5:00pm, Monday to Friday.</p>	<p>Labour and Pension legislation; occupational health and safety matters; and awareness and training of the relevant laws.</p>
<p><b>Gender Affairs Unit</b></p> <p>Government Administration Building 133 Elgin Avenue Grand Cayman t. (345) 244-2417 f. (345) 949-9343 <a href="http://www.genderequality@gov.ky">www.genderequality@gov.ky</a></p> <p><b>Mailing Address</b></p> <p>Government Admin Building George Town Grand Cayman CAYMAN ISLANDS</p> <p><b>Hours</b></p> <p>8:30am to 5:00pm, Monday to Friday.</p>	<p>The Gender Affairs Unit (GAU) is the focal point within the Cayman Islands Government to address the issue of gender mainstreaming. Through this Unit, the Ministry provides sector specific gender training, public education efforts, and gender awareness training and analysis and the policies, operations and programmes within our Ministry and other government entities as required. The GAU also provides administrative support to the Gender Equality Tribunal.</p>



<p><b>Sunrise Adult Training Centre</b></p> <p>181 Powery Road West Bay, Grand Cayman, Cayman Islands</p> <p><b>Mailing Address</b></p> <p>Box 100, Grand Cayman, KYI-1301 Cayman Islands Phone: (345) 949-3330 <a href="mailto:Foi.sunrise@gov.ky">Foi.sunrise@gov.ky</a></p> <p><b>Hours</b></p> <p>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 Services</b></p> <p>68 Edward Street George Town, Grand Cayman Phone: (345) 949-5159 Email: <a href="mailto:foi.cipl@gov.ky">foi.cipl@gov.ky</a></p> <p><b>Mailing Address</b></p> <p>P. O. Box 1172 Grand Cayman, KYI-1102 CAYMAN ISLANDS</p>	<p>The Cayman Islands Public Library Services is committed to encouraging life-long learning, literacy and the joy of reading within the population of the Cayman Islands</p>



<b>Hours</b>	
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10:00 to 6:00pm, Monday to Friday	
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**Statutory Authorities:**

<b>University College of the Cayman Islands</b>	
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168 Olympic Way George Town, Grand Cayman	
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<b>Mailing Address</b>	
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PO Box 702 Grand Cayman, KY1-1102 CAYMAN ISLANDS	
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<b>Location:</b>	
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168 Olympic Way, George Town	
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<b>Email:</b>	
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<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)	
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<b>Telephone:</b>	
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(345) 623-8224 (866) 460-0730 (Toll-Free from USA)	
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**Office Hours:**

8:30 am - 5:00 pm (Monday-Thursday)

8:30 am - 4:30 pm (Friday)

**Boards and Committees**

**Education Council** – *Can be found under the remit of National Workforce Development Agency at:*

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

**The Gender Equality Tribunal**

Name	Membership
Sheridan Brooks	Chair
Karie Bergstrom	Member
Vaughan Carter	Member
Nick Dunne	Member
Tammy Ebanks	Member

**Labour Appeals Tribunal**

Name	Membership
Huw Moses	Chair
Philip Ebanks	Deputy Chair
Kristen Houghton	Deputy Chair





Betty Baraud	Member
John Lemuel Hurlston	Member
Richard Lewis	Member
Raquel Solomon	Member
Nadine Watler	Member
Sonji Myles	Member

## Frequently Asked Questions (FAQ)

### 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 (by email, fax or post) 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 with as much detail as possible.

**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?**



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)

There are no fees associated with FOI request made to the Ministry of Education, Employment and Gender Affairs' 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 or email at [foi.meh@gov.ky](mailto:foi.meh@gov.ky).

#### **Mailing and Physical Address:**

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: Can I choose how I receive the information?**

When making a request you can state a preference of how you want the information communicated to you. This could be providing a hard copy, or an electronic copy of the



information, providing you an opportunity to inspect a record containing the information or providing a digest or summary of the information. The public authority should give effect to this as far as is reasonably practical, or notify you why it is not so.

**Q: Does the Freedom of Information Law apply to personal data?**

The Freedom of Information Law gives applicants the right to request information held by public authorities. It does not provide a right of access to personal information about you.

**Q: 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's main responsibilities are: i) to provide policy advice to the Ministry and Cabinet and ii) accountability for the output and ownership performance of the Ministry, including its departments.

**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 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
- Education Progress Report Summary 2015-2016
- 2016-2017 Plan of Action
- Education Progress Report Summary 2014-2015
- 2015-2016 Plan of Action - Overview Document
- Baseline Inspections Reports
- Education Governance Review Report
- Approved Education Policies
- Guidance on Effective Writing Instruction: Key Stage 1
- Progress in Early Childhood Care and Education
- The National Education Data Report 2013
- Education Documents for Consultation
- 2014 Progress Report...No Excuses, Just Solutions
- Strategic Plan for Education 2012-2017
- Early Childhood Care & Education
- Cayman Islands National Professional Standards for Teachers
- New Graduation Criteria for Government High Schools
- Scholarships
- Codes of Practice: Special Educational Needs
- Special Education Needs Report
- Curriculum Documents
- Tenders

**The following laws and regulations can be accessed from the Cayman Islands Legislative Assembly Office or at [www.gazettes.gov.ky](http://www.gazettes.gov.ky).**



- ✓ 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 or [foi.meh@gov.ky](mailto:foi.meh@gov.ky) for access to this document.

## **FINANCE & ADMINISTRATION**

### **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 or [foi.meh@gov.ky](mailto:foi.meh@gov.ky).

## **Administration**

### **Human Resource Management Policies and Procedures Manual**

This document can be accessed by contacting the Information Manager at (345) 244-2417 or [foi.meh@gov.ky](mailto:foi.meh@gov.ky).

### **The Public Service Management Law**

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

### **Press releases for the Ministry**

<http://www.education.gov.ky/portal/page/portal/mehhome/pressroom>

### **Job vacancies; career opportunities**

<http://www.education.gov.ky/portal/page/portal/mehhome/aboutus/jobs>

<http://www.edu.recruitment.gov.ky/>

### **Records management file plan or classification scheme**

Available upon request from Information Manager at (345) 244-2417 or email: [foi.meh@gov.ky](mailto:foi.meh@gov.ky)





## **POLICIES & PROCEDURES**

INTERNAL COMPLAINTS PROCEDURES

EXTERNAL COMPLAINTS PROCEDURE

GENERAL COMPLAINTS FORM

Available upon request from Information Manager at (345) 244-2417 or email: [foi.meh@gov.ky](mailto:foi.meh@gov.ky)

## **LISTS & REGISTERS**

### **Asset Register**

Retrievable from Information Manager at (345) 244-2417 or email: [foi.meh@gov.ky](mailto:foi.meh@gov.ky)

### **FOI disclosure log**

Available upon request from Information Manager at (345) 244-2417 or email: [foi.meh@gov.ky](mailto:foi.meh@gov.ky)

## **OUR SCHOLARSHIP SERVICES**

**Inspecting; Investigating; Monitoring; Regulating Scholarships** – Can be found under the remit of the National Workforce Development Publication Scheme or email: [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky).

**Application Forms & Criteria** - Can be found under the remit of the National Workforce Development Publication Scheme or email: [foi.nwda@gov.ky](mailto:foi.nwda@gov.ky).

Telephone: 244-2482

## **Classes of Information**

A Class of Information is a way of collecting together similar types of information. The Ministry of Education, has grouped its Classes of Information into broad categories (or functions) which



reflect the Ministry's outputs. If you are intending to make a request, the following grouping of information should give you an indication of where the information may be found.

Function	Description	Activity
Administration	Business Service	Vendors
Administration	Information, Communication & Technology (ICT).	Software, Networking, Video Conferencing Equipment
Finance	Budget & Reports	Service Level Agreement, Invoices
Human Resources	Employee Relations	External Development Training, Human Resources Management
Administration	Departmental	Education, Labour and Pensions, National Workforce Development Agencies, Public Library Services, 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



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)

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)

# **DISTRICT ADMINISTRATION, TOURISM AND TRANSPORT PUBLICATION SCHEME FOR 2017**

**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 [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

### **Email**

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

### **Phone**

Documents listed in the publication scheme can also be requested by telephone. Please call Judy Powery at 949-7900 ext. 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: Judy Powery 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 Judy Powery at 345-949-7900 email: [judy.powery@gov.ky](mailto:judy.powery@gov.ky) direct line 244-2419, email [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, Judy Powery at 345-949-7900 ext. 2419 or her direct line at 244-2419, 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 Judy Powery, 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 Judy Powery 244-2419 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 Judy Powery or email [judy.powery@gov.ky](mailto:judy.powery@gov.ky) or [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

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

### **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 2016 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.
- 2017 Pay Schedule Monthly and weekly pay dates for 2017
- 2017 Pay Scales Annual Salary Scale for Salaried Staff - January 2017

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

- Public Service Management Law (2012 Revision) and Personnel Regulations (2011 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants 05-Dec-2007
- Labour Law (1996 Revision)
- Public Holidays Law (2007 Revision)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Health Insurance Law (2011 Revision)
- The National Honours and Awards Law, 2010

## **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law (2007)
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- National 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**

5<sup>th</sup> 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**

5<sup>th</sup> 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. Judy Powery, FOI Manager:**

**Physical Address**

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

**Mailing Address**

5<sup>th</sup> Floor, Government Administration Building,  
Box 106, Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2419 **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.





## Ministry of Community Affairs, Youth and Sports

### Publication Scheme

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

#### CONTENTS:

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

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#### 1. About the Publication Scheme

---

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

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

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

This publication scheme commits the Ministry of Community Affairs, Youth & Sports to making information available to the public as part of its normal business activities.

The Ministry of Community Affairs, Youth & Sports will:

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

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

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

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The Ministry of Community Affairs, Youth & Sports will generally not publish:

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

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

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

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

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

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

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

The exemptions and exceptions which relate specifically to the information that the Ministry of Community Affairs, Youth & Sports hold are:

- Seamen's payroll register - Exempted by Section 23 of the FOI Law
- Ex-Servicemen's payroll register - Exempted by Section 23 of the FOI Law
- Ministry personnel files - Exempted by Section 23 of the FOI Law
- Cabinet Papers – Exempted by Section 19 of the FOI Law
- Minutes of Cabinet Meetings - Exempted by Section 19 of the FOI Law

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

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

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

#### Email

You can email us at [foi.mcw@gov.ky](mailto:foi.mcw@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 244-2424 to request information.

#### Post

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

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

### **Boards and Committees**

<b>Adoption Board</b>	<b>Meetings</b>	<b>Minutes</b>
Sheridan Brooks-Hurst, Chairman Nicole Hydes, Member Carmen McField, Member Hon. Mary Lawrence, JP, Member Dr. Marilyn McIntyre, Member Mr. Tony Heaver-Wren, Member	Not open to the public.	Please contact Ms. Nicole Carter, Foster Care & Adoptions Coordinator, Department of Children & Family Services – 949-0290

<b>Children and Youth Services Foundation (CAYS)</b>	<b>Meetings</b>	<b>Minutes</b>
<p>Garth Arch, Chairman Karin Thompson, Director Jenny Manderson, Director Darrel Rankine, Director Mr. Christopher Watler, Director</p> <p>Chief Officer or designate from the Ministry responsible for Health</p> <p>Chief Officer or designate from the Ministry responsible for Education</p> <p>Director or designate of the Department of Children &amp; Family Services</p> <p>Director or designate of the Department of Counselling Services</p>	<p>The CAYS Foundation meets every 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>National Youth Commission</b>	<b>Meetings</b>	<b>Minutes</b>
<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 personal income is below \$3,000.00 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 (2013 Revision)
- Public Service Management Law (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Financial Regulations (2013 Revision)
- Freedom of Information Law (2015 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**

- 2016 – 2017 Strategic Policy Statement
- Ministry of Community Affairs, Youth & Sports 2016 Hazard Management Plan
- Ministry of Community Affairs, Youth & Sports 2016 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**

- Budget 2016/17 Annual Plan & Estimates for Ministry of Community Affairs, Youth & Sports,

- Budget 2016/17 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 2016 and published January 2017*

#### 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
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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 Maritime Authority of the Cayman Islands to making information available to the public as part of its normal business activities.

The Maritime Authority of the Cayman Islands will:

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

## 2. Information that may be withheld

---

The Maritime Authority of the Cayman Islands will generally not publish:

- information in draft form;
- information that is not held by the Maritime Authority of the Cayman Islands, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, 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

---

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, [www.cishipping.com](http://www.cishipping.com) and can be downloaded in PDF format.

If you have any trouble locating information, please contact [foi@cishipping.com](mailto:foi@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 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@cishipping.com](mailto:foi@cishipping.com) to request information. Please provide a telephone number so that we can call you to clarify details, if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call +1 345 949-8831.

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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*.

### 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@cishipping.com](mailto:foi@cishipping.com) 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@cishipping.com](mailto:foi@cishipping.com) 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:

[www.cishipping.com](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>		
Merchant Ships:		1,400.00
(2) Transfer of Registration of a ship between British Registers:-		1,400.00
(3) Registration of a Ship Under Construction:		300.00
(4) Registration of Transfer or Transmission of Ownership of a ship -		
Merchant Ships:		550.00
(5) Registration of-		200.00
• Alterations to a registered ship;		
• Change of Name of a registered ship;		
• Change of address or other particulars of a Registered Owner, other than a change of Registered Owner, but including the re-issue of a Certificate of Registry		for each alteration or change
(6) Authorisation of a "Declaration of Lifeboats and Tenders attached to a ship", where applied for other than at the time of initial registration of the parent ship:		100.00

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



Service / Activity	Fee Payable	
	EU€	US\$
(7) N/A		
(8) Processing and approval for reservation of a name for a ship-		
<ul style="list-style-type: none"> <li>Where application has been made and fees paid for the registration of the ship for which the name is being requested:</li> </ul>		0.00
<ul style="list-style-type: none"> <li>Where application is otherwise made<sup>2</sup>:</li> </ul>		600.00
<b>A.2. Mortgage Registration</b>		
(9) Registration of-		
<ul style="list-style-type: none"> <li>A mortgage;</li> <li>The transfer of a mortgage;</li> <li>The transmission of a mortgage; or</li> <li>The discharge of a mortgage.</li> </ul>		500.00
(10) Recording of a Priority Notice regarding a mortgage:		200.00
<b>A.3. Annual Tonnage Fee (ATF), Casualty Investigation Fund and Flag State Compliance Fee (AFSCF)</b>		
(11) N/A		
(12.A) Annual Tonnage Fee Type 1 <sup>3</sup> -		
<ul style="list-style-type: none"> <li>For Merchant Ships of any tonnage:-</li> </ul>		
Minimum Annual Fee:		1,000.00
For the first 2,500 GT:		1,000.00
Each gross tonnage unit over 2,500 GT:		0.0711
	(Per unit GT)	
For merchant ships over 37,663 GT:		3,500.00

<sup>2</sup> In either case the name reservation is held for a maximum period of 12 months.

<sup>3</sup> The initial fee will be pro-rated on a monthly basis for commercial ships over 2,500 gross tonnage from the month of registration to the end of December for ships coming onto the Register after 31 January each year. At the discretion of the Authority, up to 50% discount may be given on the annual tonnage fee type 1 if the vessel is locally owned and operated.

Service / Activity	Fee Payable	
	EU€	US\$
(12.B) Annual Tonnage Fee Type 2 <sup>4</sup> - • For Merchant Ships of any tonnage:- <div style="text-align: right; margin-right: 100px;">             Minimum Annual Fee:              For the first 2,500 GT:                Each gross tonnage unit over 2,500 GT:                For merchant ships over 37,663 GT:           </div>		3,450.00 3,450.00  0.0711 (Per unit GT)  5,950.00
(13) Annual Casualty Investigation Fund • For Ships other than Pleasure Yachts:		75.00
(14) Annual Flag State Compliance Fee <sup>5</sup> • AFSCF available for merchant ships only		2,450.00
<b>A.4. Transcripts, Deletions and Miscellaneous Services</b>		
(15.A) Issuance of a – • Transcript of Register (Existing Vessel); • Duplicate Certificate of Registry (Original lost or damaged); • New Certificate of Registry following the lapse of a Provisional Certificate of Registry; • New Certificate of Registry to extend or replace an Interim Certificate of Registry; • Certified copy of a document relating to the registration of a ship or mortgage; • Issuance of certified copies of documents relating to the registration of a ship		250.00 per item
(15.B) Issuance of a – Transcript of Register (online order);		200.00
(16) Deletion of a Ship including issuing of Certificate or Closing Transcript (at the time of deletion) and Closing CSR.		1400.00

<sup>4</sup> Annual Tonnage Fee Type 2 is an annual tonnage fee that includes the same level of services as included in the AFSCF.

<sup>5</sup> AFSCF means an annual fee for merchant ships covering the issuing of ship related dispensations, exemptions, statutory certificates and plan approval of relevant documents. It also includes one general inspection of the vessel in a 5-year period. Additional inspections will be charged at normal rates.

Service / Activity		Fee Payable	
		EU€	US\$
(17) Inspection of Register Book (per inspection)			100.00
(18) Re-processing a document not executed within the specific time frame (e.g. Carving and Marking Note)			100.00
(19) Out of Hours Service Surcharge (in addition to the normal applicable fee):			300.00
		per hour or part thereof	
(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	
(21) Communication and / or faxing of documents (per document)		41.00	50.00
(22) Sending of documents by courier:			
<b>Sent from:</b>	<b>Sent to:</b>		
George Town & USA-	USA, Canada and Caribbean.		60.00
	United Kingdom.		65.00
	Rest of World.		75.00
All other offices-	Within country of origin.	53.30	
	Rest of World	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:		300.00
(4) Processing of an application for a Seaman's Discharge Book or other seafarer's document:		100.00
(5) Verification of sea service upon request from a seafarer who has served on a Cayman Islands ship:		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		50.00
(7) GMDSS Radio Log Book		50.00
(8) Oil Record Book Part I (all ships)		50.00
(9) Oil Record Book Part II (Oil Tankers)		50.00
(10) Cargo Record Book (NLS)		50.00
(11) Garbage Record Book		50.00
(12) Cayman Islands Merchant Shipping Legislation	Varies by Instrument	
(13) Cayman Islands Ensign (6 feet by 3 feet)		150.00
(14) Cayman Islands Ensign (8 feet by 4 feet)		200.00
(15) Cayman Islands Ensign (10 feet by 5 feet)		250.00
(16) Cayman Islands Ensign (12 feet by 6 feet)		350.00
<b>B.3 Miscellaneous Administrative Charges</b>		
(17) Faxing of registration documents overseas (per document)		50.00
(18) 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
2.10	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
<p><i>Note that the above items are in summary form and a given item may involve surveys, inspections, and assessments in addition to the issuance of the appropriate Certificate or Exemption.</i></p>	

**Section 3 – Hourly Rates for chargeable time**

**The hourly rate for chargeable time shall be:**

Hourly Rate	EU €	US \$
(a) Administrative Rate (ADR)	<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.

Schedule 2 - Vessels other than Merchant Vessels (including Commercial and Pleasure Yachts)  
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:		600.00
of gross tonnage of 500 and above up to 1,500:		1,000.00
of gross tonnage of 1,500 and above:		1,500.00
:		
(2) Transfer of Registration of a ship between British Registers:-		
of gross tonnage up to 500:		600.00
of gross tonnage of 500 and above up to 1,500:		1,000.00
of gross tonnage of 1,500 and above:		1,500.00
(3) Registration of a Ship Under Construction:		300.00
(4) Registration of Transfer or Transmission of Ownership of a ship of gross tonnage-		
of gross tonnage up to 500:		400.00
of gross tonnage of 500 and above up to 1,500:		500.00
of gross tonnage of 1,500 and above:		600.00
(5) Registration of-		
• Alterations to a registered ship;		250.00
• Change of Name of a registered ship;		
• Change of address or other particulars of a Registered Owner, other than a change of Registered Owner, but including the re-issue of a Certificate of Registry	for each alteration or change	
(6) Authorisation of a "Declaration of Lifeboats and Tenders attached to a ship", where applied for other than at the time of initial registration of the parent ship:		100.00

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

Service / Activity	Fee Payable	
	EU€	US\$
(7) Re-issuance of a Certificate of Registry to a ship and recording changes in the Register with respect to a pleasure yacht changing status from private to commercial use or <i>vice versa</i> :		350.00
(8) Processing and approval for reservation of a name for a ship-		
• Where application has been made and fees paid for the registration of the ship for which the name is being requested:		0.00
• Where application is otherwise made <sup>2</sup> :		600.00
<b>A.2. Mortgage Registration</b>		
(9) Registration of-		
• A mortgage;		
• The transfer of a mortgage;		
• The transmission of a mortgage; or		500.00
• The discharge of a mortgage.		
(10) Recording of a Priority Notice regarding a mortgage:		200.00
<b>A.3. Tonnage Measurement, Annual Tonnage Fee (ATF), Casualty Investigation Fund and Yacht Flag State Compliance Fee (AYFSCF)</b>		
(11) Survey for tonnage measurement and issue of appropriate Tonnage Certificate under the Tonnage Regulations <sup>3</sup> -		
Under 24 metres in length:		450.00
(12) Annual Tonnage Fee <sup>4</sup> -		
• For Commercial Tenders up to 200GT:		400.00
• For Pleasure Yachts (including those engaged in trade):		
Minimum Annual Fee (for vessels up to 500 GT):		400.00
For the first 1,000 GT:		600.00
Each gross tonnage unit over 1,000GT:	(Per unit GT)	0.20

<sup>2</sup> In either case the name reservation is held for a maximum period of 12 months.

<sup>3</sup> "length" means "TL" as defined in Paragraph 2.

<sup>4</sup> At the discretion of the Authority, up to 50% discount may be given on the ATF if the vessel is locally owned and operated.





Service / Activity		Fee Payable	
		EU€	US\$
(17) Inspection of Register Book (per inspection)			100.00
(18) Re-processing a document not executed within the specific time frame (e.g. Carving and Marking Note)			100.00
(19) Out of Hours Service Surcharge (in addition to the normal applicable fee):			300.00
		per hour or part thereof	
(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	
(21) Communication and / or faxing of documents (per document)			50.00
(22) Sending of documents by courier:			
<b>Sent from:</b>	<b>Sent to:</b>		
George Town & USA-	USA, Canada and Caribbean.		60.00
	United Kingdom.		65.00
	Rest of World.		75.00
All other offices-	Within country of origin.	53.30	
	Rest of World	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:		300.00
(4) Processing of an application for a Seaman's Discharge Book or other seafarer's document:		100.00
(5) Verification of sea service upon request from a seafarer who has served on a Cayman Islands ship:		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.		
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(7) GMDSS Radio Log Book		50.00
(8) Oil Record Book Part I (all ships)		50.00
(9) Oil Record Book Part II (Oil Tankers)		50.00
(10) Cargo Record Book (NLS)		50.00
(11) Garbage Record Book		50.00
(12) Cayman Islands Merchant Shipping Legislation	Varies by Instrument	
(13) Cayman Islands Ensign (6 feet by 3 feet)		150.00
(14) Cayman Islands Ensign (8 feet by 4 feet)		200.00
(15) Cayman Islands Ensign (10 feet by 5 feet)		250.00
(16) Cayman Islands Ensign (12 feet by 6 feet)		350.00
<b>B.3 Miscellaneous Administrative Charges</b>		
(17) Faxing of registration documents overseas (per document)	41.00	50.00
(18) Sending documents by courier- • Where to courier cost is paid by the Authority: • Otherwise:	Cost + 10% \$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
2.10	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
<p><i>Note that the above items are in summary form and a given item may involve surveys, inspections, and assessments in addition to the issuance of the appropriate Certificate or Exemption.</i></p>	

### SECTION 3 – HOURLY RATES FOR CHARGEABLE TIME

The hourly rate for chargeable time shall be:

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

*(Note: For guidance only, an exchange rate of US\$1.00 = CI\$0.82 is normally applied when converting between US\$ and CI\$ amounts. This exchange rate is subject to change without notice.*

Where fees are charged on a time expended basis, the hourly rate applied shall be that appropriate to the level at which the work is necessarily carried out, as determined by the Chief Executive Officer, and more than one hourly rate may apply for any service or related activity.

All travel 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@cishipping.com](mailto:foi@cishipping.com)

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@cishipping.com](mailto:foi@cishipping.com)

Monday – Thursday, 8.30am – 5pm | Friday, 8.30am - 4pm

Please also see [www.cishipping.com](http://www.cishipping.com) Making a Complaint for our complaints process.

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

### Physical address:

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

### Mailing address:

Information Commissioner's  
Office,  
PO Box 1375  
Grand Cayman KY1-1108  
Cayman Islands

Tel: +1 345 747 5402  
Fax: + 1 345 949 2026  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

Monday - Friday, 9:30am - 4:00pm

## 7. Categories of information

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

### ABOUT US

The Maritime Authority of the Cayman Islands (MACI) is a statutory corporation formed as a separate legal entity under the Maritime Authority of the Cayman Islands Law (2005) which came into effect on July 1, 2005. The Authority is wholly-owned by the Government of the Cayman Islands but governed by a Board of Directors appointed by the Governor of the Cayman Islands.

#### Ministry

Ministry of Financial Services, Commerce and Environment (FS&E).

#### Principal Officers and Key staff

Chief Executive Officer: A. Joel Walton

Divisional Heads:

Executive Director Commercial Services:	Kenrick Ebanks
Executive Director of Global Safety and Compliance:	Greg Evans
Director Global Operations:	Osbert Francis
Director Human Resources and Admin:	Glenda Dilbert-Davis

#### 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 – Aberdeen
Representative – China	Representative – London
Representative – France	Representative – Philippines
Representative – Germany	Representative – Singapore
Representative – Greece	Representative –South Africa
Representative – Italy	Representative –Netherlands
Representative – Japan	Representative – U.S.A.
Representative – Panama	

#### 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
Red Ensign Group Conference	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 (2016 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/policy-advice/shipping-notices>

Further Information is available on the Maritime Authority of the Cayman Islands' website:

[www.cishipping.com](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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[www.cishipping.com](http://www.cishipping.com)

### **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/services/seafarers/cayman-islands-endorsement>

**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
- 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 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.

### **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 Notice of Fees and Charges <http://www.cishipping.com/policy-advice/shipping-notice>

## **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 [survey.ky@cishipping.com](mailto:survey.ky@cishipping.com) or [survey.uk@cushipping.com](mailto:survey.uk@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 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.



## Information Commissioner's Office

### Publication Scheme

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

*Effective: 1 January 2017  
To be reviewed: November 2017*

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#### 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
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  - 7.4 Policies & Procedures
  - 7.5 Decisions & Recommendations
  - 7.6 Lists & Registers
  - 7.7 Our Services

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#### 1. About the Publication Scheme

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

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

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

This publication scheme commits the Information Commissioner's Office (ICO) to making information available to the public as part of its normal business activities.

The ICO will:

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

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

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The Information Commissioner's Office will generally not publish:

- information in draft form, where a final document is available;
- information that is not held by the ICO, or which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply;
- operational information relating to appeals filed with the ICO will not be published. For cases resolved informally the ICO will publish short summaries in its annual report. 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 [info@infocomm.ky](mailto:info@infocomm.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.

### 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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- 7.1 About Us
- 7.2 Strategic Management
- 7.3 Finance & Administration
- 7.4 Policies & Procedures
- 7.5 Decisions & Recommendations
- 7.6 Lists & Registers
- 7.7 Our Services

### 7.1 About Us

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#### Contact Details

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

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

Telephone: (345) 747-5402

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

Hours: Monday to Friday, 9:30am - 4:00pm

#### Staff

*Acting Information Commissioner*

Mr. Jan Liebaers

*Senior Appeals & Policy Analyst*

Mr. Cory Martinson



*Appeals & Compliance Analyst*

Mrs. Charlene Roberts

*Registrar of Hearings*

Mrs. Derrylee Martin-Rankin

*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>

### Reports – Annual & Half Year

- Cayman Islands Government Annual Report
- 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
- Information Commissioner's 2013 – 2014 Annual Report
- Information Commissioner's 2014 – 2015 Annual Report
- Information Commissioner's 2015 – 2016 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
- Freedom of Information Statistics 2016

#### 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

## **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
- ICO 2012-2013 Audited Financial Statements
- ICO 2013-2014 Audited Financial Statements
- ICO 2014-2015 Audited Financial Statements
- ICO 2015-2016 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

### Manuals

- ICO Induction Manual
- ICO Internal Training Manual
- Hearing Guidance Manual
- ICO Intake Manual

### Register of Interests

- Information Commissioner
- Deputy Information Commissioner
- Senior Appeals and Policy Analyst
- Appeals and Compliance Analyst
- Registrar of Hearings & Deputy IM
- Office Manager & Information Manager
- 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
- ICON – 20<sup>th</sup> Edition, June 2016
- ICON – 21<sup>st</sup> Edition, December 2016

## 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)
- ICO Decision – 49-01215 (Ministry of Education, Employment and Gender Affairs – Discontinued)
- ICO Decision – 50-01315 (Cayman Islands Airport Authority)
- ICO Decision – 51-01914 (Cayman Airways)
- ICO Decision – 52-01515 (Department of Children and Family Services)
- ICO Decision – 53-01715 (Department of Health Regulatory Services)

## Investigations

### Section 44. Compliance Investigations

SEC.44 INVESTIGATION	PUBLIC AUTHORITY	DATE
Inv 18	Immigration Department	Cancelled
Inv 17	Judicial Administration	27 June 2014

Inv 16	Court Administration	16 May 2013
Inv 15	National Pensions Office	---
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
- Own Initiative 6 – Abandoned
- Own Initiative 7 – Jade Report
- Own Initiative 8 – Website Report

### Good Practice Assessments

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

## **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.

- 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)*
- 2017 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

**Information and Communications Technology (“ICT”) Authority’s  
Publication Scheme 2017  
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, 2015* (“FOI Law”) has a legal duty to maintain a publication scheme.

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

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

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

The ICT Authority will:

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

## 2. Information that may be withheld

One exemption of particular relevance to the ICT Authority and its Licensees is that covering commercially sensitive information. The ICT Authority handles commercially sensitive information in accordance with the *Information & Communications Technology Authority (Confidentiality) Regulations* ("the Confidentiality Regulations"). These Regulations state that any person submitting information to the Authority may request that such information be designated "confidential" provided it is accompanied by:

- a. a written justification for the claim of confidentiality; and,
- b. either a redacted copy of the document, or a statement as to the existence and general nature of the document, for placing on the public record.

The ICT Authority itself, or any third party, may challenge the claim of confidentiality. The originator is given the opportunity to further justify its claim of confidentiality, and then the ICT Authority makes a determination in accordance with the Regulations.

Unless the ICT Authority considers such a claim for confidentiality is justified, the Authority may - and normally will - make the information publicly available by publishing it on its web site or providing copies to parties who request them.

It is the ICT Authority's understanding that, following the introduction of the FOI Law, information provided to the ICT Authority under a confidentiality claim made in accordance with the Confidentiality Regulations will continue to be handled in accordance with those Regulations. As before, information for which no such claim is justified will be liable to disclosure and now will also be subject to the FOI Law. It should be noted that the FOI Law and the Confidentiality Regulations are very similar, and that both include a "public interest" test. Perhaps the biggest difference is that under the Confidentiality Regulations the ultimate decision on whether or not information should be disclosed is made by the Board of the ICT Authority whilst under the FOI Law it is made by the Information Commissioner.

In addition, the ICT Authority will generally not publish:

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

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

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

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

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

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

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

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

### **3. Methods of Access**

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

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

#### Online

Most of our documents are published electronically on our website at [www.icta.ky](http://www.icta.ky) and can be downloaded in various formats. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.icta.ky](http://www.icta.ky). If you are still having trouble locating information listed under our scheme, please contact our Information Manager, Mr. Sonji Myles, at 946-4282 or [foi@icta.ky](mailto:foi@icta.ky).

#### Email

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call our Information Manager, Mr. Sonji Myles, on 946-4282 to request information.

#### Post

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

Mr. Sonji Myles  
Deputy Director ICT  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
Cayman Islands

Tel: +1 345 945 4282  
Fax: +1 345 945 8284  
Email: [foi@icta.ky](mailto:foi@icta.ky)

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

#### Personal visits

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

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact our Information Manager, Mr. Sonji Myles, on 946-4282.

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

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

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

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

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

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

#### Reproduction costs

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

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

#### Postage costs

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

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

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

Information held by the ICT Authority that is not published under this scheme can be requested from our Information Manager whose details are given in Section 3 above. Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

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

If you wish to complain about any aspect of this publication scheme, please contact our Information Manager, and we will try to resolve your complaint as quickly as possible.

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

Information Commissioner's Office,  
3<sup>rd</sup> Floor, Anderson Square  
George Town, Grand Cayman  
PO Box 1357,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [info@infocomm.ky](mailto:info@infocomm.ky)

## **7. Categories of information**

The Authority has already published over 1,000 documents on its web site ([www.icta.ky](http://www.icta.ky)); too many to list in this publication scheme. An alphabetical index, menus and a search engine are provided on-line. Anyone without Internet access may seek the assistance of the Authority's staff during normal working hours. The main categories of information are summarized below:

- A. About Us
- B. Policy
- C. Organisation
- D. Personnel
- E. Financial Management
- F. Development and Strategy
- G. Legislation
- H. Licensees
- I. Operations
- J. Public Registers

### **A. ABOUT US**

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

Information and Communications Technology Authority ("ICT Authority")

**Minister**

The Board of the ICT Authority reports to the Legislative Assembly through the Minister of Planning, Lands, Agriculture, Housing and Infrastructure (PLAH&I).

**Principle Officer**

Alee Fa'amoe  
Managing Director  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
Cayman Islands

Tel: +1 345 945 4282  
Fax: +1 345 945 8284

**Information Manager**

Mr. Sonji Myles  
Deputy Director ICT  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
Cayman Islands

Tel: +1 345 945 4282  
Fax: +1 345 945 8284  
Email: [foi@icta.ky](mailto:foi@icta.ky)

**Deputy Information Manager**

Ms. Alison Maxwell  
Legal Analyst  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
Cayman Islands

Tel: +1 345 945 4282  
Fax: +1 345 945 8284  
Email: [foi@icta.ky](mailto:foi@icta.ky)

**Organisation and functions**

The ICT Authority is an independent statutory Authority which was created by the *Information & Communications Technology (ICT) Authority Law* on 17th May 2002 ("ICTA Law") and is responsible for the regulation and licensing of Telecommunications, Broadcasting, and all forms of radio which includes ship, aircraft,

mobile and amateur radio. The ICT Authority conducts the administration and management of the .ky domain, and also has a number of responsibilities under the *Electronic Transactions Law (2003 Revision)*.

With the enactment of the ICTA Law, the Cayman Islands became one of the first countries in the world to officially recognise the convergence of telephony, radio and broadcasting, the Internet and e-business.

### **Location and hours**

Information and Communications Technology Authority  
PO Box 2502  
3rd Floor, Alissta Towers  
85 North Sound Road  
Grand Cayman KY1-1104  
CAYMAN ISLANDS

Tel: [345] 946-ICTA (4282)

Fax: [345] 945-8284

Email:

General Enquiries:

[info@icta.ky](mailto:info@icta.ky)

Ship, Aircraft and Misc. Licensing Matters:

[licensing@icta.ky](mailto:licensing@icta.ky)

Contributions to Public Consultations:

[consultations@icta.ky](mailto:consultations@icta.ky)

Complaints:

[complaints@icta.ky](mailto:complaints@icta.ky)

Business Hours:

8.30am to 5pm, Monday to Friday

### **Board of Directors**

ICT Authority Board members are appointed by the Governor in Cabinet and hold their office for not less than 3 years.

The Board of Directors is responsible for the policy and general administration of the affairs and business of the ICT Authority.

The current Board of Directors was appointed on 3<sup>rd</sup> October 2016, unless otherwise stated and consists of:

- |                          |  |
|--------------------------|--|
| • Mr. Dale Crighton      | - Chairperson                            |
| • Mr. Robert Scotland    | - Director (appointed Nov 2016)          |
| • Ms. Jean Gordon        | - Director                               |
| • Mr. Chris Gourzong     | - Director                               |
| • Mr. Charles Farrington | - Director (appointed Nov 2016)          |
| • Mr. Ian Tibbetts       | - Director                               |
| • Mr. Paul Tibbetts      | - Director (appointed Oct 2013)          |
| • Mr. Alea Fa'amoe       | - Managing Director (appointed May 2014) |



### **Frequently asked questions**

The ICT Authority has published a list of Frequently Asked Questions about the regulation of the ICT Sector (and their answers) on its web site at [www.icta.ky/da\\_faqs.php](http://www.icta.ky/da_faqs.php).

### **B. POLICY**

The policy for the ICT Authority, relationships with Government, International Organisations and other jurisdictions. This topic includes:

- Directives to ICTA
- Hazard Management
- Correspondence with CI Government
- Correspondence with Regional and International ICT organisations
- Information on ICT Regulation in other jurisdictions

### **C. ORGANISATION**

Office accommodation, office equipment, press releases, establishment, office miscellaneous. This topic includes:

- Establishment
- Accommodation
- Office Equipment
- File Index
- Press Releases
- Misc. Boards & Committees
- Office Miscellaneous

### **D. PERSONNEL**

Personnel policy, recruitment, staff files, pensions, and training. This information is not available on-line but may be requested in accordance with the FOI Law. Topics include:

- Policy
- Job Descriptions
- Recruitment
- Pensions
- Work Permits
- Routine Correspondence
- Courses and Seminars
- Temp Staff & Consultants
- Staff Files

## **E. FINANCIAL MANAGEMENT**

Documents relating to the administration of the authority's monetary resources – including projected and actual income, including:

- Accounts Policy
- Asset Register
- Audit
- Bank
- Budgets
- Accounting Forms
- Financial Statements
- Government reporting
- Insurance
- Invoices
- Licence Fees
- Pensions
- Purchases
- Spectrum Fees
- Suppliers

## **F. DEVELOPMENT AND STRATEGY**

Research, development and statements of regulatory policy matters, including:

- Numbering
- Customs Duty Waiver
- Emergency Services 911
- Forms and Licences
- Information Security
- Internet Café Policy
- License Fees
- Disaster Communications
- Regulatory Structure
- Tech Standards & Certifications
- Access
- Testing
- Accounting Separation
- Bypass
- Payment Gateway
- Imputation Tests
- Directives
- Licensing General
- Ebusiness
- Price Caps
- Quality of Service
- Directories

## **G. LEGISLATION**

Laws, Regulations, drafting instructions organised as follows:

- Data Protection
- Freedom of Information
- Hansard
- ICTA Law
- ICTA Regulations
- Intellectual Property Rights
- Notice Under s. 23(2) ICTA Law
- Other Cayman Laws
- Process Rules
- Public Authorities Bill
- Tobacco & Liquor Advertising
- Legal Opinions

## **H. LICENSEES**

Matters between the ICT Authority and a single licensee, licence documents and amendments, including:

- Applicants & Potential Licensees
- Archives of ex-Licensees and Applicants
- All current Licensees

## **I. OPERATIONS**

The ICT Authority's day-to-day regulatory matters, complaints, fixed licences, ky domain, Board decisions, compliance, including:

- Complaints - General Public
- Complaints - Licensees
- Compliance
- Fixed Licences
- FAC Model
- ICT Decisions
- ICTA Board
- Interconnection
- KY Domain
- Public Consultations
- Spectrum Management
- Statistics and Financial Reports

- Type Approvals

## **J. PUBLIC REGISTERS**

In addition to the above, the ICT Authority publishes the following Registers on its web site:

- Licence Applications
- Licences Issued
- Number Ranges allocated to Licensees
- Spectrum Allocations and Assignments



## Cayman Islands Health Services Authority

### Publication Scheme 2017

*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.

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This publication scheme commits the Health Services Authority to making information available to the public as part of its normal business activities.

The Health Services Authority will:

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

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

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

---

The Health Services Authority will generally not publish:

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

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

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

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

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Health Services Authority's (or another 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**

---

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

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

---

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

### Online

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

The Health Services Authority will make every effort to provide information online, however, until the information you need is online, the physical document can be requested at the Health Services Authority by contacting:

<b>Information Manager:</b>	Mrs. Sharaine Chin
<b>Address (Location):</b>	George Town Hospital #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

### Email

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

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244 2857 to request information.

### Post

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

Mrs. Sharaine Chin  
Information Manager  
Health Services Authority  
P.O. Box 915  
Grand Cayman KY1-1103  
Cayman Islands

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

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. Our reading room is located in the Freedom of Information Office located on the second floor, George Town Hospital. Appointments can be made by contacting the Information Manager (see details below)

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact:

<b>Information Manager:</b>	Mrs. Sharaine Chin
<b>Address (Location):</b>	George Town Hospital #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**

---

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
- Chemotherapy Unit

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></p>	<p>Routine Dental and emergency dental care provided.</p>

8:00 a.m. to 4:30 p.m. Monday – Friday 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.
- **Social Media** – Facebook and Twitter up to date happenings, news and information regarding services, patient and staff happenings.

### **Health Services Authority APPENDIX**

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

Administration	Human Resources - Labour Relations/Staff Relations	<a href="#">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>
Administration	Public Relations	<a href="#">Guest Relations</a>
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>
Administration	Public Relations	<a href="#">Public Relations</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>
Administration		<a href="#">Visiting Policy</a>
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Clinical Support Services	Forensics	<a href="#">Forensics Standard Operating Procedure Table of Contents</a>
Clinical Support Services	Health Information Management	<a href="#">Change of Name</a>
Clinical Support Services	Health Information Management	<a href="#">Clinical Information Access Policy</a>
Clinical Support Services	Health Information Management	<a href="#">Court Summonses</a>
Clinical Support Services	Health Information Management	<a href="#">Docket Cover Allowable Information</a>
Clinical Support Services	Health Information Management	<a href="#">HIM / Coding Down Time Process</a>
Clinical Support Services	Health Information	<a href="#">HIM Dress Code</a>

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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>
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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="#">Transferring Refills from District Clinics to Hospital Pharmacy</a>
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Clinical Support Services	Pharmacy	<a href="#">Ward Return, Credits, Recycling, and Expired Drugs</a>
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Clinical Support Services	Physiotherapy	<a href="#">Uniform</a>
Clinical Support Services	Physiotherapy	<a href="#">Use of Gymnasium</a>

Services		
Clinical Support Services	Radiology	<a href="#">After-Hours Radiology Services</a>
Clinical Support Services	Radiology	<a href="#">Appointments</a>
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Clinical Support Services	Radiology	<a href="#">Consent for Diagnostic Examination which Require the Injection of a Contrast Medium</a>
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Clinical Support Services	Radiology	<a href="#">Film Disposal Policy</a>
Clinical Support Services	Radiology	<a href="#">Maximum Permissible Dose</a>
Clinical Support Services	Radiology	<a href="#">Nursing and Neonatal Intensive Care</a>
Clinical Support Services	Radiology	<a href="#">Operation of Radiology Equipment</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 General</a>
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Eye Clinic		<a href="#">Appointment Scheduling</a>

Eye Clinic		<a href="#">Coordination of Ophthalmology Surgical Bookings</a>
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Eye Clinic		<a href="#">Protocols - Patient Instructions</a>
Eye Clinic		<a href="#">Protocols - Triage</a>
Eye Clinic		<a href="#">Telephone Policy</a>
Facilities Management	Alarms	<a href="#">Freezer Temperature Control Alarm</a>
Facilities Management	Laundry and Housekeeping	<a href="#">Blood / Body Fluid Clean-Up</a>
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Facilities Management	Laundry and Housekeeping	<a href="#">Damp Mopping</a>
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Facilities Management	Laundry and Housekeeping	<a href="#">Discharge / Transfer Cleaning</a>
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Facilities Management	Laundry and Housekeeping	<a href="#">Personal Protective Equipement</a>
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Facilities Management	Laundry and Housekeeping	<a href="#">Product Studies and Usage</a>
Facilities Management	Laundry and Housekeeping	<a href="#">Purpose of the Department</a>
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Facilities Management	Laundry and Housekeeping	<a href="#">Trash Collection</a>
Facilities Management	Laundry and Housekeeping	<a href="#">Urinal Cleaning</a>
Facilities Management	Laundry and Housekeeping	<a href="#">Water Fountain Cleaning</a>
Facilities Management	Laundry and Housekeeping	<a href="#">Window Blind Cleaning</a>
Facilities Management	Security	<a href="#">Parking Lot Enforcement</a>
Facilities Management	Security	<a href="#">Security Duties</a>
Finance	Accounts Section	<a href="#">Accounts Reconciliations</a>
Finance	Accounts Section	<a href="#">Authorization for Payment Processing and Disbursement</a>
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Finance	Accounts Section	<a href="#">Issuing Patient Refunds and Clearing Credit Balances</a>
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Finance	Accounts Section	<a href="#">Non-Payment Accounts Receivable</a>
Finance	Accounts Section	<a href="#">Recurring Check Request</a>
Finance	Accounts Section	<a href="#">Returned Merchandise</a>
Finance	Accounts Section	<a href="#">Unposted Cash and Clearing Accounts</a>
Finance	Materials Management	<a href="#">Deletions from Inventory and Item Master File</a>
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Finance	Materials Management	<a href="#">Inventory Counts</a>
Finance	Materials Management	<a href="#">Inventory Issuing</a>
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Finance	Materials Management	<a href="#">Mail Distribution - Courier Mail/Packages</a>
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Finance	Materials Management	<a href="#">Mail Distribution - Urgent Mail</a>
Finance	Materials Management	<a href="#">New Product Authorization</a>
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Nursing	Dialysis	<a href="#">Clamp and Cut or Clamp and Cap Procedures</a>
Nursing	Dialysis	<a href="#">Dialysis</a>
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Nursing	General Nursing Policies	<a href="#">General Ward Nursing Policy Manual</a>
Nursing	General Nursing Policies	<a href="#">Medication Administration</a>
Nursing	Maternity	<a href="#">Labour Ward Protocol</a>
Nursing	Mental Health	<a href="#">Admission Policy for Mental Health Unit</a>
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Physicians	Accident & Emergency	<a href="#">Do Not Resuscitate</a>
Physicians	Accident & Emergency	<a href="#">Emergency Management of Croup</a>
Physicians	Accident & Emergency	<a href="#">Emergency Treatment of Poisoning</a>
Physicians	Accident & Emergency	<a href="#">Guidelines for Investigation and Management of Angina and Myocardial Infraction</a>
Physicians	Accident & Emergency	<a href="#">HIV Post Exposure Assessment &amp; Prophylaxis (PEP) Guidelines</a>
Physicians	Accident & Emergency	<a href="#">Management of Diabetic Ketoacidosis</a>
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Physicians	Accident & Emergency	<a href="#">Radiographic Assessment in Major Trauma</a>
Physicians	Accident & Emergency	<a href="#">Sexual Assault Policy</a>
Physicians	Accident & Emergency	<a href="#">Sexual Assault Protocol 2006</a>
Physicians	Accident & Emergency	<a href="#">Supportive Treatment of Acetaminophen Overdoses</a>
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Physicians	Physician Administration	<a href="#">Patient Related Policy</a>
Physicians	Physician Administration	<a href="#">Policy for Transfer of Patients between the Cayman Islands or Faith Hospitals and the Chrissee Memorial Hospital</a>
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Physicians	Physician Services - EMS	<a href="#">EMS Policy and Procedure Manual 2</a>
Physicians	Physicians Administration	<a href="#">Cayman Islands Governement Policy on AIDS</a>
Physicians	Surgery	<a href="#">Surgical Pre-operative Requirements</a>
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Public Health	Genetics Program	<a href="#">Genetics Program Purpose</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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  - Strategic Management
  - Finance & Administration
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  - Decisions & Recommendations
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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 926-2027 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 926-2027 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: [mccleary.frederick@gov.ky](mailto:mccleary.frederick@gov.ky)*

### **Chief Officer Home Affairs**

*Mr Wesley Howell*

### **Information Manager**

*Mr Simon Boxall*

Telephone: 244-3145 or 926-2027.

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 on the 2<sup>nd</sup> Floor of the Government Administration Building 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)*

Location and hours	Matters handled
<i>Hazard Management Cayman Islands 133 Elgin Ave 4<sup>th</sup> Floor, Government Administration Building  Regular hours of Operation: Monday to Friday 8:30 am to 5pm  National Emergency Operation Centre 2<sup>nd</sup> Floor, Government Administration Building.  Duty Officer on call 24 hours</i>	<i>All Hazards – Natural and man-made. (Including Hurricane, Earthquake, Hazardous Material, Flood, Fire etc)</i>

### **Boards and committees**

Name	Meetings	Minutes

<i>National Hazard Management Council</i>	<i>At least quarterly and more frequently when needed or during a threat, hazard or impact.</i>  <i>(Closed to the Public)</i>	<i>Deliberations of the Council may deal with national security issues and may not be accessible or available for viewing</i>
<i>National Hazard Management Executive</i>	<i>Meet at least twice annually to review progress of 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 and 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.



# **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.elections.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.elections.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 Deputy Governor;
- 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.elections.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://elections.ky/index.php/general-information/62-a-brief-history-of-elections-in-the-cayman-islands>*

## **9. Frequently Asked Questions:**

### **9.1. What are the 19 Single Member Electoral Districts?**

The 19 Single Member Electoral Districts are:

- West Bay North
- West Bay West
- West Bay Central
- West Bay South
- George Town North
- George Town Central
- George Town West
- George Town South
- George Town East
- Red Bay
- Prospect
- Savannah
- Newlands
- Bodden Town West
- Bodden Town East
- North Side
- East End
- Cayman Brac West and Little Cayman
- Cayman Brac East

### **9.2. How many candidates may I vote for in the next General Election?**

One candidate only. Each voter may vote for only one candidate in the single member electoral district in which the voter is registered.

**9.3. How do I vote in the next General Election?**

There are 19 polling stations situated throughout each of the 19 electoral districts. Once you register to vote and provide your street address the Elections Office will assign you to a polling station. On Election Day you will have to attend this assigned polling station 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 and advised that you may vote for only one candidate. You will subsequently enter a poll booth and mark your ballot paper by putting an X to the right of the candidate that you are voting for.

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 exit door.

**9.4. 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.

**9.5. What time do the polls open and close?**

The polls in all 19 electoral districts will open promptly at 7:00 A.M. and close at 6:00 P.M.

**9.6. Am I eligible to vote by postal ballot?**

If you are off-island on Election Day for any reason whatsoever, you may apply for a postal ballot using Form B. Postal ballots will only be issued after Nominations Day.

**9.7. Do I qualify for mobile voting?**

It depends. Mobile voting is only available in special cases i.e. if you are blind, incapacitated, reside in a rest home or are hospitalized on Election Day.

**9.8. To view more FAQ's, please insert the link below:**

<http://elections.ky/index.php/fag>

## 10. Strategic Management

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

### Governance

- Organisation chart – [www.gov.ky](http://www.gov.ky)
- The Elections (Amendment) Law, 2016
- Elections Law (2013 Revision)
- The Referendum (Single Member Constituencies) Law, 2012 (Law 4 of 2012)
- The Referendum (Constitutional Modernisation) Law, 2009
- The Referendum (Constitutional Modernisation) (Referendum Day) Notice 2009
- The Referendum (Constitutional Modernisation) Law, 2009 (Amendment of Schedule 2) (No.2) Order, 2009
- Freedom of Information Law, 2007 (Law 10 of 2007)
- Freedom of Information (General) Regulations (2008)
- The Freedom of Information Law, 2007 (Commencement) Order (2008)
- National Archive and Public Records Law (2010 Revision)
- National Archive and Public Records (Regulations) 2007
- Public Service Management Law (2011 Revision)
- Public Service Personnel (Regulations) (2013)
- 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 FY16/17 ***[electionsoffice@candw.ky](mailto:electionsoffice@candw.ky)***
- Approved Budget FY15/16 ***[electionsoffice@candw.ky](mailto:electionsoffice@candw.ky)***
- 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***

### **Administration**

- Press Releases see: <http://www.elections.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 (Amendment) Law 2016*
- *See Elections Law (2013 Revision)*
- *Cayman Islands Constitutional Order (2009)*

## **13. Decisions & Recommendations**

- *Supervisor of Elections – Report on Elections*
- *Elections (Amendment) Law 2016*
- *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*

## 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 traditional districts

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

- **Register of Political Parties**

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

## 14. 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.elections.ky>



## Economics and Statistics Office (ESO)

### Publication Scheme 2017

*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 that 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 Sections 8 and 17 of the Statistics Law (2016 Revision).
- 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 (2016 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;
- 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.

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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*.

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 (2016 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 and the Freedom of Information (2015 Revision) does not apply to any such individual data”.

A copy of the Statistics Law (2016 Revisions) is available from the ESO website:  
[http://www.eso.ky/UserFiles/page\\_docs/files/uploads/statistics\\_law\\_2016\\_revision.pdf](http://www.eso.ky/UserFiles/page_docs/files/uploads/statistics_law_2016_revision.pdf)

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
- Selburn Christian at [Selburn.Christian@gov.ky](mailto:Selburn.Christian@gov.ky) or 244-4676

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 Quarterly Bulletin or Annual Report	US\$30.00 or CI\$25.00

These publications are charged at the cover price, and actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

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

Computer discs will be charged at a rate of \$2.00 per disc.

##### Postage costs

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

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

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

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

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Statistical data and economic information produced by the ESO may be obtained without making a request under the FOI Law. Please contact the Information Manager, 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 Selburn Christian (345)244-4676 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)

Ralston Henry, Senior Economist – Economics Unit

Tel:(345) 244-4632, Email: [Ralston.Henry@gov.ky](mailto:Ralston.Henry@gov.ky)

Julietta Beaupierre, Senior Statistician Balance of Payments Unit

Tel:(345) 244-4600, Email: [Julietta.Beaupierre@gov.ky](mailto:Julietta.Beaupierre@gov.ky)

Selburn Christian, Senior Statistician System of National Accounts Unit

Tel:(345) 244-4676, Email: [Selburn.Christian@gov.ky](mailto:Selburn.Christian@gov.ky)

Andrelene Royal, Senior Statistician Social Statistics Unit

Tel:(345) 244-4602, Email: [Andrelene.Royal@gov.ky](mailto:Andrelene.Royal@gov.ky)

**Information Manager:**

Information Manager: Andrelene Royal

Email address: Andrelene.Royal@gov.ky or [foi.eso@gov.ky](mailto:foi.eso@gov.ky)

Telephone number: (345) 244-4602

Information Manager Designate: Selburn Christian

Email address: Selburn.Christian@gov.ky or [foi.eso@gov.ky](mailto:foi.eso@gov.ky)

Telephone Number: (345) 244-4676

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

**Office 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);
  - *Household Budget Survey (every 5 years or as resources permit);*
  - Special surveys
- 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

Name	Meetings	Minutes
<p>National Statistical Coordination Committee (NSCC)</p> <ul style="list-style-type: none"> <li>▪ Department of Education</li> <li>▪ Department of Environment</li> <li>▪ Department of Environmental Health</li> <li>▪ Cayman Islands Monetary Authority</li> <li>▪ General Registry</li> <li>▪ Information and Communication Technology Authority</li> <li>▪ Immigration Department</li> <li>▪ Health Services Authority</li> <li>▪ Lands and Survey Department</li> <li>▪ Planning Department</li> <li>▪ Treasury Department</li> <li>▪ Department of Tourism</li> <li>▪ Statistical units of Ministries and other departments</li> </ul> <p>Where possible, key users of statistics in the private sector may also be invited, such as business associations and schools.</p>	<p>Variable</p>	<p><u>Terms of Reference</u></p> <p><a href="http://www.eso.ky/UserFiles/page_docs/files/uploads/ci_national_statistical_coordination_com-1.pdf">http://www.eso.ky/UserFiles/page_docs/files/uploads/ci_national_statistical_coordination_com-1.pdf</a></p> <p><i>Meeting Notes 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> </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</p>

<ul style="list-style-type: none"> <li>▪ Jennifer Smith, Department of Employment Relations</li> <li>▪ Dolores Thompson, Department of Education</li> <li>▪ Sonia Campbell</li> <li>▪ Tammy Ebanks-Bishop, Ministry of District Administration, Works and Gender Affairs</li> <li>▪ Wil Pineau, Chamber of Commerce</li> <li>▪ Elizabeth Talbert, Economics and Statistics Office</li> <li>▪ Maria Zingapan, Economics and Statistics Office</li> <li>▪ Kenneth Ebanks, Ministry of Financial Services, Tourism and Development</li> </ul>		<p>Building 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, reliable, timely and user-friendly statistics and economic analysis.

Our general strategies for implementing our mission include:

- Adhering to legal mandates, primarily the Statistics Law (2016 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 (2013 Revision)



Personnel Regulations (2013 Revision)



Public Service Code of Conduct



The Freedom of Information Law (2015 Revision)



Statistics Law (2016 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, June 2016



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



Labour Force Survey Fall 2016 Field Manual



2008 Consumer Price Index Basket



2009 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 (2016 Revision)
- Household Register – Not covered by FOI Law and disclosure is barred under S.8 (2) and S. (17) of the Statistics Law (2016 Revision)
- Enumeration Area Maps
- Organizational Chart

## OUR SERVICES

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### 1) Census & Surveys

- Census (every 10 years)
- Labour Force Survey (twice a year)
- Business surveys (one a year)
- Household expenditure surveys (every 5 years)
- Consumer Price Index Survey (quarterly)
- 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 and International Investment Position Report
- 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

# **OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS**

## **2017 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.

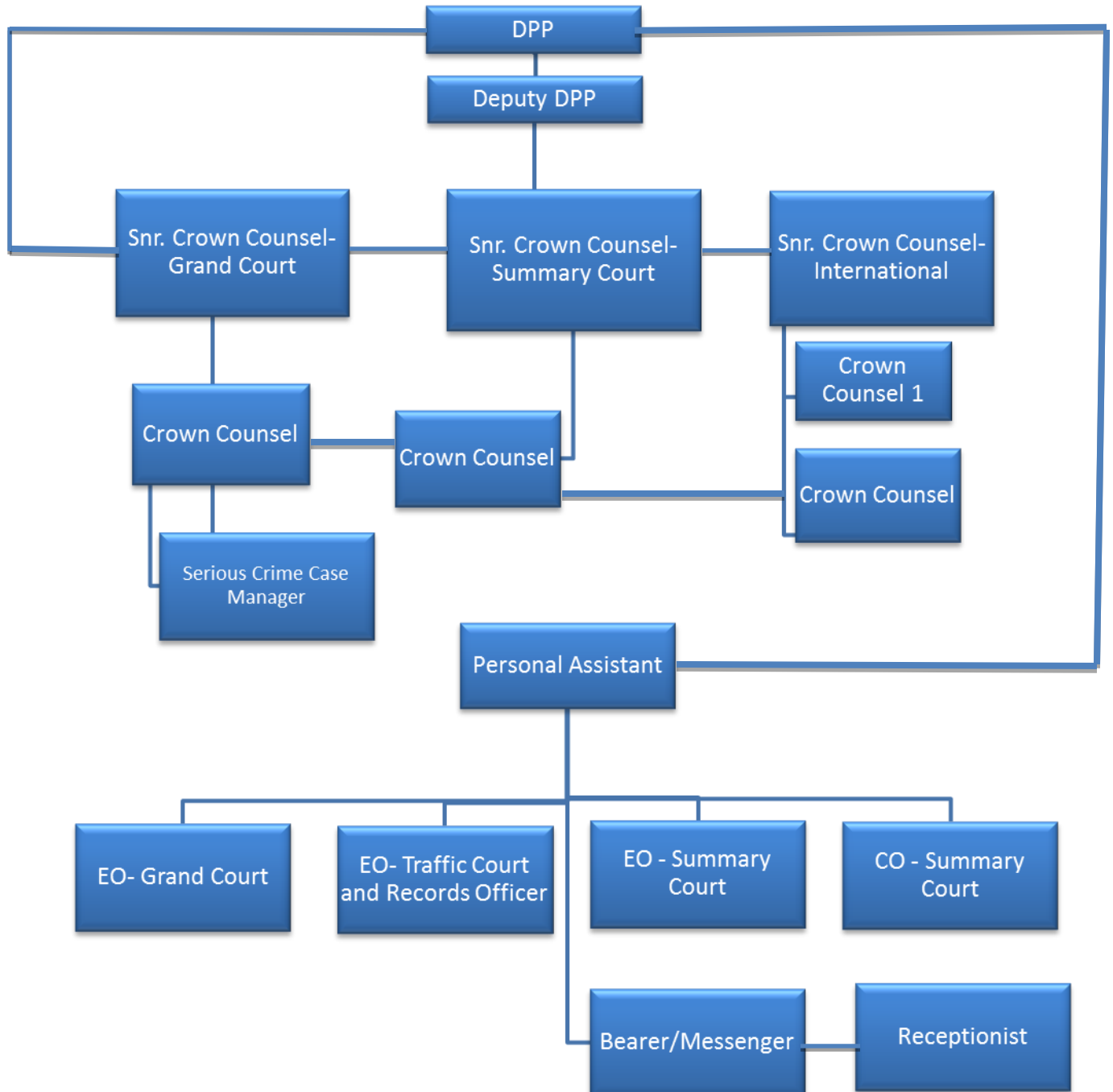
**Summary of FOI requests and outcomes (1 July 2015 – 30 June 2016)**

<b>FOI reference no.</b>	<b>Records requested</b>	<b>Outcome</b>
70968	Evidence relating to the criminal prosecution. .	Exempt under section 16(b)(ii) of the FOI Law as the criminal proceedings are ongoing.
70940	Evidence relating to police investigation.	Records not in the possession of the ODPP.
70909/70930	Evidence relating to the extradition proceedings. .	Exempt under section 16(b)(ii) of the FOI Law as the extradition proceedings are ongoing.
70944	Expenditure details relating to private security firms.	Application withdrawn.
71368	Documents written by the office of the DPP in relation to applicant's investigation by Department of Immigration.	Exempt under section 20(1)(c) of the FOI Law as it constitutes legal advice.
71265	Details pertaining to Security Centre contracts for the period 2012-2015	Information as to costs provided.
72698	Evidence and materials relating to case	Application transferred to the RCIPS (FOI manager)
72922	Records relating to	Records exempt pursuant to section

	applicant's Labour law file.	17(a) of the FOI Law 2015
73259	Information relating to prosecution of Deputy Chief Immigration Officer	Granted

## STRUCTURE – OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS

Organisational Chart-  
Office of DPP



## **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 – Trevor Ward  
[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 – Trevor Ward
9. Appointment of Deputy Director of Public Prosecutions - Patrick Moran  
<http://www.gov.ky/portal/page/portal/dpphome/announcements/new-deputy-director-of-public-prosecutions-appointed>



## **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 (2015 Revision)

#### **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.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
- Mrs. Elisabeth Lees – Schreiner - Senior Crown Counsel – (International Co-operation)
- Ms. Toyin Salako – Crown Counsel I
- Mrs. Nicole Tyson-Petit – Acting Senior Crown Counsel(Grand Court)
- Mr. Kenneth Ferguson – Crown Counsel
- Ms. Candia James – Acting Senior Crown Counsel (Summary Court)
- 
- Mr. Neil Kumar – Crown Counsel & Freedom of Information Manager
- Mr. Greg Walcolm – Crown Counsel
- Ms. Scott Wainwright – Crown Counsel
- Ms. Eleanor Fargin – Crown Counsel
- Ms. Claire Wetton – Crown Counsel
- Ms. Darlene Oko – Crown Counsel
- Mr. Gavin Dixon – Crown Counsel II
- Mrs. Alliyah McCarthy – Crown Counsel (Traffic)
- Ms. Stacy-Ann Kelly– Crown Counsel (Traffic)
- Mr. Dennis Walkington – Serious Crime Case Manager

### **Administrative Staff**

- Mrs Louise Daniels – Personal Assistant (effective 3 January 2017)
- Mrs. Beverly Speirs – Librarian
- Ms. Evita Dixon – Summary Court Clerk / Human Resource Assistant
- Mrs. D. Kim Chin – Traffic Clerk
- Ms. Maureen Guy – Grand Court/Traffic Court Clerk
- Mr. Joeniel Bent – Summary Court Clerk
- Mr. Simeon Stewartson – Office Assistant
- Ms. Glenda Pino – Receptionist (temporary)

### **Budget Allocated to the Public Authority:**

For the financial year 2014-2015 - \$2,920,086.

For the financial year 2015-2016 - \$3,031,059.

For the financial year 2016-2017 - \$4,747,471 (18 month period for 1 July 2016 – 31 December 2017)

**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)

[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.



## Department of Planning

### Publication Scheme 2017

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

The Department of Planning will:

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

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

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

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The Department of Planning will generally not publish:

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

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

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

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

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, or harm the *Department of Planning* customer's commercial interests.

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

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

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

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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 from [www.planning.gov.ky](http://www.planning.gov.ky). Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are still having trouble locating information listed under our scheme, please contact us by email at [foi.pln@gov.ky](mailto:foi.pln@gov.ky) or Charles Brown at [Charles.Brown@gov.ky](mailto:Charles.Brown@gov.ky) or 345-244-6537.

#### Email

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Information Manager Designate Mr. Jon-Andrew Japal (345-244-6508) or Information Manager Charles Brown (345-244-6537) to request information. The Department's telephone number is 345-244-6501. For information regarding the Sister Islands, contact Andrea Stevens ([Andrea.Stevens@gov.ky](mailto:Andrea.Stevens@gov.ky)), or Tel. 345-244-4422, or Fax 345-948-2422).

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to the Information Manager at our mailing address:

Department of Planning  
P. O. Box 113  
Grand Cayman KY1-9000  
CAYMAN ISLANDS

Alternatively, for information regarding Cayman Brac or Little Cayman, requests may be addressed to:

Sister Islands Planning Office  
P.O. Box 235  
Cayman Brac KY2-2100  
CAYMAN ISLANDS

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

#### Personal visits

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

The physical location of the Planning Department on Grand Cayman is:

Government Administration Building  
4<sup>th</sup> Floor  
133 Elgin Avenue  
Grand Cayman  
Cayman Islands

The physical location of the Sister Islands Planning Office is:

District Administration Building  
19 Kirkconnell Street  
Stake Bay  
Cayman Brac  
Cayman Islands

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Information Manager Designate Jon-Andrew Japal (jon.japal@gov.ky or 345-244-6508), or Information Manager Charles Brown (charles.brown@gov.ky or 345-244-6537). If you require specific clarification from a section or Unit of the Department about information you want to access, please use the contact details below:

<u>Section or Unit</u>	<u>Contact</u>
Building Control	Tel. 345-244-6531;
Policy Development (Zoning)	Tel. 345-244-6537;
Current Planning	Tel. 345-244-6542;
Administration	Tel. 345-244-6503;
Sister Island Planning Office	Tel. 345-244-4421;

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

Information will be provided in the language in which it is held or in such other language that is legally required.

Where a request for inspection of records under the Freedom of Information (FOI) Law has been made, the Department's Information Manager Designate or Information Manager will liaise with the requester to arrange a suitable inspection date and time (in accordance with FOI

legislation) at the Planning Department. If the request for inspection is regarding records in the Department available for inspection outside the remit of FOI, please contact the relevant section or unit noted above to arrange for inspection.

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

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*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

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

Information which is published in electronic formats, downloaded through a website, or sent to you by email will be provided free of charge. The Department's fee schedules in accordance with applicable legislation are located on the website as follows:

- Development and Planning Regulations (2016 Revision)
  - Current Planning Application Fees (per First Schedule)  
*visit Department Website at [www.planning.ky](http://www.planning.ky)*
  - Building Permit Fees Map (per Second Schedule)  
*visit Department Website at [www.planning.ky](http://www.planning.ky)*
  - Infrastructure Fees Map (per Sixth Schedule)  
*visit Department Website at [www.planning.ky](http://www.planning.ky)*
  - Miscellaneous Fees can be found in Schedule 5 of the Regulations
- Electricity Regulations (2011 Revision)  
*visit Department Website at [www.planning.ky](http://www.planning.ky)*
  - Electricity Examination Application (US\$60.00)  
*visit Department Website at [www.planning.ky](http://www.planning.ky)*
  - Electrical Licensing Exams (US\$60.00)  
*visit Department Website at [www.planning.ky](http://www.planning.ky)*

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

There are some publications / illustrations which the *Planning Department* offers for sale. This includes maps and plans as follows:

<u>Item</u>	<u>Charge</u>
Zoning map: 11 inch by 17 inch	\$ 25.00
Zoning map: 24 inch by 36 inch	\$ 50.00
Zoning map: 36 inch by 63 inch	\$100.00
Plan / blueprint reproduction (any size)	\$ 3.00

These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service. Of course, there is no charge for collection at the Planning Department.

#### Reproduction costs

Application forms and similar documents are \$1.00 per page. Copies of Minutes of meetings of Boards and Authority are \$0.50 per page. All of these records may be downloaded from the Department's website [www.planning.gov.ky](http://www.planning.gov.ky) at no cost. Computer discs will be charged at a rate of \$2 per disc.

Reproduction costs for records that are the subject of Freedom of Information (FOI) requests are specified in the FOI fee schedule located in Section 7 of this document. Note that 'photocopied information' has a different meaning from maps or blueprint reproduction.

#### Postage costs

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

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

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

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

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Information held by the Department of Planning that is not published under this scheme can be requested in writing by contacting [foi.pln@gov.ky](mailto:foi.pln@gov.ky). Your request will be considered in accordance with the provisions of the FOI Law. Should you wish to submit an FOI application, you may download the relevant form and see the FOI fee schedule at [www.planning.ky](http://www.planning.ky).

## **6. Complaints**

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

If you wish to complain about any aspect of this publication scheme, please contact at 244-6501 or [foi.pln@gov.ky](mailto:foi.pln@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from [http://www.planning.gov.ky/HTML\\_BODY/FOI/FOI\\_Information\\_Classes.htm](http://www.planning.gov.ky/HTML_BODY/FOI/FOI_Information_Classes.htm)

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

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

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



## **7. Categories of information**

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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**

Department of Planning

### **Ministry**

Ministry of Planning, Lands, Agriculture, Housing and Infrastructure

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

Haroon Pandohie (Director of Planning), Tel. 345-244-6501

Ron Sanderson (Assistant Director of Planning, Current Planning), Tel. 345-244-6504

Kerry-Ann Picard (Plans Examiner Supervisor, Building Control), Tel. 345-244-6520

Katrina Stewart (Human Resource Manager), Tel. 345-244-6503

Andrea Stevens (Planning Officer, Cayman Brac & Little Cayman, 345-244-4422)

### **Information manager**

Information Manager Charles Brown (charles.brown@gov.ky ; 345-244-6537)

Information Manager Designate Jon-Andrew Japal (jon.japal@gov.ky; 345-244-6508)

Alternatively either person can be reached at foi.pln@gov.ky. You may access detailed information about Freedom of Information (FOI) matters from the FOI Unit's website at [www.foi.gov.ky](http://www.foi.gov.ky)

### **Organisation and functions**

The Department of Planning's functions are summarized in its mission statement:

"To ensure that all development applications are processed efficiently, courteously, unbiased and in accordance with the development plans and associated legislation so that the physical development of the Islands is aesthetically pleasing, environmentally friendly, sustainable, technically sound, promotes a strong economy, and provides an unparalleled quality of life for existing and for future generations."

The Department of Planning is comprised of four divisions;

**Current Planning, Building Control, Policy Development, and Administration.**

Planning functions on the Sister Islands are handled through the **Sister Islands Planning Office** located in the District Administration Building, Stake Bay, Cayman Brac.

All offices are open to the public from 8:30AM to 5:00PM, Monday to Friday, except public holidays. The front counter of the Grand Cayman office in the Government Administration Building closes at 4:00PM daily to allow for one hour of administrative processing.

### **Matters handled**

Each location is the headquarters in the respective Islands for:

- Submission of applications for planning permission and building permits
- Review of applications for planning permission and building permits
- Base for building inspections
- Processing fit-out and Certificate of Occupancy
- Compiling statistics
- Annual reports
- Authority and Board meetings (see next section for names)
- Electrical Examinations (Grand Cayman only)
- Revisions to the Development Plan (Grand Cayman only)
- Process rezone applications (Grand Cayman only)
- Policy advice on planning related matters such as Designating Orders, low cost housing, docks
- Geographic Information Systems (GIS) studies (on Grand Cayman only)
- Appeals Brief

Building Control (BC) reviews applications for building permits and inspects the structural, plumbing, electrical and mechanical components of buildings and structures to ensure that

Central Planning Authority and Development Control Board approved developments comply with all the codes.

The Current Planning section (CP) is responsible primarily for processing development applications for presentation to the Central Planning Authority (CPA) on Grand Cayman and the Development Control Board (DCB) on the Sister Islands.

The Policy Development section (PD) is responsible for policy preparation and long-range planning issues such as land-use policies, conducting special studies, recommending revisions to the Development Plan, processing rezoning applications, reviewing Designating Order applications and preparing proposed amendments to the Development Plan, Planning Law and Regulations.

The Petroleum Inspectorate is not part of the Planning Department, but has historically maintained a close working relationship with Planning, and thus their website is hosted within the [www.planning.gov.ky](http://www.planning.gov.ky) network.

### **Planning Laws and Regulations**

The Development and Planning Law (2016 Revision)  
The Development and Planning Regulations (2016 Revision)  
The Development and Planning (Appeals) Rules

### **Building Control Laws and Regulations**

The Building Code Regulations (2016 Revision)  
The Electricity Law (2008 Revision)  
The Electricity Regulatory Authority Law (2010 Revision)  
Electricity Regulations (2011 Revision)

### **Builders Board Laws and Regulations**

The Builders Law, 2007  
The Builders Regulations, 2008

**Website:** [www.planning.ky](http://www.planning.ky)

## FREQUENTLY ASKED QUESTIONS

*(Hyperlinks are in italics; press the CTRL button and 'Click' the link to follow it to the document)*

### Current Planning FAQs

The Current Planning division often hears the same questions from applicants repeatedly. Below are some of the most frequently asked questions, and typical answers we respond with. If you have any further questions, please do not hesitate to contact us.

#### **Q: Do I need planning permission to construct a house?**

A: Yes. Almost all development on Grand Cayman requires planning permission, including excavation, land clearing, advertising signs, pools, cabanas, sheds, houses, apartments, commercial buildings, and many more. Please contact the Planning Department to see if your development requires planning permission.

#### **Q: I need to notify neighbours regarding a development proposal. Can the Planning Department provide me with a list of addresses?**

A: No. The Department of Planning can provide you with information on how many of your neighbour's must be notified (i.e. 250 foot radius, neighbouring properties, etc.), but Lands and Surveys is the agency which can provide addresses. Lands and Survey is located right across from the Department of Planning on the 4<sup>th</sup> floor of the Government Administration Building. Notification Distances are typically as follows:

<b>Type/size of Proposed Development</b>	<b>Zone</b>	<b>Notice Radius</b>
Commercial	Commercial	300 ft
Non-residential uses	Residential	500 ft
Industrial	Industrial	300 ft
Institutional	Any	500 ft
Hotel	Hotel	300 ft
Apartments (3- 5 units)	Residential	150 ft
Apartments (6-10 units)	Residential	250 ft
Apartments (11 or more units)	Residential	450 ft
Subdivision (up to 6 lots)	Any	150 ft
Subdivision (7 - 10 lots)	Any	250 ft
Subdivision (11 or more lots)	Any	450 ft

**Q: I suspect my neighbour is building an illegal development. What can I do?**

A: Please contact our enforcement staff immediately. This website has a complaint form you can use, or you can call our enforcement staff at 244-6501.

More Information Available at: [www.planning.ky](http://www.planning.ky)

**Building Control FAQs**

Building Control often hears the same questions from applicants repeatedly. Below are some of the most frequently asked questions, and typical answers we respond with. If you have any further questions, please do not hesitate to contact us.

**Q: Is there a building code for the Cayman Islands?**

A: Yes. There are codes for Building / Structural, Plumbing, Mechanical, Electrical, Gas, Seismic and Wind.

**Q: Do commercial fit-outs require building permits?**

A: Yes. If a fit-out constitutes a change of use, it will also require approval from the Central Planning Authority.

**Q: Do I need a building permit to construct a shed?**

A: Yes. All structures in the Cayman Islands require a building permit, and many also require planning permission

**Q: Do I need to have a license to operate as an electrical contractor in the Cayman Islands?**

A: Yes. Building Control administers the Electrical Licensing program. Application forms are available at:  
[www.planning.ky](http://www.planning.ky)

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **Policy Development FAQs**

The Policy Development division often hears the same questions from applicants repeatedly. Below are some of the most frequently asked questions, and typical answers we respond with. If you have any further questions, please do not hesitate to contact us.

### **Q: Does the Development Plan address land use and planning issues on Little Cayman and Cayman Brac?**

A: No. The Development Plan only addresses Grand Cayman. Separate legislation is in place to govern planning issues on the Sister Islands.

### **Q: Is the Development Plan the only piece of legislation relating to planning on Grand Cayman?**

A: No. There are a number of pieces of legislation which address planning issues in the Cayman Islands. The 'enabling' legislation, which creates the basis for planning in the Cayman Islands, is the Development and Planning Law (2014 Revision). This law determines what the Government can regulate, powers of enforcement, and how decisions can be appealed.

The Development and Planning Regulations (2014 Revision) is the legislative version of the Development Plan. This legislation addresses permitted land uses, densities, building heights, and a range of other details. In addition to these two core pieces of legislation, there are many other key pieces of legislation, including the Building Code Regulations (2006 Revision), Tree Preservation Orders (1998), the Appeals Tribunal (Development Plan) Procedural Rules 1975, Designating Orders (2005 Revision), and the Development and Planning (Appeals) Rules (1999 Revision).

### **Q: Is there a procedure to change the zoning designation on a piece of land?**

A: Yes. There is a rezoning process which applicants can pursue. The Planning Department recommends that the timeframe for processing these applications is currently about 12 months. An overview of the rezoning process is available at this link: [Overview of the Rezoning Process](#)

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **POLICIES & PROCEDURES**

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### **Policy Development Division Overview**

The Policy Development section (PD) is responsible for policy preparation and long-range planning issues such as land-use policies, conducting special studies, making revisions to the Development Plan, processing rezoning applications and preparing proposed amendments to the Development Plan, Planning Law and Regulations.

The Policy section also manages planning-related Geographic Information Systems (GIS).

Available at: [www.planning.ky](http://www.planning.ky)

### **Development Plan**

Review of the Development Plan is conducted by the Policy Development Section and updates of the review process are posted in this space.

More Information Available at: [www.planning.ky](http://www.planning.ky)

### **Policy Development Documents Library**

Below is a list of documents that are available in the Policy Development division's online library, which is available to the public free of charge. More information is available in the Development Plan Revisions section of our website.

Overview of the Rezoning Process

2001 Annual Report of the CPA and DCB

2002 Annual Report of the CPA and DCB

2003 Annual Report of the CPA and DCB

2004 Annual Report of the CPA and DCB

2005 Annual Report of the CPA and DCB

2006 Annual Report of the CPA and DCB

2007 Annual Report of the CPA and DCB

2008 Annual Report of the CPA and DCB

2009 Annual Report of the CPA and DCB

2010 Annual Report of the CPA and DCB

2011 Annual Report of the CPA and DCB

2012 Annual Report of the CPA and DCB

2014-2015 Annual Report of the CPA and DCB

Sign Guidelines

Recommendations for the Sustainable Development of Cayman Brac

Agricultural Land Capability of the Cayman Islands - A Report by Dr. N. Ahmad of the University of the West Indies

Central Planning Authority Aggregate Policy (CH2M Hill Study)

National Tourism Management Plan 2009- 2013

Go East - A Strategy for the Sustainable Development of the Eastern Districts of Grand Cayman

More Information Available at: [www.planning.ky](http://www.planning.ky)

### **Draft CPA Policy Documents**

This section of the website will act as a distribution centre for the public and stakeholders to review and provide feedback on in-progress policy initiatives. Anyone looking for adopted Planning policies should consult the Document Library.

Landscape Guidelines

Fence and Wall Guidelines

Stormwater Management Guidelines Document

Stormwater Infrastructure Calculator

Industrial Design Guidelines

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **FINANCE & ADMINISTRATION**

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### **Administration Overview**

The Administration Unit (AD) is responsible for the processing of Planning Fees, and provides support services for Building Control (BC), Current Planning (CP) and Policy Development (PD). The Administration Unit includes front counter staff, processing clerks, and others. Employment and Human Resources is also under the purview of the Administration Unit.

More Information Available at: [http://www.planning.gov.ky/HTML\\_BODY/ADMIN/ADMIN\\_Overview\\_Text.htm](http://www.planning.gov.ky/HTML_BODY/ADMIN/ADMIN_Overview_Text.htm)

### **Planning Department Employment Opportunities**

Employment Application Forms

Cayman Islands Government Application Form

Please address all applications to:

Chief HR Officer,  
Ministry of Finance, Tourism and Development,  
5th floor Government Administration Building,  
133 Elgin Avenue,  
George Town, Grand Cayman KY1-9000  
CAYMAN ISLANDS

More Information Available at: [www.planning.ky](http://www.planning.ky)



## **The Department of Planning Staff Directory and Organizational Diagram**

Available at: [www.planning.ky](http://www.planning.ky)

### **Finance**

#### **Budgets allocated to each Public Authority**

Budget statements for the Planning Department can be found at the link below:

[http://www.gov.ky/portal/page?\\_pageid=1142,1593653&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1593653&_dad=portal&_schema=PORTAL)

**Annual Reports** for the Department are located in:

Policy Development Documents Library in the 'Policy and Procedures Section' above.

**Staff Pay and Grading Structures** are available in the:

The Planning Departments Procedures Manual

#### **FREEDOM OF INFORMATION APPLICATION FEES**

Schedule 3 (Regulation 14) of The Freedom of Information (General) Regulations, 2008

(Fees are to be tabulated by the Information Manager or assigned Records Officer)

This Schedule prescribes the fees for standard formats, which shall be supported (as applicable) by all public authorities providing copies of records under the Freedom of Information Law.

Copies may be made available in non-standard formats, at a price to be determined by the public authority, not exceeding the actual material and labour costs incurred to produce the copy.

1. Photocopy:

(a) Black and white copy (all sizes) - \$1.00 per page;

(b) Color copy (all sizes) - \$1.50 per page.

2. Photographs:

(a) Black and white / colour (digital photographic print from digital file, scanned hardcopy or existing negative);

(i) 8 ½ x 11 (or smaller) - \$5.00;

(ii) 8 ½ x 14 - \$7.50;

(iii) 11 x 17 - \$10.00;

(b) Black and white (photocopy or standard print-out) - \$1.00;

(c) Colour (photocopy or standard print-out) - \$1.50.

3. Conversion of an analogue audio or video record (e.g. tape or reel-to-reel) into digital MP3 or DivX file format: an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).

4. Microfilm duplication 35 mm (\$ 1, 500.00 per roll of 1, 000 ft microfilm; minimum order of 10ft at a cost of \$ 150.00. Microfilm duplication 16 mm (\$380.00 per roll of 100 ft microfilm. A minimum order of 10ft at a cost of \$ 38.00. Microfilm print-out Black and white copy (all sizes) - \$1.00 per page.

5. Transcripts - an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the transcription.

6. Conversion of a microfilm record into digital JPEG file format: an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
7. Blue print reproduction (\$3.00 per sheet).
8. Maps and plans (\$5.00 per page).
9. Print-out of a digital document or database report Black and White copy (all sizes) - \$1.00 per page.
10. Provision of a digital record (text or image) in standard PDF, JPEG or TIF file format:
  - (a) by email -no charge;
  - (b) on compact disc or DVD - \$2.00.
11. Conversion of a paper record (text or image) into digital PDF, JPEG or TIF file format: the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
12. Digital text files converted to audio formats for visually impaired the actual costs incurred by the Computer Services Department, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium.
13. Posting of record: Where access to the record to which the request relates is to be given in the form of the provision of a copy of the record and the copy provided is, at the request of the applicant, to be sent by post or courier, a charge in respect of the posting or delivery of the copy not exceeding the actual cost of post or delivery.
14. Shipping cost (actual cost of shipping method chosen by applicant and a preparation charge of \$20.00).
15. Expedited service: \$ 50.00 payable on making the application.

For more on **Fee Structures** please see 'Section 4. Fees and Charges' above.

## **DECISIONS & RECOMMENDATIONS**

### **Central Planning Authority (CPA)**

The Central Planning Authority (CPA) is a statutory authority appointed by Cabinet to oversee and review the physical development of Grand Cayman. The primary function of the CPA is to prepare development plans and ensure that development proposals conform to the plan.

The Authority's role is defined by law as "to secure consistency and continuity in the framing and execution of a comprehensive policy approved by Cabinet. With respect to the use and development of the land in the islands which this law applies in accordance with the Development Plan for the Islands." The Authority consists of 13 members representing all six electoral districts. The Chairman of the Development Control Board is automatically a member of the CPA.

CPA Overview

CPA Meeting Agendas and Minutes (2010-2015)

CPA Meeting Minutes (1998-2009)

Administrative Approval lists (2012-2016)

All available at: [www.planning.ky](http://www.planning.ky)

### **Development Control Board (DCB)**

The Development Control Board (DCB) has a similar role to the CPA but oversees development on Cayman Brac and Little Cayman.

DCB Overview (Mandate, Members, etc...)

DCB Meeting Minutes (2011-2015)

All Available at: [www.planning.ky](http://www.planning.ky)

### **Electrical Board of Examiners**

Building Control (BC), in conjunction with the Electrical Board of Examiners (EBE), oversees the assignment and administration of licensing Electrical Contractors in the Cayman Islands. The EBE administers an entry examination, and meets regularly to review candidate's applications. For more information about becoming a licensed Electrical Contractor, please contact Building Control at (345) 244-6501.

The **Following Information Titles** and more are available at: [www.planning.ky](http://www.planning.ky)

### **Builders Board**

Information Available at: [www.planning.ky](http://www.planning.ky)

## Boards and committees

Name	Meetings	Minutes
<i>Central Planning Authority (CPA)</i>	<i>The CPA meets twice monthly at the Government Administration Building. Meetings are open to invited applicants, objectors or other interested parties.</i>	<i><a href="http://www.planning.ky/boards-all/central-planning-authority">http://www.planning.ky/boards-all/central-planning-authority</a></i>
<i>Development Control Board (DCB)</i>	<i>The DCB meets twice monthly at the District Administration Building, Cayman Brac. Meetings are open to invited applicants, objectors or other interested parties</i>	<i><a href="http://www.planning.ky/boards-all/development-control-board">http://www.planning.ky/boards-all/development-control-board</a></i>
<i>Electrical Board of Examiners (EBE)</i>	<i>EBE Meetings are held on the second Tuesday of every month at the Government Administration Building.</i>	<i><a href="http://www.planning.ky/boards-all/electrical-board-of-examiners">http://www.planning.ky/boards-all/electrical-board-of-examiners</a></i>
<i>Builders Board</i>	<i>TBD</i>	<i><a href="http://www.planning.ky/boards-all/builders-board">http://www.planning.ky/boards-all/builders-board</a></i>
<i>Planning Law and Regulations Review Committee</i>	<i>Meets weekly.</i>	

## **LISTS & REGISTERS**

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### **Classes of Information**

#### **Classes of Information Held**

The Planning Department maintains files related to Planning and Building Control applications, as well as Policy Development records, Strategic Planning records, and Administration records. Most of these files are maintained in hard copy, although some recent applications may also contain electronic (PDF) files, such as building plans. FOI applicants are encouraged to state the Block and Parcel information for the subject parcel they are interested in prior to making an application, as this is one of the key ways we can search for a file.

#### **Access to Information related to Applications in Process by the Authority**

The Authority shall, in the course of processing an application for planning permission grant the public access to records relating to that application via an inspection in accordance with the 3 provisions below. Access to that record/s shall be obtained in accordance to these provisions:

1. Any member of the public may contact the Department of Planning and request to inspect the site plan and/ or elevations of a “project” and it shall be shown to them. The rationale is that the exterior of the finished structure will be visible to the public (a file retrieval fee of \$25 will apply if the planning file is at the warehouse and needs to be collected). Any member of the public may inquire to know if a project has been granted planning permission related to a “Project”, or a Certificate of Occupancy or equivalent related to a “Permit”.
2. If the proposed project required that a public notice be placed in the newspaper, then any member of the public can inspect the application, the applicant’s submissions and government responses. Similarly, if a member of the public received a “Notice of Application for Planning Permission” under section 15(4) of the Development and Planning Law (As Revised) they can also inspect the application, the applicant’s submissions and government responses.
3. If a member of the public wants access to records of a project other than the site plan and elevations drawings, and they did not receive a “Notice of Application for Planning Permission” under the Development and Planning Law (As Revised), nor was the project required to be advertised in the newspaper, then that individual may make an FOI application for access to the desired records under the FOI Law 2007.
4. Access to a record shall be granted to any member of the public that possess a letter from the property owner stating that access to the record maybe granted by that individual.

The authority may at its discretion require or request that certain records relating to an application be published via a secure website for a specified amount of time during the processing of the application. This website must mitigate as best as possible a balance between public viewing and loss of commercial value from publication and reproduction.

Grant of access to records via a notice shall be contained to only those records that relate to the project outlined in the notice. Access to other applications in a planning file may be granted via a separate notice or FOI request.

## **Exemptions and Reproductions of records of Commercial Value or Copyright Protected**

1. Where access is provided to a record via an inspection, the individual shall be notified when personal information has been redacted from the record or the record withheld from the interview, because it was considered an unreasonable release.
2. Where access is provided to a record via an inspection, the individual shall be notified when legal advice has been redacted from the record or the record withheld from the interview.
3. Where access is provided to a record via an inspection, the individual shall be notified when drawings have been withheld because of their interiors content to protect the safety of individuals.
4. Reproductions may be requested of any record that is not exempted from release or copyright protected. An example of a record that is copyright protected under the UK Copyright protection Act, 1956 are drawings submitted to the Authority in connection with an application.

## **Information Already Published**

The Planning website ([www.planning.gov.ky](http://www.planning.gov.ky)) contains application forms, Central Planning Authority minutes, meeting schedules, applicable laws and regulations, contact information and annual reports. We recommend FOI applicants to first consult the website to determine whether or not the information they are looking for has already been published.

**Annual Report** - Annual reports for the Department of Planning can be found in the Forms and Document section of the Policy Development webpage. The list of reports will be updated in early 2015.

## **Status of Building Permit Applications**

The current status of Building Permit Applications can be determined through the Planning Department's online tracking system, ETrakit. This website is available at <https://www.etrakit.planning.gov.ky>. All building inspection information is managed by the Online Planning System (OPS). Only businesses and individuals that work, own or manage a project have access to this information via <https://dop.secure.ky>. Summary statistics are compiled in each year's Annual Report, and sometimes on a monthly / quarterly basis.

## **Complaints Procedure**

An online feedback form is available for users to get in touch with the Department of Planning and voice any concerns or complaints about the service they have received.

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **FOI: Disclosure Log**

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

More Information Available at: [www.planning.ky](http://www.planning.ky)

**Planning Applications Register** – 6 Books held with the department detailing applications of the 1990's, 1980's and the late 1970's. Information within these documents is available through the FOI process.

**Planning Applications and Construction Documents** – Retained in physical or electronic formats. Information may be withheld if its release may harm a *Department* customer's commercial interests.

**Trak-IT** – The Department's Electronic Records Database and Document Storage System. Sections of this database are available to the public through ETrakIT, other sections are available to Agents of the Department of Planning and some sections of this database are for internal use only.

**OPS** – The Department's Inspection requests and management system. Contractors, architects, agents and applicants are able to log into this portal and view inspection activity and request new inspections, while automatic email notifications keep all parties abreast of the status of the project.

**Jade** – The FOI Decision and Correspondence Database. This information documents the FOI process for each application and is therefore not public information except where allowable under the FOI Law.

**Asset Register** – The Register of the Department of Planning's physical Assets. This document is for internal use.

## **OUR SERVICES BY SECTION**

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### **Current Planning Overview**

Available at: [www.planning.ky](http://www.planning.ky)

The Current Planning section (CP) is responsible primarily for processing development applications for presentation to the Central Planning Authority (CPA) on Grand Cayman and the Development Control Board (DCB) on the Sister Islands.

Planning permission is required for a range of developments, including houses, apartments, commercial buildings, land clearing, advertising signs, pools, cabanas, sheds, and many more. Current Planning's primary responsibility is to ensure that development proposals are in accordance with the Development Plan, Planning Law and associated Regulations and Policies. Current Planning is also responsible for code enforcement. Emphasis is on compliancy by preventing rather than removing illegal development and uses through staff contact the issuance of Enforcement and Stop Work Notices.

### **Current Planning Forms and Documents**

Below is a list of documents available in the Current Planning document library, which consists of application forms, as well as background information on a number of topic areas. Anyone considering submitting an application is encouraged to read through these documents first.

## **Current Planning Application Forms**

Ancillary and Temporary Buildings, Tents, Containers, Storage, Gazebos, Cabanas - Application Form  
Antenna / Wind\_Turbine - Application Form  
Sign - Application Form  
Clearing Land - Application Form  
Docks, Seawalls, Davits and Boat Landings - Application Form  
Excavation and / or Filling - Application Form  
Fence, Pool, Satellite Dish, Wall - Application Form  
Generators & Storage Tanks - Application Form  
House, Duplex - Application Form  
Major Application - Commercial, Institutional, Apartment, Hotel, Industrial, Modification, Change of Use - Application Form  
Modification of Planning Permission - Application Form  
Planned Area Development - Application Form  
Polling Form for 1000 feet  
Rezoning - Application Form  
Subdivision - Application Form  
Notice of Application for Planning Permission - Notification Template

## **Current Planning Application Information Sheets**

Antenna - Application Fees Information  
Apartments - Application Information  
Cabana - Application Information  
Change of Use - Application Information  
Commercial Building - Application Information  
Container or Storage Building - Application Information  
Docks and Seawalls - Application Information  
Excavation and / or Filling - Application Information  
Hotels - Application Information  
House Additions (10% Rule) - Application Information  
House, Duplex - Application Information  
Industrial Buildings - Application Information  
Planned Area Development - Application Information  
Pools - Application Information  
Rezoning - Application Information  
Satellite Dishes - Application Information  
Sign or Advertisement - Application Information  
Storage Tanks - Application Information  
Subdivision - Application Information  
Tents - Application Information  
Walls and Fences - Application Information



## **Current Planning Other Documentation**

File Request Form  
Zoning Guidelines  
Current Planning Applications - External Agency Circulation List  
Infrastructure Fees Map  
Trade and Business License - Request for Planning Department Reference Letter  
October 30th, 2008 - Planning Department Presentation to Industry Partners  
Polling Requirements for Special Projects 1000 feet  
Notification Requirements for Planning Applications  
Tree Preservation Order – Review Process

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **Zoning Inquiry**

The link below will open up a PDF file containing zoning information for all parcels on Grand Cayman, including information on overlay zones (such as the Historic Overlay and Water Lenses). Use the instructions on the initial page to jump to your Block, and then search for your Parcel to preview your zoning.

Please be patient as the document may take up to 1 minute to load.

This information is intended only as an initial reference, and does not replace the Development Plan (1997), its Schedules or subsequent revisions, the Development and Planning Law (2016 Revision), the Development and Planning Regulations (2016 Revision), or any other adopted Law or associated Schedule. Please note that properties may also be affected by other legislation including but not limited to Lands for Public Purposes (LPP). For an official zoning inquiry, please contact the Planning Department at (345) 244-6501

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **Building Control Overview**

Building Control reviews applications for building permits and inspects the structural, plumbing and electrical components of buildings and structures to ensure that Central Planning Authority and Development Control Board approved developments comply with all the codes. Typical inspection areas include Structural, Plumbing, Electrical and Mechanical.

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **Building Control Statistics of Permits Issued**

Since January 2013, monthly lists of all Building Permits issued have been posted to the Department's website. This serves to keep the public informed on which projects have permission to commence construction. These lists can be found at the following link:  
[www.planning.ky](http://www.planning.ky)

## **Building Control Forms & Documents**

Below is a list of documents that are available in the Building Control document library, which consists of application forms, as well as background information on a number of topic areas. Anyone considering submitting an application is encouraged to read through these documents first.

### **Building Control Application Forms**

- Building Permit - Application Form
- Building Permit Extension of Time Request – Application Form
- Certificate of Occupancy - Application Form
- Electrical Contractor Application and Renewal Form
- Electrical License Renewal Form
- Electrical License Application Form
- Liquid Petroleum Gas Application Form
- Generators & Storage Tanks - Application Form
- Special Electrical Service Connection - Application Form
- Revisions and Resubmittals Form
- Alternate Methods / Materials – Application Form
- Foundation Permit – Application Form
- Special Permission to Occupy – Application Form
- Refund Request – Application Form

### **Building Control Inspection Forms**

- Grand Cayman Building Inspection Request Form
- Sister Islands Building Inspection Request Form
- Typical BCU Inspection Process
- Procedure to Obtain a CO
- Government Agency Final Inspection Form
- General Building Inspection Checklist
- Final Building Inspection Checklist
- Interim Building Inspection Checklist
- Final Electrical Inspection Checklist
- Interim Electrical Inspection Checklist
- Mechanical Inspection Checklist
- LPG Inspection Checklist
- Accessibility Inspection Checklist
- Liquor License Form with Electrical Checklist
- Liquor License Form with Plumbing Checklist

Out of Hours Inspections – Application Form

### **Elevator Documents**

Elevator Conveyance Permit Application  
Elevator System Accident Report  
Elevator Variance Request Form  
Elevator Permit Submittal Guidelines  
Guidelines for Applying for Approval of new Elevator Systems  
Pre-Inspection Checklist Form  
Request for Elevator Field Inspection

### **Maps**

Building Permit Fee Map  
Infrastructure Fee Map

### **Building Control Other Information**

Commercial Building Code Review Form  
Fit-out Check List Form  
Submittal Checklist - Commercial & Multi-Family  
Submittal Checklist - Houses and Duplexes  
Main Electrical Panel Template  
Agricultural Power Application Checklist  
Electronic Submittal Guidelines  
Electronic Submittal - How to Create A Bookmarked PDF Document  
Generators and Storage Tanks Procedure Information  
Building Codes in use in the Cayman Islands  
BCU 'Blue Sheets' - Local Amendments to Adopted Building Codes  
BCU Policy Statements  
Electrical Equipment Support Requirements (revised\_21-Apr-09)  
Residential Egress Window Guidelines

More information Available at: [www.planning.ky](http://www.planning.ky)

## **Building Control E- Permit (ETrak-iT and OPS)**

The Department of Planning is currently using a permit tracking system called ETrakit that allows applicants to follow their application online through the Plan Review stage.

The system can be accessed at: <https://www.etrakit.planning.gov.ky>

If you are a contractor / architect / agent, please email [etrakit@gov.ky](mailto:etrakit@gov.ky) for a log-in PIN. You may need to be added to the Contractor Database. If so, please complete the Contractor Database Registration Form and submit it to BC.

During the Inspection Phase of a permit (post red card), the Department of Planning is currently using a separate inspection tracking system called OPS (Online Planning System). Contractors, architects, agents and applicants are able to log into this portal and view inspection activity and request new inspections, while automatic email notifications keep all parties abreast of the status of the project. To sign up for this service, simply email [info@planning.gov.ky](mailto:info@planning.gov.ky) for details.

In early 2017, all of the Department's online file tracking and management will be handled through the Online Planning System.

For telephone inquiries regarding Building Permit status, please call Building Control at (345) 244-6501. Ensure that you have your block and parcel number ready prior to calling.

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **Building Control Links**

Below is a list of websites which may be of interest for BC clients. Click on these links to open their websites in a new window. Please note that the Planning Department takes no responsibility for content posted on these sites.

1. International Code Council [www.iccsafe.org](http://www.iccsafe.org)
2. National Fire Protection Association [www.nfpa.org](http://www.nfpa.org)
3. U.S. Green Building Council [www.usgbc.org](http://www.usgbc.org)

More Information Available at: [www.planning.ky](http://www.planning.ky)

## **FOI: Application Information**

FOI applications to the Planning Department can be made using the following form:  
Planning Department FOI Application Form, or an email stating what records are desired.

An FOI application can be made to amend or annotate a personal record using the following form:

Planning Department FOI Amendment or Annotation Form

Please note that there may be fees associated with your application. Details can be obtained by viewing the FOI Fee Schedule under the Administration and Finance heading of this section above.

More Information Available at: [www.planning.ky](http://www.planning.ky)



## **Department of Labour & Pensions Publication Scheme**

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

### **CONTENTS:**

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

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

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

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

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

This publication scheme commits the Department of Labour & Pensions to making information available to the public as part of its normal business activities.

The Department of Labour & Pensions will:

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



## 2. Information that may be withheld

The Department of Labour & Pensions will generally not publish:

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

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

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

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

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

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

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

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



### 3. Methods of access

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

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

#### Online

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

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.dlp.gov.ky](http://www.dlp.gov.ky). If you are still having trouble locating information listed under our scheme, please contact the Information Manager Leticia Goring or alternatively, Information Manager Designate Dorcas Watson at 945-8960 or email [foi.dlp@gov.ky](mailto:foi.dlp@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.dlp@gov.ky](mailto:foi.dlp@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Information Manager Leticia Goring, or alternatively Information Manager Designate Dorcas Watson at 945-8960 to request information.

#### Post

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

Department of Labour & Pensions  
P O Box 2182 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 Information Manager Leticia Goring or alternatively, Information Manager Designate Dorcas Watson at 945-8960 or email [foi.dlp@gov.ky](mailto:foi.dlp@gov.ky).

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

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

**4. Fees and charges**

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

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

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

Reproduction costs

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

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

Postage costs

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

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

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



# DEPARTMENT OF LABOUR & PENSIONS

CAYMAN ISLANDS GOVERNMENT

2<sup>nd</sup> Floor, Midtown Plaza  
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P.O. Box 2182 Grand Cayman KY1-1105  
Cayman Islands  
Tel: 345- 945-8960 Fax: 345- 945-8961

## 5. Requests for information outside the publication scheme

Information held by the Department of Labour & Pensions that is not published under this scheme can be requested in writing. Additional information on making a request can be found on our website, [www.dlp.gov.ky](http://www.dlp.gov.ky), under the FOI section. Your request will be considered in accordance with the provisions of the FOI Law by contacting Information Manager Leticia Goring or alternatively, Information Manager Designate Dorcas Watson at 945-8960 or [foi.dlp@gov.ky](mailto:foi.dlp@gov.ky).

## 6. Complaints

The Department of Labour and Pensions aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Information Manager Leticia Goring or alternatively, Information Manager Designate Dorcas Watson at 945-8960 or [foi.dlp@gov.ky](mailto:foi.dlp@gov.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our website, [www.dlp.gov.ky](http://www.dlp.gov.ky), under the FOI section.

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

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

## **ABOUT US**

### **Name of public authority and Background Information**

The Department of Labour & Pensions (“DLP”) is a Department established to oversee the employer compliance aspects of the work previously undertaken by both the Department of Employment Relations and the National Pensions Office. DLP is intended to provide a more effective one-stop shop for all labour services and enable a system of proactive workplace inspections to be instituted. This will promote compliance with both Labour and Pensions legislation while at the same time causing good employers minimum inconvenience.

The DLP has a Director of Labour and Pensions who is assisted by a Deputy Director (Labour) and a Deputy Director (Pensions). The Deputy Director (Labour) oversees the Labour Investigations Unit and the Deputy Director (Pensions) oversees the Pensions Investigations Unit. Both Deputies are responsible for recommending prosecutions for non-compliance with the Law and for assisting the Director of Public Prosecutions with prosecutions in criminal court.

The Labour and Pensions Inspections Unit, which is headed by the Head of Inspections, deals mainly with proactive workplace inspections that are seeking compliance with any and all labour-related legislation. In the first instance, this will mean the various components of the Labour Law and the employer compliance aspects of the National Pensions Law. Where an infringement has been established and the employer refuses to remedy the infringement, or where an offence has been committed under the Labour Law or under the National Pensions Law, the Head of Inspections will refer the infringement or offence to the relevant Deputy. These would include infringements such as non-payment of overtime or gratuities or non-payment of contributions to a pension plan.

This Unit will contribute to the training of private sector employers on all areas of the Labour Law and the National Pensions Law in an effort to continually improve employers’ understanding of the Law as well as their compliance.

The administration of Labour and Pensions by the Department is to be governed by the Labour Law (2011 Revision), the National Pensions Law (2012 Revision), and the National Pensions (Amendment) Law (2016 Revision).



**DEPARTMENT OF  
LABOUR & PENSIONS**  
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**Ministry**

The Department of Labour & Pensions operates under the Ministry of Education, Employment & Gender Affairs.

**Chief Officer**

Mr. Christen Suckoo  
Ministry of Education, Employment & Gender Affairs  
Cayman Islands Government Administration Building,  
George Town, Grand Cayman  
Cayman Islands

**Name and Title of Department Head**

**Director:** Mr. Bennard Ebanks

**Physical Address:** 2<sup>nd</sup> Floor Midtown Plaza, Elgin Avenue, George Town, Grand Cayman

**Mailing Address:** P.O. Box 2182, Grand Cayman KY1-1105, Cayman Islands

**Telephone:** (345) 945-8960

**Fax:** (345) 945-8961

**Confidential Hotline:** (345) 945-3073

**Email:** [dlp@gov.ky](mailto:dlp@gov.ky)

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

**Hours:** 9am to 4pm (Monday to Friday)

**Information Manager**

**Information Manager:** Leticia Goring

**Information Manager Designate:** Dorcas Watson

**FOI Email Address:** [foi.dlp@gov.ky](mailto:foi.dlp@gov.ky)

**FOI Website:** [www.foi.gov.ky](http://www.foi.gov.ky)



## **Organisation and functions**

### **Vision**

To be a valued and trusted partner in supporting excellence in employee-employer relations and compliance with labour and pensions legislation for the private sector in the Cayman Islands.

### **Mission**

To provide, through education, engagement and the enforcement of labour and pension legislation, a one-stop shop for private sector labour and pensions services and support, delivered by competent and caring staff, operating in a prompt, fair and impartial manner and with the highest integrity.

### **Values:**

The Department of Labour & Pensions (DLP) is committed to being a Department which is:

- Professional, pro-active and ethical
- Fair, consistent and impartial in our decision-making
- Research and fact-driven
- Resourced with well-trained, dedicated, honest, and attentive staff
- Client-focused, communicates well and delivers timely and thorough services.

### **Statutory Duty**

The Pensions Investigations Unit, formerly the National Pensions Office of the Superintendent of Pensions, was established by section 79 of the National Pensions Law (the “NPL”) (2012 Revision).

Section 79 (2) of the NPL (2012 Revision), also establishes the responsibility of the Superintendent and states:

The Superintendent is the chief administrative officer of the [National Pensions] Board and shall exercise the powers and perform the duties that are vested in or imposed upon the Superintendent by this Law and the regulations.

The National Pensions Board is established under section 78 of the NPL (2012 Revision). Based on the proposed amendments to the NPL (2012 Revision) from the National Pensions (Amendment) Bill 2016, the Board has the following duties under Section 80 of the NPL (2012 Revision)-

- (a) administer the Law and Regulations;
- (b) promote the establishment, extension and improvement of pension plans throughout the Islands;
- (c) advise the Minister in respect of the business of the Board; and
- (d) make recommendations to the Minister in respect of pension plans.

**The National Pensions (Amendment) Law 2016 was passed in the Legislative Assembly in May 2016 and beginning on 31<sup>st</sup> December 2016 will be implemented in a phased approach.**



### **National Pensions Board**

<b>Members</b>	<b>Meetings</b>	<b>Minutes</b>
Mr. John Bryan Bothwell, Chairman Mr. Cline Glidden, Jr. Deputy Chairman Ms. Simone Proctor, Member Mr. Peter Stafford, Member Ms. Kathryn Myles, Member Ms. Ashita Shenoy, Member Mr. Stephen Price, Member Ms. Debra Humphries, Member	Meetings are usually held every other month and are not open to the public.	Minutes can be obtained by requesting a copy in writing from the Information Manager

### **Frequently Asked Questions**

#### **National Pensions Law (2012 Revision)**

##### **As an employer, do I have to provide a pension plan for my employees?**

Yes, participation in a pension plan is mandatory. Employers must provide a pension plan for those eligible employees and can be subject to a fine if they do not. Additional information is available on our website, [www.dlp.gov.ky](http://www.dlp.gov.ky)

##### **Who must participate?**

An eligible employee is any employee or self-employed person between 18 and 60 years of age who is:

- Caymanian,
- A permanent resident, or
- A non-Caymanian with 9 months of continuous employment.

The only exceptions to providing pension coverage apply to:

- Non-Caymanians who have not completed 9 months of continuous employment on the Islands (not necessarily with the same employer), or
- Those employed to do housework in private residences

Those working at more than one job must participate on all their jobs

##### **Where can I find a pension plan for my employees?**

Employers may register their own plan with the NPO or participate in one of the certified Multiemployer Pension Plans.

##### **As an employer, how much must I contribute?**



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At the minimum, an employer must contribute 5% of an employee's earnings, up to the annual maximum pensionable earnings of \$60,000. Self-employed persons must contribute a minimum of 10% of their pensionable earnings to a registered pension plan.

### **Does the employee have to contribute?**

In consultation with the employees, the employer selects the pension plan to be utilized. The employee may contribute a maximum of 5% of their earnings up to the annual maximum pensionable earnings of \$60,000.

Together, the employer and employee contributions must total at least 10% of pensionable earnings. Pensionable earnings are defined to include wages, salary, leave pay, commissions, bonus (with exceptions) and gratuities. It is the employer's responsibility to deduct and submit the pension contributions to the selected pension plan.

### **When are the contributions due and payable?**

Both the employer and employee contributions must be paid by the 15th of the month immediately following the month to which the contributions pertain. For example, any contributions deducted or collected in April must be paid by May 15.

Late payments are subject to interest which is calculated at the current Prime Rate plus 5% (enshrined in the law). This interest calculation begins the day after the contributions are due, in our example that would be May 16.

In addition, if the Superintendent has directed an employer to pay arrears within two weeks and if they fail to comply, the employer may be liable to a fine of \$500 for each day that the contributions are in arrears.

### **What is the retirement age?**

The "normal retirement age" under the National Pensions Law is sixty years of age.

### **What if I change employers and they have a different pension plan?**

In this circumstance, you have the option of leaving the pension contributions in the original plan or subject to approval; you may have the money transferred into the new plan. Either way you will be required to join and begin contributing to the new plan.

### **When is an employee entitled to a refund?**

A member of a pension fund can be entitled to a refund if the following conditions are satisfied:

- A member's employment is terminated.
- That member ceases to reside in the Islands.
- No contributions have been made to a pension plan by or on behalf of the member for a period of two years or more.

### **What will the refund include?**

Under a defined contribution plan, a lump sum payment of an amount equal to not less than the amount of contributions made on or behalf of a member and the investment earnings on the contributions made under the pension plan. In the case of a defined benefit plan, the amount is a commuted value based calculation.

### **Who offers a Pension Plan?**



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Employers may register their own plan with the NPO or participate in one of the following certified Multi-Employer Pensions Plans:

- [BAF Pension Plan](#) - (345) 949-5811
- [British Caymanian](#) - (345) 949-8699
- [Cayman National Trust](#) - (345) 640-9263
- [Chamber of Commerce](#) - (345) 745-7630
- [Fidelity](#) - (345) 949-7822
- [Silver Thatch](#) - (345) 943-7770

The Labour Unit of the Department of Labour and Pensions and formerly a division of the Department of Employment Relations, was established by section 71 of the Labour Law (2011 Revision), comprising the Director of Labour, the Deputy Director and such labour inspectors and other staff as may be necessary for the due administration and enforcement of this Law.

***Section 72 of the Labour Law establishes the responsibility of the Director and states:***

Whether or not a complaint has been filed the Director shall be charges with securing the proper observance of this Law.

***Section 73 (1) of the Labour Law establishes the powers of the Director, Deputy Director and inspectors and states:***

The Director, Deputy Director and any labour inspector shall, for the performance of their functions under this Law have power to-

- (a) Enter any workplace without previous notice at any time during the working hours of that particular workplace;
- (b) Carry out any examination, test or inquiry which he may consider necessary to satisfy himself that this Law is being observed;
- (c) Question, alone or in the presence of witnesses, any employer or employee on any matters concerning the application of the Law; and
- (d) Require the production of any records or documents required to be maintained by this Law and to copy or make abstracts of any such records or documents.





**Labour Law (2011 Revision)**

**When should an employee expect to receive a written statement of working conditions once he/she has commenced employment?**

Within 10 working days (Please refer to s6 of the Labour Law for conditions and offence)

**What has the Law defined as the initial probation?**

A term not more than 6 months initially, which can be extended to a further 6 months provided that such agreement is in writing and signed by both the employee and employer? Unless otherwise stated in a contract i.e. 3 months.

**When does an employee begin accruing benefits?**

At the commencement of employment; however, not payable until after the probation period has been satisfied and the employee's employment is confirmed.

**What is the notice period required for termination of employment?**

The Law requires that both parties give written notification of termination of employment of at least 24 hours if on probation.

With respect to all other employees, both parties are required to give written notice at least equal to the interval of time between the employee's pay days.

**What is the vacation entitlement as defined by the Labour Law?**

up to 4 years - 2 weeks

4-10 years - 3 weeks

Exceeding 10 years - 4 weeks (*Section 14*)

**Are Part-time employees entitled to leave benefits?**

Yes, PT employees earn leave benefits i.e. vacation, at the ratio that their actual hours of employment bear to the standard work week.

**What is the maternity entitlement as defined by the Labour Law once an employee has completed 12 months of employment?**

Every female employee is entitled to twelve calendar weeks' in any twelve month period.

First 20 days - Employee's basic wage

Next 20 days - At half the employee's basic wage (*Section 19*)

**Does the Labour Law address Paternity leave?**

No it does not

**If an employee works on a public holiday what payment is he entitled to?**

Double his normal rate of pay for the hours actually worked and where he works less than the full day he shall, in addition, be entitled to be paid his normal rate for the remaining hours. (*Section 17*)

**How is an employee compensated for public holidays not worked by the employee?**



The employee is to receive the normal wage he would have received had it not been a public holiday and given the employee has worked his **scheduled** day before the PH and his scheduled day after the PH. (*Section 16*)

**What is the sick leave entitlement as defined by the Labour Law?**

10 days per annum at the employee's basic rate of pay, for actual sickness. Sick leave is not cumulative and may be challenged. (*Section 17*)

**When is an employee required to produce a Doctor's certificate?**

In respect of the third and any subsequent consecutive days of such leave. (*Section 17*)

**In the event the employee resigns is sick leave unused payable to the employee?**

No it is not. Sick leave is available to the employee in the event he is ill or otherwise physically incapacitated for work.

**What is the rest period permitted to each employee as per the Law?**

24 consecutive hours in every 7 day period. (*Section 23*)

In addition to the above, every employer who is classified as construction, manufacturing, heavy equipment operators, hospitality, gardening or landscaping is to permit each hourly paid employee the following breaks:

- (a) 3-5 hours—a minimum of 15 minute break
- (b) 5 and above—a minimum of (2) 15 minute breaks
- (c) 5 and above and in addition to (a) & (b) a meal  
Break of (30) minutes

**Are employees to whom the foregoing applies entitled to be paid for the 30 minute meal break?**

Employees who are entitled as per the foregoing would be entitled to receive payment for the 15 minute breaks, however, not for the meal break.

**What is the maximum standard work day and work week as defined by the Labour Law?**

9hrs a day and 45hrs a week (*Section 24*)

**When is overtime payable and at what rate?**

When an employee's work day has exceeded the maximum 9 hours per day or work week of 45 hours, he is entitled to be paid at a rate of at least one and one half times the employee's basic hourly wage. Unless the contractual agreement indicates a standard work day and work week other than the above. The standard work day/work week is not to exceed the above as stipulated by the Labour Law. (*Section 25 and 27*)

**When are wages payable?**

Wages shall be paid on a regular periodic basis on ordinary working days with not more than one month between pay days. (*Section 30*)

**Are employees entitled to a statement of wage?**

Yes, within one week of receipt of payment. (*Section 33*)



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## **What should the pay statement include?**

The statement should show precisely how the payment is made up i.e. hours worked any deductions from salary (health/pension etc.)

## **How long does an employee have to file a complaint of “Unfair Dismissal”**

Within 90 days of the dismissal date

## **When is an employee entitled to severance pay?**

Upon termination for any reason other than a dismissal pursuant to s51 (1) (a-c), providing the employee has exceeded one year of continuous employment.

## **How is severance pay calculated?**

Severance pay shall consist of one week’s wages, at the employee’s latest basic wage, for each completed twelve month period of his employment with his employer and any predecessor-employer with no cap.

## **Is it acceptable for an employer to charge employees for drinking water and withhold seating from an employee?**

No it is not. The employer is to ensure that there is adequate drinking water available to all employees and to also provide and maintain seating facilities, reasonable under the circumstances for employees to sit during the course of their employment. This is addressed fully in PART 8 of the Labour Law & the DLP “Health & Safety in the workplace” brochure.

## **Is my employer obligated to provide and maintain a first aid kit at work?**

Yes, the Law obligates the employer to do so and to ensure that it is maintained.

## **Are employees entitled to compassionate leave under the Labour Law and if so, what is the entitlement and what are the conditions that apply?**

Every employee to whom Part II (Leave) of the Labour Law applies shall, in addition to any entitlement to earned vacation leave, be entitled (During each twelve month period of employment) to a maximum of five days compassionate leave on the occurrence of a death or serious illness in the employee’s immediate family provided reasonable evidence of such serious illness or death is provided to the employer; and for the purposes of this entitlement the employee’s immediate family means the spouse, parents and children of the employee.

## **STRATEGIC MANAGEMENT**

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



## **Governance**

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

- [National Pensions Law](#) (2012 Revision) <sup>2</sup>
- [National Pensions \(Amendment\) Law](#) (2016 Revision) <sup>2</sup> (starts to come into effect in 31 Dec 2016)
- National Pensions ([Actuarial and Fund Management\) Regulations](#) (1998 Revision) <sup>2</sup>
- National Pensions ([Pension Fund Investments\) Regulations](#) (1998 Revision) <sup>2</sup>
- National Pensions ([General\) Regulations](#) (2011 Revision) <sup>2</sup>
- Confidential Relationships (Preservation) Law (2015 Revision)
- Labour Law (2011 Revision)
- The Labour (Occupational Safety and Health) (Construction Industry) Regulations, 2008

## **Corporate management**

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

- National Hurricane Plan – National Pensions Office Hazard Management Plan (2016) <sup>1</sup>
- National Hurricane Plan – National Pensions Office Continuity of Operations (2016) <sup>1</sup>
- National Pensions Board Annual Report (January 2004 – June 2005) <sup>2</sup>
- National Pensions Board Annual Report (July 2005 – June 2006) <sup>2</sup>
- National Pensions Board Annual Report (July 2006 – June 2007) <sup>4</sup>
- National Pensions Board Annual Report (July 2007 – June 2008) <sup>4</sup>
- Mercer Final Report (March 2007) <sup>2</sup>
- Cayman Islands Government Annual Reports <sup>3</sup>
- Cayman Islands Government Annual Budgets <sup>3</sup>
  
- <sup>1</sup> - Information located at the Department of Labour & Pensions
- <sup>2</sup> - Information can be found on the Department of Labour & Pensions website: [www.dlp.gov.ky](http://www.dlp.gov.ky)
- <sup>3</sup> - Information can be found on the Government website: [www.gov.ky](http://www.gov.ky)
- <sup>4</sup> - Information which is not currently available to the public

## **FINANCE & ADMINISTRATION**

### **Financial Management**

*Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies. Principle accounting policies and procedures are exercised in accordance with the Public Management and Finance Law and the Financial Regulations.*

- Public Management and Finance Law (2013 Revision)



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- Public Management and Finance Law, Financial Regulations (2010 Revision)
- Cayman Islands Government Annual Budgets <sup>3</sup>

## Administration

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

## Human Resources:

- Ministry of Education, Training, Employment, Youth Sports & Culture Human Resources Manual (2006) <sup>1</sup>
- Public Service Management Law (2013 Revision)
- Public Service Management Law, Personnel Regulations (2013 Revision)
- Public Servant Code of Conduct
- Scale Salary effective July 2015 <sup>3</sup>

## Record Management:

- National Archive and Public Records Law ( 2015)
- National Archive and Public Records Regulations (2007)
- Freedom of Information Law ( 2015) - [www.foi.gov.ky](http://www.foi.gov.ky)

## Office Equipment:

- Fixed Asset Register <sup>1</sup>

## Communication:

- Press Releases <sup>2</sup>

## POLICIES & PROCEDURES

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

- [National Pensions Law](#) (2012 Revision) <sup>2</sup>
- [National Pensions \(Amendment\) Law](#) (2016 Revision) <sup>2</sup> (starts to come into effect in 31 Dec 2016)
- National Pensions ([Actuarial and Fund Management Regulations](#)) (1998 Revision) <sup>2</sup>
- National Pensions ([Pension Fund Investments Regulations](#)) (1998 Revision) <sup>2</sup>
- National Pensions ([General Regulations](#)) (2011 Revision) <sup>2</sup>
- Labour Law (2011 Revision)
- Confidential Relationships (Preservation) Law (2015 Revision)
- National Pensions Office - Standard Operating Procedures <sup>1</sup>
- Ministry of Education, Training, Employment, Youth, Sports & Culture – Human Resources Manual (2006) <sup>1</sup>



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- National Archive and Public Records Law ( 2015)
- National Archive and Public Records Regulations (2007)
- Freedom of Information Law ( 2015) – [www.foi.gov.ky](http://www.foi.gov.ky)
- Complaint Process <sup>2</sup>
- Guidance Notes <sup>1</sup>

## **DECISIONS & RECOMMENDATIONS**

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

- National Pensions Board Annual Report (January 2004 – June 2005) <sup>2</sup>
- National Pensions Board Annual Report (July 2005 – June 2006) <sup>2</sup>
- National Pensions Board Annual Report (July 2006 – June 2007) <sup>4</sup>
- National Pensions Board Annual Report (July 2007 – June 2008) <sup>4</sup>
- Mercer Final Report (March 2007) <sup>2</sup>
- National Pensions Board Meetings – Approved Minutes (available by FOI Request)

<sup>1</sup> - Information located at the Department of Labour and Pensions

<sup>2</sup> - Information can be found on the Department of Labour and Pensions website: [www.dlp.gov.ky](http://www.dlp.gov.ky)

<sup>3</sup> - Information can be found on the Government website: [www.gov.ky](http://www.gov.ky)

<sup>4</sup> - Information which is not currently available to the public

## **LISTS & REGISTERS**

- List of registered pension plans – available by making a FOI request <sup>1</sup>
- Asset register – available by making a FOI Request <sup>1</sup>
- FOI Disclosure Log <sup>4</sup>

## **OUR SERVICES**



As the regulatory body of private pension plans in the Cayman Islands, the National Pensions Office, a division of the Department of Labour and Pensions, proactively meet service delivery standards and address evolving needs while balancing the interests of employees, other beneficiaries, legislators, employers, and administrators. We strive to ensure the effective and efficient administration, implementation and evolution of the National Pensions Law and Regulations.

**General Forms: <sup>2</sup>**

- Guidance notes - The National Pensions Law
- Brochures
  - Employee & Employer General Information
  - Labour Frequently Asked Questions
- Internal Complaint Form
- Registration of Pension Plan
- Renewal of Registration of a Pension Plan
- Individual Transfer Request - Defined Contribution Plan
- Individual Transfer Request to a Retirement Savings Arrangement (RSA) – Defined Contribution
- Employer Questionnaire
- Non-Compliance Forms
  
- Preliminary Enquiry Form
- Conciliation and Mediation Confidential Complaints Form
- Application for Registration of a Charitable Organization
- Business Registration Form
- Plan for distribution of Gratuity Registration Form

<sup>1</sup> - Information located at the Department of Labour & Pensions

<sup>2</sup> - Information can be found on the Department of Labour and Pensions website: [www.dlp.gov.ky](http://www.dlp.gov.ky)

<sup>3</sup> - Information can be found on the Government website: [www.gov.ky](http://www.gov.ky)

<sup>4</sup> - Information which is not currently available to the public

**Classes of Information Held**



A Class of Information is a way of collecting together similar types of information. The Department of Labour & Pensions has grouped its Classes of Information into broad categories, by functions which reflect its major areas of responsibility. If you are intending to make a request, the following Classes of Information will help you explain more precisely which records you are seeking, or where the information may be found:

**Functions**

- **Registration of Pension Plans**  
Registration and Annual Renewal of Registration of all private sector pensions plans under the National Pensions Law. – access restricted by the National Pensions Law
- **Administration of the National Pensions Board**  
Provision of administrative services to the National Pensions Board
- **Compliance and Enforcement**  
Activities relating to the compliance and enforcement of the National Pensions Law and Labour Law – accessible by FOI Request
- **Administration of the National Pensions Law and Labour Law**  
Activities relating to the general administration of the National Pensions Law and Labour Law
- **Human Resources Management**  
Administering the public authority's human resources in accordance with the Public Service Management Law and internal Ministry and Government guidance.
- **Financial Management**  
Management of all departmental monetary resources allocated through Cabinet and other sources





## Department of Health Regulatory Services

### Publication Scheme

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

#### CONTENTS:

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

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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 Health Regulatory Services to making information available to the public as part of its normal business activities.

The Department of Health Regulatory Services will:

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

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

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

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The Department of Health Regulatory Services will generally not publish:

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

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

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

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

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

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

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

## **3. Methods of access**

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

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

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

### Online

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

If you are having trouble locating information listed under our scheme, please contact Deputy Information Manager Mrs. Lyria Lawson-Josephs, on 946-2084 or at [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky)

### Email

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

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Mrs. Lyria Lawson-Josephs on 946-2084 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy.

Requests may be addressed to:

**Information Manager  
Department of Health Regulatory Services  
Government Administration Building  
P.O. Box 132  
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 Mrs. Lyria Lawson-Josephs on 946-2084 or at [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky).

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

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

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

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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 Health Regulatory Services strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email (if the document does not already have a charge attached to it) will be provided free of charge.

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

**Photocopies:**

Black & White copy (all sizes) -\$1.00 per page;

Color copies (all sizes) \$1.50 per page.

**Fee for a copy of any part of register, for every sheet copied:**

a) if certified - \$10

b) if uncertified - \$7

**Computer Discs:**

\$2.00 per disc

**Search & Inspection of Records:**

Health Practitioner Register - \$5.00 for each record inspected.

An official search of documents held by the Health Practice Commission will be at a cost of \$50 per hour or part thereof. Please note that the fees for the search and inspection of the Health Practice register is mandated under section 5 and 6 of the Health Practice Regulations, (2013 Revision).

These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

**Reproduction costs**

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

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

**Postage costs**

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

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

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

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

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Information held by the Department of Health Regulatory Services that is not published under this scheme can be requested in writing and emailed to [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky) or posted to

**Government Administration Building**

**Box 132**

**133 Elgin Avenue**

**Grand Cayman KY1-9000**

**CAYMAN ISLANDS**

For additional details you can also go on our website at [www.dhrs.gov.ky](http://www.dhrs.gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

## **6. Complaints**

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The Department of Health Regulatory Services aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Mrs. Lyria Lawson-Josephs and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from the Information Deputy Information Manager. They can be contacted on 946-2084 or via email at [foi.hrb@gov.ky](mailto:foi.hrb@gov.ky).

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

Information Commissioner's Office,  
3rd Floor, Anderson Square Building,  
64 Shedden Road George Town  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS

Telephone: 345-747-5402  
Fax: 345-949-2026  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)  
Website: [www.infocomm.ky](http://www.infocomm.ky)

## **7. Categories of information**

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

- Our Services

## **ABOUT US**

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The Department of Health Regulatory Services (DHRS) was formed on the 1<sup>st</sup> July 2008 as a result of the merge between the Health Insurance Commission (HIC) and the Health Practice Commission (HPC). The Department of Health Regulatory Services monitors and regulates the health insurance and health care industries in the Cayman Islands. The Department also provides assistance to the public in resolving disputes regarding the provision of health insurance and health care services.

The principal officer of the DHRS is Mr. Mervyn Conolly, Director of the Department of Health Regulatory Services and Superintendent of Health Insurance. The contact detail for the principal officer is listed below.

### **Health Insurance Regulatory Services/Health Insurance Commission**

Mr. Mervyn Conolly  
Government Administration Building  
133 Elgin Avenue, Grand Cayman

Government Administration Building  
Box 132  
133 Elgin Avenue  
Grand Cayman KY1-9000  
CAYMAN ISLANDS  
946-2084 (P)  
946-2845 (F)  
Email: hic@gov.ky

### **Health Practice & Facilities Regulatory Services/ Health Practice Commission**

Government Administration Building  
Box 132  
133 Elgin Avenue  
Grand Cayman KY1-9000  
CAYMAN ISLANDS  
949-2813 (P)  
946-2845 (F)  
Email: hpbusers@gov.ky

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

Opening Hours: 8:30 am to 5:00 pm

## **About the Ministry Health & Culture**

The Ministry of Health and Culture is committed to empowering people in the Cayman Islands to achieve optimal well-being through strategic policies, innovative programs, and proactive services governed by the highest principles of justice, personal and public integrity and excellence of standards.

The Chief Officer for the Ministry of Health and Culture is Mrs. Jennifer Ahearn. The contact details for the Ministry of Health and Culture is as follows:

Government Administration Building  
Grand Cayman KY1-9000,  
CAYMAN ISLANDS  
244-2318 (P)  
949-1790 (F)

Opening Hours: 8:30am to 5:00pm, Monday to Friday

## **Organisation and functions**

The mission of the Department of Health Regulatory Services is to effectively monitor and regulate the health insurance and health care industries in the Cayman Islands. The Department also provides assistance to the public in resolving disputes regarding the provision of health insurance and health care services.

The following Councils and Commissions are associated with the DHRS:

- Health Insurance Commission Board
- Health Practice Commission Board
- Medical & Dental Council
- Nursing & Midwifery Council
- Pharmacy Council
- Council for Professions Allied with Medicine

The above mentioned Councils and Boards usually meet once per month at the Department of Health Regulatory Services Conference Room located at the Government Administration Building. However, these meetings are not generally open to the public.

## **Functions of the Department of Health Regulatory Services**

### **Function – Investigate and Resolve Complaints/Inquiries**

#### **Description of Function:**

Complaints/inquiries are investigated and resolved based on the Health Insurance Commission's policy and procedures.

### **Function – Public Education Campaign**

#### **Description of Function**

A sustained public education campaign on health insurance and functions of the Health Insurance Commission in the Cayman Islands.

### **Function – Enforcement Issues Pertaining to the Health Insurance and Health Practice Law and Regulations**

#### **Description of Function:**

- Investigation of all report on non-compliance with the Health Insurance and Health Practice Law and Regulations;
- Preparation of cases for legal action;
- Onsite inspections of approved insurers;
- Onsite inspections of health care facilities;
- Onsite inspections of employers.

### **Function – Collection of Segregated Insurance Fund**

#### Description of Function:

- Collection of Segregated Insurance Fund Payments;
- Deposit of Segregated Insurance Fund Payments;
- Review reports on the number of insured persons;
- Monitor the number of indigent persons;
- Preparation of Segregated Insurance Fund financial statements for audit.

### **Function – Administrative Services**

#### Description of Function:

- Contribution to Cabinet Papers, speeches, statements, responses to Parliamentary Questions, replies to correspondence and board minutes;
- Advise the Minister generally on any pertinent matter(s) relating to health insurance and health practice;
- Administrative services to the Board;
- Review and research Legislation;
- Development of budget reports (quarterly & annually) and invoices to the Ministry.

### **Function – Registration of Practitioners and Facilities**

#### Description of Function:

- Registration of health care practitioners;
- Regulation of the professional conduct and discipline of registered practitioners;
- Regulation of the training requirements for both applicants and the purpose of practitioners retaining their registration;
- Promoting high standards of professional conduct and performance;
- Advising the Ministry on policy relating to health practice in the Islands including determining the type of health professions which should be permitted in the Islands.

### **Function – Facility Inspections**

#### Description of Function:

- Inspection of healthcare facilities;
- Certification of healthcare facilities;
- Advising the Director of Planning on applications for the development of healthcare facilities.

### **Frequently Asked Questions**

- Can a corporation be registered as a facility?



In section 4 (10) of the Health Practice Registration Regulations state that “Where an applicant is a non-Caymanian health practitioner (full-time resident or visiting) he shall provide written evidence at the date of application that he is or will be affiliated with a registered Caymanian health practitioner in the Islands and with one of the registered health care facilities in the islands.” Therefore, providing that the corporation has Caymanian ownership, consistent with the Health Practice Law (2005 Revision) and Trade and Business laws, then the application for registration will be accepted. Please click here for the Guidelines and Application for Facility Registration.

- **How many Continuing Education Credit hours do I require for the retention of my registration?**

Each Council is tasked with the duty to assign a minimum number of Continuing Education hours. Please check your Council for their requirements. Click your Council below to access the Continuing Education information for:

1. The Council for Professions Allied with Medicine – Continuing Education Information  
<http://www.dhrs.gov.ky/portal/page/portal/hrshome/hpc/hpcforms>
2. The Medical and Dental Council – Continuing Education Information  
<http://www.dhrs.gov.ky/portal/page/portal/hrshome/hpc/hpcforms>
3. The Nursing and Midwifery Council – Continuing Education Information  
<http://www.dhrs.gov.ky/portal/page/portal/hrshome/hpc/hpcforms>
4. The Pharmacy Council – Continuing Education Information  
<http://www.dhrs.gov.ky/portal/page/portal/hrshome/hpc/hpcforms>

- **I want to practice in the Cayman Islands. What do I need to know right away?**

You must be registered/licensed in one of the approved jurisdictions (i.e. Australia, Canada, Jamaica, New Zealand, South Africa, the United Kingdom, or the United States of America). In addition, you must provide a letter of good standing from the registering/licensing authority in the place where you are currently working. Please note that the letter of good standing can take up to 6 weeks to reach this office.

- **How do I request a letter of good standing?**

Please send your request to [HPBUSERS@gov.ky](mailto:HPBUSERS@gov.ky). Include the Council you are registered with and the address that the certificate should be sent to. Most registering/licensing authorities request that the letter of good standing is sent directly to them from our office. Your request will take up to 5 business days to process. A fee of CI\$ 25.00 (or US\$ 31.00) is payable to the Cayman Islands Government by cheque or bank draft. Overseas and personal cheques are not accepted.

- **How do I find work in the Cayman Islands?**

The Health Practice Commission provides registration for the health care practitioners in the Cayman Islands. We cannot assist you with finding employment.

- **I am a recent graduate of St Matthews University. What is required to obtain a letter of eligibility?**

The Medical and Dental Council will require a copy of your current license/registration from one of the approved jurisdictions (i.e. Australia, Canada, Jamaica, New Zealand, South Africa, the United Kingdom, or the United States [US] of America). A request letter that states you are a St Matthews graduate.

- **What if I need the letter of eligibility in order to obtain my license?**

Some States in the US require this letter of eligibility in order to process your application for a license. In this event you are advised to register with another state that does not require a letter of eligibility from the jurisdiction that your medical school is located in.

- **Where do I send the Z-Form?**

The Texas State Board requires a Z-Form for their application process. The form should be filled in by the graduate and signed by the Permanent Secretary (or their delegate) at the Ministry of Education in the Cayman Islands [www.brighterfutures.gov.ky](http://www.brighterfutures.gov.ky).

- **I have decided not to work in the Cayman Islands. Can I receive a refund on my registration fee?**

- a. The registration fee is refundable prior to the Councils review or if the Council denies registration.
- b. The registration fee is refundable if a mistake was made by the Health Practice Commission.
- c. The registration fee is not refundable once the file reaches the Council and is subsequently approved for registration.

The request for a refund of the registration fee must be made within 90 days of the date of the payment. Please note that the registration fee is unrelated to the duration of employment and is only prorated on a case by case basis.

- **What is the Standard Health Insurance Contract 1?**

The Standard Health Insurance Contract One (SHIC 1) is the minimum contract of prescribed health care benefits established in the Health Insurance Regulations (2005 Revision) and sold by approved health insurance companies.

- **Who is responsible for providing health insurance coverage?**

Employers are responsible for providing health insurance for all of their employees, the employee's unemployed spouse and any of the employee's dependent children who reside in the Cayman Islands. The health insurance coverage must be obtained through an approved health insurance company. A self-employed person must provide their own cover with an approved health insurance company and their unemployed spouse and dependent children should also be covered.

- **Who pays the premiums?**

The Health Insurance Law states that an employer shall be liable to pay the total cost of the premium of the Standard Health Insurance Contract One (S HIC1) but shall be entitled to recover directly from the salary, wage or other remuneration of each employee, 50% of the cost of the premium. The employer is not required to contribute to the premiums for the employee's dependent children or unemployed spouse and can deduct those amounts as arranged with the employee.

- **What can I do if I cannot afford health insurance?**

If a person, because of limited or inadequate financial resources is unable to pay for their health care services or pay for health insurance cover, an assessment of their financial circumstances can be carried out by the Department of Children and Family Services to determine their eligibility for assistance.

- **What happens if an employee refuses the insurance coverage offered by an employer?**

The Health Insurance Law requires that every person resident in the Cayman Islands have, at a minimum the Standard Health Insurance Contract One (SHIC 1). If an employee refuses health insurance provided by the employer, the employer should document the reasons why the employee refused the health insurance coverage and seek to verify if the employee has health insurance cover through another source. If the employer determines that the employee does not have other health insurance cover, the matter should be reported to the Health Insurance Commission.

Note: Under Section 10 (1) of the Health Insurance Law (2005 Revision) entitled "Employee to provide information to employer, every employee shall keep his employer informed of all facts related to the employer's liability under section 5(2) of the law and any change of circumstances which would affect the employer's liability under that section. An Employee who contravenes this section of the Law is liable to their employer for any expenses incurred by the employer for which he would otherwise not have been liable.

- **If I hire a new employee, when do I have to take out health insurance coverage on that employee?**

Health Insurance coverage should be taken out immediately. An employer, within fifteen days after the commencement of an employee's employment with that employer, shall give a written statement to the employee consisting of-

- (a) the name and address of the approved insurer with whom the employee's standard health insurance contract has been effected;
- (b) the effective date of cover under the contract; and
- (c) the insurance number of the health insurance contract.

The Health Insurance Commission recommends that the employer have the employee fill out the Health Insurance Enrollment Application (HIEA) form at the time of effecting the employment contract and submit the HIEA to the approved health insurance company on the first day that the employee commences employment.

- **Under the law, do I still have to pay for medical services in full and then submit my claims to my approved insurer?**

The law makes it the responsibility of the health practitioner or the health care facility to submit claims to the approved health insurance company for payment. Patients are required to present their health insurance identification card at the time of seeking treatment and the patient will be responsible for paying any deductibles, coinsurance amounts and any charges exceeding the standard fees at the time of treatment.

- **My health insurance policy includes a deductible and coinsurance. What does this mean?**

A deductible is the initial dollar amount you must pay out-of-pocket each calendar year before an insurance company pays its share. This is usually a flat dollar amount. Coinsurance is the share or percentage of covered expenses you must pay after you have paid the deductible. For example, your policy may pay 80% of expenses after you have paid the deductible. You would then pay the remaining 20% as coinsurance until a maximum out-of-pocket expense is reached.

- **I am employed at two different places, who is responsible for my health insurance coverage?**

If a person is employed by more than one employer, then insurance must be effected on his behalf by his principal employer. Where a person is employed by two or more employers, the principal employer of that person shall be deemed to be the employer who employs that person for the most hours each week. Where each employer employs him for a similar amount of hours a week, the principal employer shall be that employer which first retained the services of the employee.

- **What happens if a person is refused coverage?**

If a person is refused health insurance coverage by two or more approved insurers, that person becomes an uninsurable person under the law. That person may then make an application for coverage with the Cayman Islands National Insurance Company (CINICO), an independent government-owned health insurance company, established to provide health insurance for those persons unable to obtain coverage either for health reasons or financial reasons. This person is still encouraged to seek coverage wherever possible to re-apply with their employer's group plan, if eligible, at a later date (for example: if a person is denied coverage due to being overweight and the extra weight is lost and kept off, the employee may usually reapply after a prescribed period of time).

- **What happens to my health insurance coverage upon termination of employment?**

Your health insurance coverage terminates on the first day of the month following the date of termination of employment. If you remain resident in the Cayman Islands and if you do not become insured under any other employer, upon your request to your former employer, your coverage can continue for a period of three (3) months. In these circumstances, the employee will be responsible for the full amount of the premium. It is recommended that arrangements be made with your employer for payment of the premiums at the time of the termination of employment.

- **How much time do Healthcare facilities and doctors have to file a claim?**

The law stipulates that health care providers and health care facilities must submit claims to the approved insurer within 180 days of the date of treatment. If the claim is not submitted within this 180 day time frame, the health care provider may be denied payment by the approved insurer and the provider cannot seek payment from the patient. The same time frame applies to individuals filing a claim on their own behalf.

## **STRATEGIC MANAGEMENT**

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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.

### **DHRS Laws & Regulations**

The Department of Health Regulatory Services carries out its functions under the following laws and regulations:

- Health Insurance Law, (2011 Revision).
- Health Insurance Regulations, (2005 Revision)
- Health Insurance Commission Law, (2010 Revision)
- Health Insurance (Amendment) Law, 2012
- Health Insurance (Amendment) Regulations, 2012
- The Health Practice Law (2013 Revision)
- The Health Practice (Amendment) Law, 2013
- The Health Practice Registration (Amendment) Regulations, 2013
- Health Practice Law (2005 Revision)
- Health Practice Regulations (2005 Revision)
- Pharmacy Law, 1979

## **FINANCE & ADMINISTRATION**

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This involves administering the Department of Health Regulatory Services' internal functions and managing its resources efficiently and effectively as well as the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

Documents relating to the administration of the Department of Health Regulatory Services' monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.

- Public Finance & Management Law, 2005

Copies of the above document can be obtained from the Legislative Assembly.

### **Administration**

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

- Public Service Management Law, 2007\*
- Freedom of Information Law, 2007\*
- National Archive & Public Records Law, 2007\*
- Health Insurance Commission Law, 2003
- Health Insurance Law, (2005 Revision)
- Health Insurance Law, (2011 Revision)
- Health Insurance Regulations, (2005 Revision)
- Health Insurance (Amendment) Law, 2010
- Health Practice Law, (2005 Revision)
- Health Practice Regulations, (2005 Revision)

Copies of these laws may be obtained from the Legislative Assembly. All other laws listed above may be obtained from the DHRS website [www.dhrs.gov.ky](http://www.dhrs.gov.ky).

### **POLICIES & PROCEDURES**

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- Audit & Inspection Policy
- Complaint Resolution Policy
- Filing Policy
- Mail and Other Correspondence Policy
- Internal Complaint Policy
- Incoming FOI Request Policy

The Department of Health Regulatory Services' policies and procedures can be obtained upon your request to the Information Manager.

### **DECISIONS & RECOMMENDATIONS**

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

- Minutes of meetings

Copies of minutes may be obtained from the Information Manager when you make a FOI request. Please note that minutes of meetings may contain exempt matter that cannot be released. However applicants may still make their request and the Information Manager will make a formal decision as to whether the information can be released.

### **LISTS & REGISTERS**

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

- List of registered practitioners\*
- The FOI Disclosure Log (can be found at <http://www.dhrs.ky/foi.php>)

\*The official list of registered practitioners in the Cayman Islands can be obtained for a fee from the Department of Health Regulatory Services.

**FORMS** – All forms can be obtained from our website at [www.dhrs.ky](http://www.dhrs.ky) , or by visiting our office at the Government Administration Building, 133 Elgin Avenue.

### **MEDICAL and DENTAL COUNCIL (MDC)**

#### ***New Applicants***

1. MDC - Registration Application Form
2. MDC - Registration Guidelines

#### ***Renewal / Retention Registration***

1. MDC - Registration Renewal Form
2. MDC - Administration Form
3. MDC - Continuing Education Form

### **NURSING and MIDWIFERY COUNCIL (NMC)**

#### ***New Applicants***

1. NMC - Registration Application Form
2. NMC - Registration Guidelines

#### ***Renewal / Retention Registration***

1. NMC - Registration Renewal Form
2. NMC - Administration Form
3. NMC - Continuing Education Form

### **PHARMACY COUNCIL (PC)**

#### ***New Applicants***

1. PC - Registration Application Form
2. PC - Registration Guidelines

#### ***Renewal / Retention Registration***

1. PC - Registration Renewal Form
2. PC - Administration Form
3. PC - Continuing Education Form

### **COUNCIL for PROFESSIONS ALLIED with MEDICINE (CPAM)**

#### ***New Applicants***

1. CPAM - Registration Application Form

2. CPAM - Registration Guidelines

***Renewal / Retention Registration***

1. CPAM - Registration Renewal Form
2. CPAM - Administration Form
3. CPAM - Continuing Education Form

**HEALTH INSURANCE COMMISSION FORMS**

Complaint Intake Form





## Department of Education Services

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice – 2017*

#### 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 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 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).

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

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

## **4. Fees and Charges**

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

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

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

There are some publications which the Department of Education Services offers for sale. This includes: Cayman Islands Social Studies Textbooks, Student Workbooks, Teacher's Manuals, Maps of the Cayman Islands, and the Children's National Festival of the Arts 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.

### Postage costs

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

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

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

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

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Information held by the Department of Education Services that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Manager James T. Watler at 945-1199 or direct line at 244-1841 or email at: [foi.des@gov.ky](mailto:foi.des@gov.ky)

## **6. Complaints**

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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 1375,  
Grand Cayman, KY1-1008,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

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- About Us
- 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, – LESHs, C & SB Infant & Jr. Schools, WEPS, LCEC: Prospect Primary (PPS), GTPS, Cayman Islands Further Education Centre (CIFEC).

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

Senior School Improvement Officer – CIHS, JGHS, SPS, Sir JACP, RBPS, EMMPS, EEPS, BTPS.

##### **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**

James T. Watler, M. Ed. JP Senior Customer Service Manager/ Information Officer/Head of Registration & 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	Maria Bodden Data & 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
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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

**JGHS: Mr. John Clark**  
Principal

**LESHS: Mr. Adrian Jones**  
Principal

Secretary- Ms. 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 – Ms. 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: Mr. Elroy Bryan**  
Principal  
Sec: Ms. Amory Smith  
**Lighthouse School**  
P.O. Box 1834, GC KY1-1110

**Elroy.Bryan@gov.ky**  
TEL: 947-5454  
Cell: 916 - 7139  
FAX: 947-5406

**SPS: Mrs. Carol Nyack**  
Principal  
Sec: Ms. Renee Rankin  
**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: Ms. Ileea Moore  
**East End Primary School**  
General delivery EE GC KY1-1800

**Allison.Wallace@gov.ky**

Secretary – Ms. Patsy Jackson  
**Jon Gray High School**  
P.O. Box 1108, GC KY1-1102

**Jon.Clark@gov.ky**  
TEL: 949-9444  
CELL: 938-8537  
FAX: 949-6871

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

**Paul.Samuel@gov.ky**  
TEL: 949-3314  
Cell: 916 - 7584  
FAX: 949-1096

**RBPS: Mrs. Vickie Frederick**  
Principal  
Sec: Ms. 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: Ms. Lisa Wood  
**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 Ms. Bay Primary School**  
P.O. Box 142, Spot Bay, CB  
KY2-2400

**Claudette.Lazzari@gov.ky**

Secretary- Ms. 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 - Ms. Fay Taylor  
**George Town Primary School**  
P.O. Box 1099, GC KY1-1102

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

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

**Matthew.Reid@gov.ky**  
TEL: 947-8889  
FAX: 947-2405

**NSPS: Ms. Marcia Rennie**  
Acting Principal  
Sec: Ms. 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

**April.Tibbetts@gov.ky**  
TEL: 948-1425

TEL: 947-7428  
FAX: 947-8869

TEL: 948-022  
FAX: 948-0637

FAX: 948-1539

**CPS: Ms. Claudette Lazzari  
Principal**  
Sec.: Ms. Amory Smith  
Creek Primary School  
P.O. Box 03, Creek CB KY2-  
2300

**Claudette.Lazzari@gov.ky**  
TEL: 948-0226  
FAX: 948-0636

**LCS: Mrs. Veronica Juman-  
Khan**  
Sec: Ms. Carolyn Branch  
**Little Cayman Services**  
c/o TCCB, CB KY2-2300

**Veronicakhangy@yahoo.com**  
TEL: 948-1052  
FAX: 948-0381

**Dept. of Education Services**  
**130 Thomas Russell Way**

**TEL: 9451199**  
**FAX: 945-1457**

**Mrs. Gloria Bell**  
**Senior School Improvement  
Officer**  
CHHS, JGHS, BTPS, SPS,  
EMMPS, EEPS, Sr. JACP

**Gloria.Bell@gov.ky**  
TEL: 945-1199  
Cell: 925 - 8641  
FAX: 945 - 9244

**Mrs. Barbara Peace-  
Ebanks**  
**Senior School  
Improvement Officer**  
LHS, Student Services &  
SEN

**Barbara.Peace-  
Ebanks@gov.ky**  
TEL: 945-1199  
FAX: 945 - 9244

**Mrs. Tammy Banks-Dacosta**  
**Senior School Improvement  
Officer**

Sec: Ms. Carolyn Branch  
CBHS, SBPS, CPS, WEPS,  
LCES; GTPS, PPS, CIFEC  
P.O. Box 24, CB KY2-2301

**Tammy.Banks-  
Dacosta@gov.ky**  
TEL: 948-0356  
FAX: 948-0381

**EARLY INTERVENTION  
PROGRAMME**  
TEL: 947-5454



## **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 various 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 2010)
- Personnel Management Revised Law, 2013 & Regulations 2016
- 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.

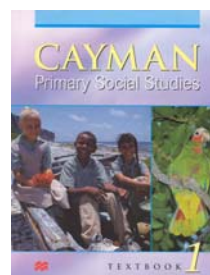
**FORMS:**

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)

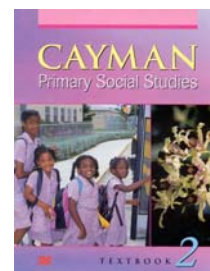
- *Parent Affidavit of Residency Form*
- *Government Schools Withdrawal Request Form*
- *Transcript Request Form*
- *Request for Release and Application for Transfer Form*
- *General Complaints Form*
- *Licence to Teach Form*
- *Student Registration Form*
- *Home Schooling Application Form*
- *Student 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.**

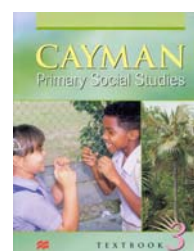
- *Cayman Primary Social Studies Textbook 1*



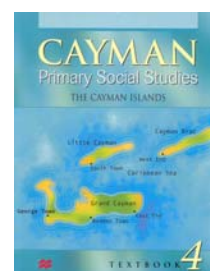
- *Cayman Primary Social Studies Textbook 2*



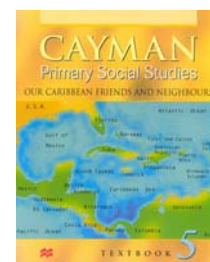
- *Cayman Primary Social Studies Textbook 3*



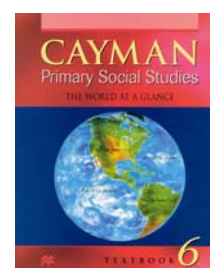
- *Cayman Primary Social Studies Textbook 4*



- *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*



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

**CONTENTS:**

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

**1. About the publication scheme**

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

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

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

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

The Department of Counselling Services will:

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



## 2. Information that may be withheld

The Department of Counselling Services will generally not publish:

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

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

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

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

For example: where disclosure would breach the law of confidentiality, or infringe personal privacy.

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

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

The exemptions and exceptions which relate specifically to the information that the Department of Counselling Services hold are:

Ministry personnel files - Exempted by Section 23 of the FOI Law  
Client Files –Personal Information Clauses of the FOI Law apply.

## 3. Methods of access

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

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



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

Email

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

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Director, Department of Counselling Services at 949-8789 to request information.

Post

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

Director  
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.

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

#### 4. Fees and charges

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

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

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

##### Reproduction costs

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

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

##### Postage costs

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

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

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

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

Information held by the Department of Counselling Services that is **not** published under this scheme can be requested in writing to:

Director  
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



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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 Director, 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,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
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



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## **ABOUT US**

### **Name of public authority**

Department of Counselling Services

### **Ministry**

Ministry of Community Affairs, Youth and Sports  
4th Floor Government Administration Building

71A Elgin Avenue, George Town

Grand Cayman, KY1-9000

CAYMAN ISLANDS

### **Key staff**

Chief Officer, Ministry of Community Affairs, Youth and Sports – Ms. Dorine B. Whittaker

Director, Department of Counselling Services – Ms. Judith Seymour

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. Charmaine Miller

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 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



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Young Parents Programme offers family and parenting skills programmes, psycho-educational workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and spearheads public awareness campaigns aimed to strengthen families and individuals and provide the foundation for a healthy society.

**Mailing address:**

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

**Telephone and Fax numbers**

The Counselling Centre (345) 949-8789 phone; (345) 949-0767 fax

The Family Resource Centre (345) 949-0006 (Phone); (345) 949-0767 fax

Caribbean Haven Residential Centre (345) 947-9992 phone; (345) 947-9892 fax

Brac Haven – Sister Islands Counselling Centre (345) 948-2354 phone; (345) 948 -2374 fax

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

**Website address:** N/A

Location and hours	Matters handled
The Counselling Centre 3 <sup>rd</sup> Floor Royal Plaza Building Cardinal Aveune George Town  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.	Individual, Couples, Family & Group Therapy Clinical assessments and reports Driving under the Influence Programme Treatment Services to clients in Drug Rehabilitation Court
Caribbean Haven Residential Centre 2049 Bodden Town Road Breakers  Hours of Operation: 24 hours a day, 365 days a year	Residential Treatment Programme for Men Non-medical detoxification services Residential Treatment Programme for Women





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Personal visits by appointment only	
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 during evening for specific client services.	Public Awareness Initiatives Legal Befrienders Clinic Parent Coaching 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.	Counselling, Parenting Support and skill development programmes, & 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 parenting and family skills programmes, delivers educational 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: I am interested in seeing a counsellor for the first time; how do I make an appointment?**
- **Answer:** The Counselling Centre offers a walk in- Intake service on Tuesdays AND Thursdays from 12:00pm to 7:00pm, and Wednesdays AND Fridays from 9:00 a.m. to 12:00 p.m. Therefore no appointment is necessary for you to speak with a counsellor during these times.
- At Brac Haven, our office is open weekly for appointments; please call 949-8789 or 948-2354 to schedule an appointment.
- **Question: My husband and I could benefit from support and education as parents. Is this a service that you offer?**
- At the Family Resource Centre, a variety of programmes are offered to assist parents to develop their skills and to strengthen their families. Group programmes are offered that cover a range of topics including co-parenting, parenting a child with special needs, parenting toddlers and pre-schoolers etc. In addition, programme facilitators offer parent coaching on an individualised basis. To discuss how their services may be helpful to you, your family, or an organisation in which you are involved, call the Family Resource Centre at 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?**



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▪ **Answer:** The length of the treatment programme varies according to the needs of the individual client, but on average the programme runs for approximately 12 weeks. A client's 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:** Clients who require a residential placement can access the services at Caribbean Haven in two ways. Caribbean Haven provides 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. Alternatively, if you are already engaged with our services in the community, a comprehensive assessment with your counsellor will be completed, and your admission to the treatment centre will be arranged. This process will be handled in as timely a manner as possible but could take up to four weeks to complete.

▪ **Question: Does the residential treatment programme accept overseas referrals.**

▪ **Answer:** Services are provided only for residents of the Cayman Islands.

▪ **Question: Are your Counsellors qualified to engage in clinical counselling?**

▪ **Answer:** Yes, all of our counsellors are qualified to either a Master's or Bachelors degree level or hold certification in relevant disciplines. Additionally, counsellors receive clinical supervision on a weekly basis to ensure the quality of the services provided.

## **STRATEGIC MANAGEMENT**

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

### **Governing Legislation and Regulations**

- Personnel Regulations (2013)
- Public Service Management Law (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Financial Regulations (2010 Revision)



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- 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' 2015 Hurricane Plan (updated annually)
- Ministry of Community Affairs and Housing's 2015 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)



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- 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



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- National Anti-Drug Strategy

**LISTS & REGISTERS**

- Fixed Asset Register
- FOI disclosure log

**OUR SERVICES**

**The Department of Counselling Services** is responsible for providing quality cost-effective, evidenced-based treatment services within the Cayman Islands.

**The Counselling Centre & Brac Haven** offer Community-based services which include: Individual, Couples & Family Therapy, Specialised Group Therapy, Alcohol & Drug Treatment and Prevention Workshops.

**The Family Resource Centre** facilitates family and parenting skills educational programmes, delivers workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and conducts public awareness campaigns aimed at strengthening families and individuals in order to provide the foundation for a healthy society.

**Caribbean Haven Residential Centre** provides Residential Services for persons experiencing difficulties with drug and alcohol misuse and abuse are offered from. These include: Non-medical Withdrawal Management, Long Term Residential Treatment for Men and Women, and a re-entry programme to assist clients to reintegrate back into their families and communities.



## Department of Commerce and Investment

### 2017 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 Department of Commerce and Investment (DCI) to making information available to the public as part of its normal business activities.

The Department of Commerce and Investment will:

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

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

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The Department of Commerce and Investment will generally not publish:

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

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

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

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

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

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

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



### 3. Methods of access

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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 [www.investcayman.gov.ky](http://www.investcayman.gov.ky). If you are still having trouble locating information listed under our scheme, please contact; Lolita Bodden – [lbodden@dc.gov.ky](mailto:lbodden@dc.gov.ky) or [lolita.bodden@gov.ky](mailto:lolita.bodden@gov.ky)

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call our main line at 948-2400 or 945 0943 to request information from one of our FOI staff.

#### Post

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

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

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

#### Personal visits

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

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact: Lolita Bodden, Information Manager at 345 948 2400 direct or c/o DCI main office number 945-0943. Or you can visit the DCI office at the Bodden & Bodden Building, Stake Bay Road, P.O. Box 232 Cayman Brac KY2-2101. You may also request to see one of our trained FOI staff at the DCI main office in Grand Cayman, 3<sup>rd</sup> floor, Government Administration Building, George Town.

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

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

## **4. Fees and charges**

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

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

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

#### Reproduction costs

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

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

#### Postage costs

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

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

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

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

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Information held by the Department of Commerce and Investment that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager.

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

Tel: 345 945 0943  
Fax: 345 945 0941  
Direct Tel: 345 948-2400  
Email: lbodden@dc.gov.ky  
**Online:** www.dci.gov.ky

## **6. Complaints**

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The Department of Commerce and Investment aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Lolita Bodden at 948-2400 or email at lbodden@dc.gov.ky or contact Renee Rankin or Ian Charlery at 945-0943 and we will try to resolve your complaint as quickly as possible.

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

### **ICO CONTACT INFORMATION**

Telephone:	(345) 747-5402
Email:	info@infocomm.ky
Website:	www.INFOCOMM.ky
Physical Address:	Anderson Square 3rd Floor George Town Grand Cayman, Cayman Islands
Mailing Address:	P.O. Box 1375 Grand Cayman KY1-1108 CAYMAN ISLANDS
Hours:	Monday to Friday, 9:30am - 4:00pm

## **7. Categories of information**

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

### **ABOUT US**

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The Department of Commerce and Investment is a one stop shop for information, expertise and guidance in relation to business licensing in the Cayman Islands. The agency is responsible for the Administration, Regulation and Enforcement of various licensing laws including: The Trade & Business Law, The Tobacco Licensing Law, The Liquor Licensing Law, The Cinematograph Licensing Law, the Local Companies Control Licensing Law, Special Economic Zone (SEZA) Law, The Sunday Trading Law and the Second Hand Dealers Law.

#### **Ministry**

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

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

Hon. Wayne Panton

#### **Chief Officer**

Dr. Dax Basdeo, PHD (Finance), JP

#### **Physical Address:**

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

#### **Mailing Address:**

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

### **DCI PRINCIPLE OFFICERS**

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

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

**Information Manager**

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

Direct Line: 345 948-2400

Head Office Line: 345 945 0943

Email: lbodden@dc.gov.ky

Website: www.dci.gov.ky

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

**Designates**

Ms. Jessie Melbourne  
Information Manager Designate  
Department of Commerce and Investment  
P.O. Box 10087  
Cayman Islands

Direct Line: 345 244 6676

Office Line: 345 945 0943

Email: JMelbourne@dcicayman.gov.ky

Website: www.dci.gov.ky

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

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

Direct Line: 345 244 6631

Office Line: 345 945 0943

Email: tkelly@dcicayman.gov.ky

Website: www.dci.gov.ky

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

## **Organisation and functions**

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

As an economic development agency that specializes in licensing and regulation, the Department of Commerce and Investment has a key role to play in Government policy relating to economic growth and diversification.

The mission of the Department of Commerce and Investment is to ensure businesses are properly licensed and regulated through compliance with relevant laws and regulations while fostering an environment that supports teamwork and commitment.

The Department of Commerce & Investment is a licensing and regulatory agency that works to provide streamlined, clear and efficient processing for businesses operating in the Cayman Islands. This includes Trade, Liquor, Tobacco and the Special Economic Zone (SEZA).

We work in partnership with other Government agencies and the private sector to ensure that businesses are properly licensed under the law and the necessary regulatory obligations are met.

The Department of Commerce and Investment, objectives are:

- To create effective local stakeholder engagement on the framework for local commercial activity and improving the viability of small and micro enterprises.
- To process applications for business licences in compliance with relevant laws.
- To meet international standards in the regulation of Designated Non-Financial Businesses and Persons operating in the domestic economy.
- To ensure that appropriate enforcement action is taken whenever there are infractions to local licensing laws.
- To create a system to address issues relating to anti-competitive practices in local industry. The Cayman Islands' recently passed Special Economic Zone Law international companies looking for business opportunities in the Cayman Islands now have more options.

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

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

**Contact Information:****Grand Cayman Office Address:**

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

**Cayman Brac Office Address:**

Physical Address:  
Bodden & Bodden Building, Stake Bay  
P.O. Box 232  
Cayman Brac - KY2-2101  
Tel: 345 948 2400  
Fax: 345 948 2409  
Email: [lbodden@dci.gov.ky](mailto:lbodden@dci.gov.ky)  
Hours of Work: 8:30am- 5:00pm / Monday thru Friday

**Boards and Committees**

The Department of Commerce and Investment oversees the following boards:

- Special Economic Zone Authority (SEZA) (Board)
  - Mr. James Bergstrom – Chairman
  - Mr. Glen Daykin – Deputy Chairman
  - Mr. Marcus Cumber – Board Member
  - Director of DCI or Designate (ex officio)
  - Director of Planning or Designate (ex officio)
  - Director of Labour or Designate (ex officio)
  - Chief Surveyor of Lands and Survey or Designate (ex officio)
  - Collector of Customs or Designate (ex officio)
  - Chief Immigration Officer or Designate (ex officio)

- Grand Cayman Liquor Licensing Board
    - Mr. Woodward DaCosta – Acting Chairman
    - Mr. Noel Williams
    - Mr. Ralph Lewis
    - Mr. Wayne Kirkconnell
    - Mr. Philip Tatum Jr
    - Ms. Magalyn Robinson
    - Mr. Haroon Pandohie (Planning Designate)
    - Mr. Roydell Carter (DEH Designate)
    - Mr. Ryan Rajkumarsingh (DCI Designate)
  
  - Cayman Brac Liquor Licensing Board
    - Mr. Nathaniel Tibbetts, Chairman
    - Ms. Tisa Dixon, Deputy Chairman
    - Mr. Jason McLaughlin, Member
    - Mr. Sheldon Scott, Member
    - Mr. Marc Pothier, Member
  
  - Film Exhibition Control Board
    - Ms. Rita Estevanovich - Chairman
    - Mr. Andrew Ebanks - Member
    - Mr. Tony Chisolm - Member
  
  - Cayman Islands Trade and Business Licence Board
 

Mr. Garth Arch	Chairman
Mr. Marcus Cumber	Deputy Chairman
Mrs. Kriste Rankin	Member
Mr. Michael Belfoure	Member
Mr. Audley Scott	Member
Mrs. Lisa Powell-Ebanks	Member
Director of DCI or Designate (ex officio)	
Director of Planning or Designate (ex officio)	
Director of DEH or Designate (ex officio)	
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## **STRATEGIC MANAGEMENT**

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

### **Laws and Regulations**

The following are several of the main laws affecting the establishment of a new business in the Cayman Islands and are provided for informational purposes only. Official copies of the laws and regulations can be obtained from the Legislative Department of the Cayman Islands. Note: There may be other amendments to the laws listed below. Some of these amendments may be found on the Cayman Islands Government website.

### **Financial Services**

- Banks & Trust Companies Law (2009 Revision) and Banks & Trust Companies (Amendment) Bill 2012
- Banks & Trust Companies (Licence Applications and Fees) Regulations (2011 Revision)
- Building Societies Law (2010 Revision)
- Companies Law (2010 Revision)
- Companies Management Law (2003 Revision)
- Exempted Limited Partnership Law (2012 Revision)
- Insurance (Amendment) Law 2012
- Insurance (Forms) Regulations (2003 Revision)
- Insurance (Exemption) Regulations, 2004
- Monetary Authority Law (2011 Revision)
- Mutual Funds Law (2012 Revision)
- Mutual Funds (Fees) Regulations (2012 Revision)
- Partnership Law (2011 Revision)
- Exempted Limited Partnership Law (2012 Revision)
- Land Holding Companies Share Transfer Tax Law (2007 Revision)

### **Customs**

- Customs Law (2012) Revision
- Customs Tariff Law 2012 and Customs Tariff (Amendment) Law, 2012

### **E-Commerce**

- Electronic Transactions Law (2003 Revision)
- Computer Misuse Law, 2000
- Information & Communications Technology Authority Law (2011 Revision)

### **Immigration**

- Immigration Law (2010 Revision)
- Immigration Regulations (2010 Revision)

### **Tourism**

- Hotels Aid Law (1995 Revision)
- Hotels Aid Regulations (1996 Revision)
- Tourism Law (1995 Revision)
- Tourism Regulations (2002 Revision)
- Tourist Accommodation (Taxation) Law (2003 Revision)
- Liquor Licensing Law (2000 Revision)

### **Employment**

- Health Insurance Law (2005 Revision)
- Health Insurance Regulations (2005 Revision)
- National Pensions Law (2010 Revision)
- Labour Law (2007 Revision)
- Workmen's Compensation Law (1996 Revision)
- National Pensions Law (2010 Revision)

### **Others**

- Patents and Trademarks Law (2010 Revision)
- Patents and Trademarks Regulations, 1999
- Development and Planning Law (2011 Revision)
- Development and Planning Regulations (2011 Revision)
- Registered Land Law (2004 Revision)
- Trade and Business Licensing Law (2014)
- Trade and Business Licensing Regulations (2014)
- Local Companies (Control) Law (2015 Revision)
- Local Companies (Control) Regulations (1998 Revision)
- Special Economic Zones Law, 2011

## **FINANCE & ADMINISTRATION**

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

### **LAWS & REGULATIONS FOR CIVIL SERVICE**

#### **Financial Management**

- Public Management and Finance Law (2012 Revision) and the Financial Regulations (2010 Revision) Annual Salary Scale for Salaried Staff (September 1, 2012)
- Financial Regulations (2008 Revision)
- Public Management and Finance Law (2012 Revision)

## **Administration & Human Resource Management**

- Public Service Management Law (2011 Revision) & Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2011 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants (December 2007)
- Public Service Pensions Law (2011 Revision)
- Public Service Pensions Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)

## **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law, 2007
- The National Archive and Public Records Law (2010 Revision)

## **POLICIES & PROCEDURES**

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In addition to the Laws and Regulations listed above the following policies and procedures are utilized within the DCI organization.

- Employees Handbook
  - Complaint Policy and Procedures (Code of Conduct)
- Service Standards Manual
- Disaster Control Plan

## **OUR SERVICES**

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### **Business Licensing**

As an economic development agency that specialises in licensing and regulation, the Department of Commerce and Investment has a key role to play in Government policy relating to economic growth and diversification.

The staff of the Department of Commerce and Investment work in concert with other Government agencies to ensure businesses are properly licensed and regulated through compliance with relevant laws and regulations while fostering an environment that supports teamwork and commitment.

We process applications for all individuals or companies that wish to carry out business in the Cayman Islands. The law dictates that they need a Trade and Business License or a Local Company (Control) License (or both in some instances) to operate.

In addition we also administer licensing functions for Tobacco sales and Liquor and/or Music and Dancing Licenses and Film Exhibition licenses.

DCI is also responsible for the Enforcement of these areas of economic activity including the regulation for the Sunday Trading Law provisions and the Second Hand Dealers Law.

# Department of Children and Family Services

## Publication Scheme

**Name of Public Authority:** Department of Children and Family Services

**Functions of Public Authority:**

The Department of Children Services and the Department of Social Services (Department of Children and Family Services) exist to work with vulnerable individuals, children, families and communities so that they can function effectively as members of a caring society and realize their full potential through professional Social Work, preventative strategies and by encouraging social planning.

**Name and Title of Chief Officer:**

Chief Officer: Ms. Dorine Whittaker

**HOD:** Mrs. Felicia Robinson

**Subject Matters handled:**

- The full scope of therapeutic social work interventions required to address the varied child protective, delinquency, and family issues exhibited by the Department's target population
- Residential care for children with special needs
- Adoption services
- Foster care services
- After Care services
- Services relating to the Summary Family Matters Court and Youth Court
- Policy advice relating to the activities and areas of expertise of the department
- A full range of Social Work services to the people of the Cayman Islands through a cadre of qualified staff located in four district offices
- Day and residential care for indigent elderly adults. This includes purchasing services from NGO's
- Duties of the Shelter Operations Sub-Committee of the Hazard Management Department
- Means Assessment for Maintenance Court
- Direct services to the Family Support Unit, Maintenance Court, Health Services, Schools and other related agencies

- Management of adult care facilities operated by the Department

## **Governing Legislation and Regulations:**

### **Children's Law, (2012 Revision)**

### **Youth Justice Law 1995**

### **Adoption of Children Law 2013**

### **Poor Persons Relief Law 1997**

### **Freedom of Information Law**

Freedom of Information (Information Commissioner) Regulations, 2008

Freedom of Information (General) Regulations, 2008

### **National Archive and Public Records Law**

National Archive and Public Records Regulations, 2010 Revision

### **Official Gazette Law**

Official Gazette Regulations (1995 Revision)

### **Public Management and Finance Law**

Financial Regulations, 2010 Revision

### **Public Service Management Law**

Personnel Regulations, 2010 Revision

### **Public Service Pensions Law**

## **Address:**

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

Mailing Address: P.O. Box 10653  
Grand Cayman KY1 – 1006

Telephone: (345) 949-0290  
Facsimile: (345) 949-4167

Physical Address: Department of Children and Family Services - Cayman Brac Office  
23 Dennis Foster Road  
Cayman Brac

Mailing Address: P.O. Box 263

Cayman Brac KY2 – 2101

Telephone: (345) 948-2331/948-2332  
Facsimile: (345) 948-2540

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

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

Hours of work: 8:30 a.m. – 5:00 p.m., Monday to Friday

**Governing Ministry or Portfolio:** Ministry of Community Affairs, Youth and Sports

**List of Committees Boards, Councils, Associations, Trusts, Foundations etc. that the Public Authority oversees:**

**ADOPTION BOARD**

**Chairperson:** Ms. Sheridan Brooks

**Secretary:** Ms. Nicole Carter

**Committee Members:**

Dr. Marilyn McIntyre  
Mr. Tony Heaver-Wren  
Mrs. Carmen McField  
Ms. Nicole Hydes  
Hon Ms. Mary Lawrence

**Functions and powers of Committees, Boards, Councils, Associations, Trusts, Foundations etc. that the Public Authority oversees:**

The Adoption Board reviews reports prepared by the Department of Children and Family Services. This report enables the Board to determine whether or not a person should be approved as a prospective adopter.

**Information already published: (Attach names and copies of all published information, rules, procedures, manuals etc. and costs for access):**

Information such as policies, rules, procedures is held in-house and will be made available for the website.

**Cost for Access:**

Fees will be determined by the Department for already published information.

**Annual Report:**

Provide a link to most recent Annual Report

## **Budget Allocated to the Public Authority:**

Provide a link to the Budget

## **Internal Complaints Procedure:**

### **The Department of Children & Family Services**

#### **Complaint Handling Policy**

### **1. Introduction**

As a public sector agency with a major public focus, the Department of Children & Family Services strives to provide best practice service delivery to its clients, and the department acknowledges that effective complaint handling is an integral part of good customer service.

The Department of Children & Family Services holds firmly to the belief that, “Our clients are the focus of our services, our planning and how we measure our success”. However, as with any service agency, customers often have the need to submit complaints, compliments, and suggestions. Feedback from clients helps in the development of services to better meet clients’ needs as it reinforces what is being done correctly and provides positive feedback to staff. This avenue also makes it possible for clients to make suggestions on how services can be improved and enhanced.

The policy as outlined below is based on the recommendations of the Office of the Complaints Commissioner.

### **2. Purpose**

The purpose of this policy is to give context and direction to the Department of Children & Family Services’ complaint handling procedures. It serves to:

- Recognize, promote and protect the customer’s right to comment and complain about their dealings with the Department of Children & Family Services;
- Provide an efficient, fair and accessible framework for resolving customer complaints;
- Identify how the department will communicate with customers about the complaints handling process;
- Set standards for dealing with customer complaints; and
- Acknowledge customers complaints and take remedial steps in an effort to improve the quality of the services provided by the Department of Children & Family Services.

### **3. Definition**

A complaint is defined as:

“Any indication that an external person or organization is dissatisfied with the services, products or facilities provided by the Department of Children & Family Services”.

The designated officer responsible for receiving and processing complaints is the Human Resource Manager.

The complaint can be received:

- by letter or on a Department of Children & Family Services feedback form,
- in person i.e. an individual attending any of the department's office
- by telephone
- electronically or
- via a ministerial or Freedom of Information request

The definition includes complaints from members of the public, other government departments, and business or community organizations.

#### **4. Commitment**

Complaints received will be acknowledged within three (3) working days and responses will be provided within 14 calendar days after the complaint has been received. All customer complaints will be handled quickly, fairly, effectively and courteously. In doing so, the Department of Children & Family Services is committed to ensuring the rights of the complainant are protected, as are those of the staff who receive complaints, or who may be the subject of a complaint.

#### **5. Promoting the Department of Children & Family Services' Complaint Handling Procedures**

The Department of Children & Family Services will ensure that customers are aware of their right to complain by widely promoting its complaint handling procedures. This will include providing information through the Department's website standardized complaints forms, brochures and verbal contact with staff members.

The Department of Children & Family Services will survey its clients bi-annually to determine customer satisfaction.

#### **6. Recording Customer Complaints**

It is important to record customer complaints in order to:

- Track progress of complaints
- Ensure accountability
- Identify and address root causes
- Enable data analysis and management reporting.

The Department of Children & Family Services will identify and record all customer complaints. Procedures will be developed to guide staff in identifying a complaint, and ensuring that there are simple processes to record complaints.

A standardized Customer Feedback Form will be used throughout the Department of Children & Family Services for all Department of Children & Family Services Customer Complaints.

Data about complaints will be electronically recorded at one centralized point to allow for the monitoring of complaint procedures, to analyze complaints, and to provide report to management on complaints.

The physical record of all complaints and responses to those complaints will be filed at the Administrative Office of the Department of Children & Family Services to allow for accountability and audit.



## **7. Responsibility**

It is the responsibility of all staff to respond to customer complaints in a courteous manner and to provide complainants with information on the Department of Children & Family Services complaint handling systems. If staff is unable to handle a particular complaint, the complaint will be recorded and referred to the appropriate person.

Staff has a responsibility to record all customer complaints in compliance with the Department of Children & Family Services procedures.

## **8. Confidentiality**

In instances where a complaint is lodged on behalf of a client of the Department, information can only be provided to the complainant if the client signs a Release of Information Form permitting the Department to disclose information on them.

## **9. Response Standards**

The Department is cognizant that the speed of response is consistently identified as being one of the attributes which most influence perceptions of a successful customer response system. This has been taken into consideration in establishing a Complaints procedure for the Department of Children & Family Services.

Standards for response to a customer complaint are as follows:

- *Complaints made in person*

Complaints received from a complainant within the island will be handled immediately by the staff member receiving the complaint, or referred to someone who can resolve the matter immediately.

In the instance where a matter cannot be resolved immediately the complainant's name and contact details will be recorded and the complainant will be contacted within 3 working days of lodging complaint at a minimum, to acknowledge receipt of the complaint and inform the complainant of the progress of the investigation.

- *Telephone*

If possible, complaints made by telephone will be answered immediately. If the complaint cannot be resolved immediately it will be responded to within fourteen (14) calendar days of lodging or, at a minimum, acknowledge receipt of the complaint within three (3) days and inform the complainant of the progress of the investigation.

- *E-mail*

Complaints received by e-mail will be responded to within fourteen (14) calendar days of making the complaint or, at a minimum, acknowledge receipt of the complaint in three (3) days and inform the complainant of the progress of the investigation.

- *Letter or Feedback Form*

Complaints received by letter or via a customer feedback form will be responded to in fourteen (14) calendar days. Where a contact telephone number or e-mail address is provided receipt will be acknowledged within three (3) working days. If only an address is provided, a written response will be provided within 14 calendar days.

## **10. Monitoring Customer Complaints**

Understanding patterns of complaints empowers managers to improve service delivery systems and prioritize resources for future planning.

The Human Resource Manager of the Department of Children & Family Services will analyze and monitor all customer complaints received and provide monthly reports to the Director, Department of Children & Family Services.

## **11. Empowering our Staff**

Staff is the single most important resource in the complaints handling process. Therefore, the Department of Children & Family Services staff will feel confident in dealing with clients' complaints and use their comments constructively and in a spirit of improving services:

- All staff will have easy access to the departmental complaint handling policy and procedures and will be made aware of them by Supervisors.
- Staff will be aware of and have access to up-to-date policies and procedures.
- New staff will receive information about the Department of Children & Family Services complaint handling process when they receive orientation in the various areas of service delivery.

The Department of Children & Family Services will provide training annually in customer service techniques and complaint handling procedures.

**DEPARTMENT OF CHILDREN & FAMILY SERVICES**

**COMPLAINT REGISTRATION FORM**

**Details of Person Making the Complaint:**

Name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Telephone number (where a message can be left)

Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_ Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

P.O. Box: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Description of Complaint:**

District Office/Unit involved: \_\_\_\_\_

Department employee involved: \_\_\_\_\_

Date(s) of action or actions leading to complaint: \_\_\_\_\_

\_\_\_\_\_

**Summary of complaint:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Send to Department of Children and Family Services,  
P.O. Box 10653 APO KY1 – 1006 or fax to (345) 949-4167 or deliver to  
3<sup>rd</sup> Floor Commerce House  
7 Genesis Close, George Town,  
Grand Cayman.

**Classes of Information held:**

**Title of Record Series:** Correspondence with other Government Departments

**Record Series Reference Code:** OF/BUD/

**Purpose:** Operational, Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office memoranda, e-mails etc., invoices dealing with the Budget.

**Title of Record Series:** Correspondence with other Government Departments

**Series Reference Code:** GOV/CS/1

**Purpose:** Operational, Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office memoranda, e-mails etc., invoices dealing with other Government Departments.

**Title of Record Series:** Office Files (Staff Administrative Files)

**Series Reference Code:** OF/STA/1

**Purpose:** Operational, Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office-memoranda, clippings (newspaper) e-mails etc. dealing with staffing matters i.e. applications, recruitment, advertisements etc. with exception of personnel where individual files are kept for each member of staff.

**Title of Record Series:** Office Files (Programme Files)

**Series Reference Code:** OF/PRO/1

**Purpose:** Operational, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office-memoranda, clippings (newspaper) e-mails etc. dealing with various programmes.

**Title of Record Series:** Office Files (Internal Matters)

**Series Reference Code:** OF/ADM

**Purpose:** Administrative, Vital

All administrative correspondence e.g. letters, memoranda, facsimile, inter-office-memoranda, clippings (newspaper) e-mails etc.

**Title of Record Series:** Inactive Juvenile Client Files (Commerce House and District Offices)

**Record Series Reference Code:** 9205

**Purpose:** Vital

These files are maintained by the Department of Children and Family Services on individuals who seek various services from the department and once the period of service is over, the files are considered inactive rather than closed as the client can return for further services and at that time the file is reopened instead of a new file being opened on behalf of the client.

**Title of Record Series:** Inactive and Deceased Adult Client Files (Commerce House and District Offices)

**Record Series Reference Code:** 8683

**Purpose:** Vital

These files are maintained by the Department of Children and Family Services on individuals who seek various services from the Department and once the period of service is over, the files are considered as inactive rather than closed as the client can return for further services and at that time the file is reopened instead of a new file being opened on behalf of the client.

#### **Frequently Asked Questions:**

1. Question: What do I have to do to get financial assistance?

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

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

2. Question: Why does the Department take children away?

Answer: The DCFS has the legal mandate to protect children. The Department will remove children if it "has reasonable cause to suspect that the child is suffering or is likely to suffer significant harm", for example physical, emotional and psychological, neglect sexual and other forms of abuse. The Department must have sufficient grounds and will remove children in these instances.

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

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

4. Question: Do I have to be married to adopt a child?

Answer: Adoptive parents may be married or single, childless or already parenting other children. If married, they must have been married and living together for no less than three years. If a person is married but separated, he or she will need the written consent of his or her spouse in order to make an application.

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

Answer: Adopting a child always requires a waiting period. Once your application is filed and the application fee paid, letters will be sent out to persons you have listed as your references. Once the reference letters have been received, those and your application will be presented to the Adoption Board. If the application is approved the Adoption Board will request a Home Study. The Home Study is carried out over a three-month period. The second half of the process will take another six to seven months. If however you are adopting a child from overseas, the complete process could take approximately two years.

6. Question: What is involved in getting approved to adopt a child?

Answer: Contact the Adoption Co-ordinator to arrange for an initial interview. This will give you an opportunity to ask questions and provide information about yourself and your reasons for wanting to adopt. The adoption process will be explained and if everything is in order, you will be given the application packet to take away and complete.

The adoption application packet consists of an application form and several other documents. Also included is a checklist to help you remember all the documents you need to produce. When making an application, you will have to provide medical and police reports, a letter from your employer and your marriage certificate or divorce decree where relevant.

The Adoption Board will arrange for a Home Study (assessment) to be carried out by a qualified social worker once the Adoption Board has determined that you are eligible to adopt. The Home Study consists of several interviews with the adoptive applicants and all members of their household. It is an evaluation of the prospective adoptive family and of the physical and emotional environment into which the child would be placed. During this process, you will, with the social worker's assistance, consider all aspects of adoptive parenthood and identify the type of child you wish to adopt.

When the assessment is completed, the social worker will produce a report for the Board; this report enables the Board to determine whether or not a person should be approved as a prospective adopter. Once a prospective adoptive child has been placed with the approved adoptive parents the case will be assigned to a Social Worker for the Supervision Court Report, which will take approximately 3 months and involves at least three home visits over three consecutive months. This report is then presented to the Adoption Board. If the Adoption Board has granted approval, the matter is taken to Court where the final decision is made by the Judge.

7. Question: Does DCFS provide caregivers to look after elderly people in their own homes?

Answer: This service is provided on a small scale through the Home Care Program in Cayman Brac. The service is no longer provided in Grand Cayman.

8. Question: How do I get my family member placed in a DCFS home for the elderly?

Answer: Schedule an appointment to be interviewed by a Social Worker in the district in which the individual lives. The Social Worker will conduct a financial assessment and interview to determine eligibility based on indigence and genuine need for the service. A referral is then sent to the Adult Special Needs Supervisor who will conduct a home visit to assess the health care needs of the individual, the kinds of services needed and the number of hours that the Department will provide. In the event that the Department's Home cannot provide accommodation, a placement will be sought in the NCVO Pines Retirement Home, if funding is available to pay for the placement in the Pines.

9. Question: What does it cost to place someone in one of the homes?

Answer: If it is determined that the individual is indigent and unable to pay, they will not be required to pay a fee. However, each of the residential facilities charge a small fee for the service which will be charged based on the ability to pay. Family members will be assessed to determine how much they can afford to pay. Fees for Kirkconnell Community Home/Tibbetts Annexe in the Brac is \$750/month; Golden Age Home in West Bay is \$750/month and the East End Sunrise Cottage is \$275/month.

10. Question: How do I speak to a supervisor or make a complaint?

Answer: Call and schedule an appointment with a supervisor to make a complaint or the complaint can be received:

by letter or on a Department of Children & Family Services feedback form,  
in person i.e. an individual attending any of the department's office  
by telephone,  
electronically or  
via a ministerial or Freedom of Information request

Complaints received from a complainant within the island will be handled immediately if possible by the staff member receiving the complaint, or referred to someone who can resolve the matter immediately.

In the instance where a matter cannot be resolved immediately the complainant's name and contact details will be recorded and the complainant will be contacted within 3 working days of lodging complaint to respond to the complaint or, at a minimum, acknowledge receipt of the complaint and inform the complainant of the progress of the investigation. If only an address is provided, a written response will be provided within 10 working days.

**Forms in Use:**

## ADMIN CRS

Admission Report Juvenile Entering Residential Facilities  
Adoption Application  
Adoption Application Assessment Form  
Adoption Court Report Form  
Adult Special Needs Programme New Service Referral  
Adult Special Needs Programme New Service Referral Responses  
Adult Special Needs Programme New Service Referral Authorization  
Affidavit of Probation Officer (Youth Court)  
Affidavit of Social Worker  
After Care Referral Form  
After Care Case Plan/Contract  
Authorization Financial Assistance  
Authorization Foster Care Programme  
Bodden Town Senior Citizen Survey Form  
Breach of Probation – Affidavit of Probation Officer  
Breach of Probation – Summons  
Care and Protection Report Form  
Case Conference Report Form  
Client Bank Request Letter  
Client Care Plan Form  
Client Case Plan Form  
CMS Intake Face Sheet  
Community Service Order 74  
Community Service Order # 2F72  
Community Service Order AFPRO  
Community Service Order AGREE  
Community Service Order EVAL  
Community Service Order FORM 4  
Community Service Order MASTE  
Community Service Order MEMOP  
Community Service Order NCOMP  
Community Service Order NO COMP  
Community Service Order TIME  
Community Service Order WNONC  
Custody Evaluation  
Damage Assessment Flood Victims  
Deceased Client Notification  
Emergency Medical On Call Only  
Emergency Placement Residential Care  
Environmental Health Payment Guarantee for Vault  
Foster Care Admission Form  
Foster Care Application Form  
Foster Care Case Conference Report  
Foster Care Fact Sheet  
Foster Care Guideline  
Foster Care Medical Form  
Foster parent Application Process Checklist  
Geriatric Services Assessment Update  
Home Study Report Guidelines Information on Juvenile Breach of Probation  
Information Suspected Child Abuse  
Intake Appointment  
Intake Appointment Roster



Intake Assessment Tool 2003  
Medical Report  
Mental Health Services Referral  
Notification of Non Compliance with Probation Order (Youth Court)  
Parents Consent  
Payment of Fine by Parent Juvenile  
Permission to Travel (Youth)  
Permission to Travel (Youth) Rehabilitation Order  
Probation Order Youth Justice Law  
Property Check Request Form  
Referral Environmental Health  
Reference Letter Foster Care  
Referral for Emergency Services – Red Cross  
Referral Form Leaving Care After Care Programme  
Referral Housing  
Referral to Residential Homes  
Release of Information Agreement  
Rental Agreement  
Request for Certificate Register General  
Request for Life Line Funds  
Residential Placement Medical Form  
Review of Child in Foster Care  
Social Work Supervision Session Work Sheet  
Thank You Food Donation  
Youth Justice Court Report Form  
Youth Justice Probation Order  
Youth Rehabilitation Order Criminal

FORMS FOR CHILDREN LAW, 2012 REVISION:

## **INDEX OF FORMS**

Form C1- Application under the Children Law (2012 Revision) for an order other than a care or supervision order

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

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

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

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

Form C6- Acknowledgement

Form C7- Confidential address form

Form C8- Statement of service

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

Form C10- Statement of means

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

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

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

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

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

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

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

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

Form C19- Supplement for an application for a recovery order

Form C20- Application for warrant for assistance

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

Form C22- Order; Direction

Form C23- Record of hearing

Form C24- Order for emergency protection

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

Form C26- Warrant to assist a person authorised by an Emergency Protection Order

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

Form C28- Order granting authority to search for another child

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

Form C30- Order for recovery of a child

Form C31- Care order; discharge of a care order

Form C32- Interim care order

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

Form C34- Supervision order; interim supervision order

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

Form C36- Education supervision order

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

Form C38- Child assessment order

Form C39- Direction to undertake an investigation under section 39

Form C40- Family assistance order

Form C41- Residence order; Contact order; Specific Issue order; Prohibited Steps Order

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

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

Form C44- Order relating to appointment of a guardian ad litem; to termination of the appointment of a guardian ad litem

Form C45- Order relating to refusal to appoint a guardian ad litem

Form C46- Order relating to appointment of an attorney-at-law for a child [ren]

Form C47- Order relating to termination of the appointment of an attorney-at-law for child[ren]

Form C48- Order relating to refusal of the appointment of an attorney-at-law for child[ren]

Form C49- Order relating to transfer of proceedings to the [Grand Court]; [Summary Court]

Form C50- Certificate relating to refusal to transfer proceedings

Form C51- Application for order concerning registration of a child-minder or provider of day care

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

**Information Manager:**

Kristin Ebanks

**Information Manager Designate:**

Millant Hydes-Brown

**Physical address:**

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

**Mailing Address:**

P.O. Box 10653  
Grand Cayman KY1 – 1006

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



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

## Computer Services Department

### Publication Schemes

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

#### CONTENTS:

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

#### 1. ABOUT THE PUBLICATION SCHEME

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

**Computer Services Department** will:

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

## **2. INFORMATION THAT MAY BE WITHHELD**

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

- information in draft form;
- information held by **Computer Services Department** but owned by other agencies;
- information that is not held by the **Computer Services Department**, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available and extremely difficult to access, for example, information that is contained in files that have been placed in archive storage;
- Information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; 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 transparent as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of information*. Information will only be withheld where the FOI Law expressly permits it. For example, where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Computer Services Department 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 exempted matter edited out.

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

### 3. METHODS OF ACCESS

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

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

#### Online

Some of our documents are published electronically on the **Computer Services Department** website at [www.csd.gov.ky](http://www.csd.gov.ky) and can be downloaded in PDF format. 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 using the **Computer Services Department** website, please contact the FOI Information Manager at 345-949-8277 or direct line at 345-244-2349 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky), or contact the Deputy Information Manager 345-949-8277 or direct line at 345-244-2340. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Email

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

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 345-949-8277 or Direct at 345-244-2349.

#### Post

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

Information Manager  
**Computer Services Department**  
Government Admin Building, 2<sup>nd</sup> Floor, Box 112  
133 Elgin Avenue, George Town  
Grand Cayman, Cayman Islands, KY1- 9000

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

#### Personal visits

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

### Advice and assistance

Please refer to our Document Library and disclosure log on our website <http://www.csd.gov.ky> 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 FOI Information Manager at 345-949-8277 or direct line at 345-244-2349, or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) or contact the Deputy Information Manager 345-949-8277 or direct line at 345-244-2340. Please provide a telephone number so that we can call you to clarify details, if necessary.

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

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

The **Computer Services Department** will endeavour to make as much information available on its website as possible, however, in the event that you are seeking information that is not posted there, or if you would prefer to view the information in hard copy in person, arrangements can be made to do so by appointment in the privacy of our conference room. In order to make an appointment, you can contact the Information Manager at 345-949-8277 or direct line at 345-244-2349 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky).

## 4. **FEES AND CHARGES**

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

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

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

### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (color; any size).  
Computer discs will be charged at a rate of \$2 per disc.

### Postage costs

**Computer Services Department** will pass on to the requester the actual costs of postage or courier delivery.

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



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

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

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

1. Writing the Information Manager, **Computer Services Department**, 2<sup>nd</sup> Floor, Government Administration building, Box 112, Grand Cayman, Cayman Islands, KY1-9000
2. Sending an email to the Information Manager at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) or calling the FOI Information Manager at 345-949-8277 or direct line at 345-244-2349 or Deputy Information Manager at 345-949-8277 or direct line at 345-244-2340.
3. Dropping it into our offices on the 2<sup>nd</sup> Floor, Government Administration Building, 133 Elgin Avenue, George Town, Box 112, Grand Cayman, KY1-9000, Cayman Islands
4. You can also refer online to: <http://www.csd.gov.ky>, to make a Request.

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

## **6. COMPLAINTS**

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**Computer Services Department** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager at 345-949-8277 or direct line at 345-244-2349 or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) and we will try to resolve your complaint as quickly as possible, or contact the Deputy Information Manager is at 345-949-8277 or direct line at 345-244-2340.

Further information about our complaints procedures can be obtained from the CSD FOI Manager at 345-949-8277 or direct line at 345-244-2349, or email at [foi.csd@gov.ky](mailto:foi.csd@gov.ky) or the Deputy Information Manager at 345-949-8277 or direct line at 345-244-2340.

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

Information Commissioner's Office  
PO Box 1375, George Town  
Grand Cayman, KY1-1108  
CAYMAN ISLANDS

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

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

### **7.1. ABOUT US**

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

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

Simon Spiers, Director, Email: [Simon.Spiers@gov.ky](mailto:Simon.Spiers@gov.ky)  
Rex Whittaker, Deputy Director, Email: [Rex.Whittaker@gov.ky](mailto:Rex.Whittaker@gov.ky)

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

Physical address:  
133 Elgin Avenue  
Government Administration Building, 2<sup>nd</sup> Floor  
George Town, Grand Cayman, Cayman Islands

Mailing Address:

Computer Services Department  
Government Admin Building, 2<sup>nd</sup> Floor  
P.O. Box 112  
George Town, Grand Cayman  
Cayman Islands, KY1- 9000

Tel: 345-949-8277                      Fax: 345-949-7544  
Email: [foi.csd@gov.ky](mailto:foi.csd@gov.ky)                      Website: <http://www.csd.gov.ky>

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

**COMPUTER SERVICES DEPARTMENT Information Manager**

Colleen Williams, Information Manager  
Tel: 345-949-8277 or 345-244-2349  
Email: [foi.csd@gov.ky](mailto:foi.csd@gov.ky)

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

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

**MINISTRY**

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

**VISION AND MISSION**

**Computer Services Department** vision is to ‘drive our business partner’s success’ and our mission is to ‘facilitate high quality solutions and outcomes for business transformation while maintaining the security and integrity of information assets.’

**7.2. STRATEGIC MANAGEMENT**

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

## **Ministry of Home Affairs**

Chief Officer: Wesley Howell

Address:

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

Mailing Address:

Ministry of Home Affairs, Cayman Islands Government  
5<sup>th</sup> Floor, Government Administration Building  
P.O. Box 111  
Grand Cayman, KY1-9000

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

Email: [foi.mha@gov.ky](mailto:foi.mha@gov.ky)      Website: <http://www.mha.gov.ky/>

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

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### **7.3. FINANCE & ADMINISTRATION**

The Ministry of Home Affairs is the administering authority for **Computer Services Department**. The authority for many financial, administrative and HR functions has been delegated down to the Director of the **Computer Services Department**. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws, policies and procedures that regulate the function of government entities.

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

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

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

Additionally, as a government agency, Computer Services Department adheres to the:

- National Archive and Public Records Law 2007

Financial Management

- Financial Regulations 2004
- The Public Management and Finance Law (2003 Revision)
- July 2015 - Annual Salary Scale for Salaried Staff and Hourly Rates for bi-weekly employees.

- 2017 Pay Schedule Monthly and Weekly pay dates 2017

#### Administration & Human Resource Management

- Public Service Management Law (2013 Revision): Complete set of laws for the Cayman Islands Civil Service
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2013 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants 2013
- Personnel Regulations, 2013
- Public Service Management Law, 2013: HR Law

#### Records Management

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

## COMPUTER SERVICES DEPARTMENT POLICIES & PROCEDURES

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

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

Computer Services Department has internal guidelines for various aspects of the departments' core services:

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

### 7.5. List of Registers

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

#### Classes of Information Held

Classes of Information	Restrictions & Accessibility to information
Personnel / Human Resource records	Access to information restricted to the relevant personnel.
Complaints	Majority of the information can be accessed by the public through the 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 the FOI law. Access restricted for personal information concerning clients or private residents or if information is being used in an investigation.
Tender Contracts	Confidential information will be redacted or will not be released.
IT security & Configuration documents	Access to this information is restricted as its release would undermine the security and integrity of the government IT systems as a whole.

## 7.6. Our Services

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

**Services Offered** Computer Services Department has 4 functional service areas:

- **Application Services (Development & Support)**  
Application Services is responsible for the analysis, design, building and maintenance, procurement of all applications running on government's central network. The Applications Team staff members perform the services of IT Consulting, Database Administration, Strategic Planning, Project Management, Business Process review and redesign, software development and E-Government, Electronic Document Management, Core Financial System Management and software support. They work with clients/users to investigate operational requirements and problems, seeing effective business solutions through improvements in information systems, data management, procedures, organization and equipment. They design large and/or complex programs and program modifications using agreed standards and tools, to achieve a well-engineered result for government. They direct and have regular interface with users of all grades throughout Government and Authorities whilst carrying out business or systems analysis, systems design, programme development and support, and in-house user training.
- **Technical Support Services**  
Computer Services Technical Support staff provides installation of new equipment, the planning and implementation of network cabling for new projects and the installation of end user hardware and software applications. Additionally, the Technical Support 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 2700 users who are utilizing more than 2275 devices including desktops, laptops and Surface Pros covering various computer hardware, computer software and data communication and computer software systems government wide.
- **Operations Services:**  
Computer Operations Team staff are responsible for the management and support of Windows and Linux servers. Operations team staff provide Network Management, Network Design, System Management and Analysis services. This team is responsible for the installation of new server equipment; they work with Technical Support team on new projects. The team services the internal (Intranet) and external (Internet) email services, web hosting and management and support of network switches, routers, fibre optic and copper cabling that provide network

connectivity for the Cayman Islands Government. This team delivers Internet security, network security, malware protection, storage management, data backup and restoration services. The Operations team members are also on call for after-hours IT Support.

- **CS Administration**

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



**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 including the Anti-Corruption Commission and the Civil Service Appeals Commission. 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 (as amended from time to time). Nevertheless each is committed to openness, transparency and serving public interest and so will act in accordance with the spirit of FOI. The Commissions will make every effort to publish documents but reserve the right to withhold any information.

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

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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.

#### 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 Anderson Square

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

Location and hours	Matters handled
<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 administrative, research, policy, strategic and other 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 needed basis.	<a href="http://www.humanrightscommission.ky">www.humanrightscommission.ky</a>
<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 administrative, research, policy, strategic and other support to 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**

16-17 Annual Budget – <http://www.gov.ky/portal/page/portal/pfehhome/publications/2016-17-Budget-Documents>



**CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS**  
**Publication Scheme**  
**Produced in accordance with the Deputy Governor's Code of Practice**

**CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
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The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** to making information available to the public as part of its normal business activities.

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** will:

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



## 2. Information that may be withheld

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** will generally not publish:

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

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

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

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

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS**'s (or another organisation's) commercial interests, or endanger the protection of the environment.

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

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

## 3. Methods of access

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

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

### Online

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

If there is no link, or the link is broken, you can use our website's "Search" facility at **www.caacayman.com**. If you are still having trouble locating information listed under our scheme, please contact **Yvonne Gray-Tomlinson or Elaine Whorms at 345-949-7811**.

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

### Email

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

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call **Yvonne Gray- Tomlinson or Elaine Whorms at 345-949-7811** to request information.

### Post

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

**Yvonne Gray-Tomlinson, Information Manager, Civil Aviation Authority of the Cayman Islands, P. O. Box 10277, Grand Cayman KY1-1003, CAYMAN ISLANDS**

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

### Personal visits

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

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact **Yvonne Gray-Tomlinson or Elaine Whorms at 345 949-7811** or via e-mail at [foi@caacayman.com](mailto:foi@caacayman.com).

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

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** is legally required to translate any information, it will do so.

## **4. Fees and charges**

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### Reproduction costs

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

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The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** will pass on to the requester the actual costs of postage or courier delivery.

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

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** has received your payment.

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

Information held by the **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law. Please click on the link below to access the information.

If you want to request information from the Civil Aviation Authority of the Cayman Islands, you should initially look at the [document library](#) and the [disclosure log](#) to see if the information you seek has already been published.

If you wish to make a request for information then you should contact the [Information Manager](#) or [submit a request on-line](#) at the FOI Unit website.

Requests must be in writing (letter, email or facsimile) and must include your name and an address (either postal or e-mail). Please be as specific as possible about the information you would like, as this will help us to respond promptly. Where possible, please include a contact telephone number so we can call to discuss your request if necessary.

We will respond to your request promptly. The Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests made to the Information Manager and we will let you know if we need to extend the deadline. For detailed advice on what sorts of information is exempt please see the [FOI Unit website](#).

**By letter:**

**Yvonne Gray-Tomlinson**

**Information Manager**

**Civil Aviation Authority of the Cayman Islands**

**PO Box 10277**

**Grand Cayman KY1-1003**

**Cayman Islands**

**Email: [foi@caacayman.com](mailto:foi@caacayman.com)**

**Fax: 345-949-0761**

## **6. Complaints**

**The CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, or for further information regarding our complaints procedures, please **contact Yvonne Gray-Tomlinson or Elaine Whorms at 1-345-949-7811** and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from

<https://www.caacayman.com/about-us/complaints-2/>

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:**

3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
George Town,  
Grand Cayman

**Mailing Address:**

PO Box 1375  
Grand Cayman KY1-1008,  
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

This information can be accessed by clicking on the link below or on our website at

[www.caacayman.com](http://www.caacayman.com)

- [About Us](#)
- [Finance & Administration](#)
- [Policies & Procedures](#)
- [List of Operating Permits](#)
- [Our Services](#)

### **Air Navigation**

[Aerodrome Certification Approval Manual](#)

[Meteorology Regulatory Checklist](#)

[ARFFS Inspection Checklist](#)

[Application for Authorization of Balloon Releases](#)

[Notification of Outdoor Laser, Search Light or Fireworks Operations](#)

[Aerodrome License Application Form](#)

[Aerodrome Manual](#)

[CAACI Aerodrome Manual Checklist](#)

[Checklist for ICAO Annex 15 \(Aeronautical Information Service\)](#)

['Anytown' Aerodrome Certificate](#)

### **Air Safety**

#### **Forms for Initial Applicants and Renewals**

[Application for Registration](#)

[Certificate of Airworthiness Request](#)

[Licence Validation Application](#)

[Application for Designated Airspace \(MNPS, RNP, RVSM, etc\)](#)

[Radio Installation Approval Request](#)

[Acceptance of Maintenance Arrangements Application](#)

[Maintenance Licence Validation Application](#)

[Export Certificate of Airworthiness](#)

[Client Data Form](#)

[Application C of A Initial- Renewal-Export](#)

[Mortgage Registration Priority Notice \(if applicable\)](#)

[Mortgage Registration Application \(if applicable\)](#)

[Survey Report Form](#)

#### **Miscellaneous (Air Safety)**

[Change in Particulars\](#)

[Mortgage Discharge](#)

[Survey Report Form Issue 7 R0](#)

[Inspection Planning Tolerance -Extensions](#)

[Application - Special Flight Authorization](#)

[OTAR Part 145 Option 1 application](#)

[OTAR Part 145 Option 1 Annual Renewal application](#)

[Standard Maintenance Practice Commercial Aircraft](#)

[Major Minor Mod-Repair Application revision](#)

[TAC Application Form with notes](#)

## **Commercial Affairs**

[Non-Scheduled Operations Applications Form](#)  
[Scheduled Operating Permits Application Package](#)  
[Approved Air Ambulance Operators](#)  
[Permit Fee Schedule](#)  
[Payment Methods](#)

## **Finance & Compliance**

[D. Due Diligence](#)  
[E. Due Diligence Checklist](#)  
[Website Finance & Compliance Fees Summary Page](#)  
[Payment Methods](#)  
[The Air Navigation \(Fees\) Regulations, 2010](#)

## **ABOUT US**

### **Name of public authority**

CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS

### **Ministry**

Portfolio of Internal/External Affairs

### **Contact Information**

Unit 2 Cayman Grand Harbour  
PO Box 10277  
Grand Cayman KY1-1003  
Phone: 345-949-7811  
Fax: 345-949-0761  
Email: [civil.avaition@caacayman.com](mailto:civil.avaition@caacayman.com)  
Web: [www.caacayman.com](http://www.caacayman.com)

### **Key Staff**

P.H. Richard Smith, MBE, FRAeS  
Director-General of Civil Aviation  
[Richard.smith@caacayman.com](mailto:Richard.smith@caacayman.com)

Nicoela (Nikki) McCoy  
Deputy Director-General Economic Regulation & Administration  
[Nikki.mccoy@caacayman.com](mailto:Nikki.mccoy@caacayman.com)

Lindsay Cadenhead  
Director of Air Safety Regulation  
[lindsay.cadenhead@caacayman.com](mailto:lindsay.cadenhead@caacayman.com)

Jane Panton  
Director of Finance & Compliance  
[Jane.panton@caacayman.com](mailto:Jane.panton@caacayman.com)

Alastair Robertson  
Director of Air Navigation Services Regulation  
[Alastair.robertson@caacayman.com](mailto:Alastair.robertson@caacayman.com)

### **Information Manager**

Mrs. Yvonne Gray-Tomlinson,  
Information Manager  
Civil Aviation Authority of the Cayman Islands  
PO Box 10277  
Grand Cayman KY1-1003  
Cayman Islands  
Ph: 345-949-7811 ext 229  
Fx: 345-949-0761  
FOI Email [foi@caacayman.com](mailto:foi@caacayman.com) / [www.foi.gov.ky](http://www.foi.gov.ky)  
Website: [www.caacayman.com](http://www.caacayman.com)

### **Information Manager Designate**

Mrs. Elaine Whorms  
Information Manager Designate  
Civil Aviation Authority of the Cayman Islands  
P. O. Box 10277  
Grand Cayman KY1-1003  
Ph: 345-949-7811, ext. 238  
Fax: 345-949-0761  
FOI Email: [foi@caacayman.com](mailto:foi@caacayman.com) / [www.foi.gov.ky](http://www.foi.gov.ky)  
Website: [www.caacayman.com](http://www.caacayman.com)

### **Organisation and Functions**

The **CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS** is the statutory organization whose responsibility it is to provide technical and economic regulatory oversight for the Cayman Islands' aviation industry. As such our strategic Vision and Mission statements are as follows:-

#### **VISION**

Ensuring aviation safety through regulatory excellence

#### **MISSION**

To provide sustainable regulatory procedures to meet international standards. Through committed partnerships, the CAACI will ensure the safety of persons and property.

### **Mailing Address**

PO Box 10277, Unit 2 Grand Harbour,  
Grand Cayman KY1-1003 Cayman Islands  
Telephone number 345-949-7811  
Fax number 345-949-0761  
Email address [foi@caacayman.com](mailto:foi@caacayman.com)  
Website address [www.caacayman.com](http://www.caacayman.com)

Location and hours	Matters handled
<p>CIVIL AVIATION AUTHORITY OF THE CAYMAN ISLANDS,  Unit 2 Cayman Grand Harbour</p> <p>Open Hours  Monday – Friday  8:30a.m. – 5:00p.m.</p>	<p>Air Safety Regulations  Personnel Licensing  Flight Operations Inspections  Airworthiness Inspections  Air Navigation Regulations  Aerodrome Safety Inspection  Commercial Affairs Regulation and Administration  Operating Permits  Economic Regulations  Finance and Compliance</p>

### Boards and Committees

Name	Meetings	Minutes
<p>Board of Directors</p> <p>Mr. Ian Pairaudeau – Chairman</p> <p>Mr. Randy Merren – Deputy Chairman</p> <p>Mr. William McTaggart, Jr.</p> <p>Ms. Shamar Ennis</p> <p>Ms. Anna McLean</p> <p>Mr. Eric Bush</p> <p>Mr. Ronnie Dunn</p>	<p>This board meets as needed with a minimum of six meetings per annum.</p>	<p>Hard copies can be requested please refer to section 3: Methods of access</p>



## **Frequently asked Questions and Answers**

### **Air Navigation Services**

***Q. Can you explain the restrictions required for building in the vicinity of Owen Roberts airport?***

A. The Cayman Islands Airport Authority has the jurisdiction over the legislation development and control pertaining to obstacles affecting Owen Roberts and Gerrard Smith Airports. The contact for this guidance is the Senior Manager Air Navigation Services, Cayman Islands Airports Authority, P.O.Box.10098, Grand Cayman KY1-1001, Tel: 345 943-7070

***Q. What is required in obtaining an approval for a fireworks or lazer light display?***

A. This process is explained in the CAA web link located to [Air Traffic Services / Airspace.](#)

***Q. When should I be submitting a Mandatory Occurrence Report and how should I be making the report?***

A. This process is explained in the Civil Aviation Authority of the Cayman Islands (CAACI) web link [Mandatory Occurrence Reporting.](#)

***Q. What organization is responsible for operation of the country's airports?***

A. The Cayman Islands Airports Authority (CIAA) and P.O.Box.10098, Grand Cayman KY1-1001, Tel: 345 943-7070

***Q. What organization can assist with the filing of a Cuban over-flight permit?***

A. The Cayman Islands Airports Authority's Air Traffic Control/Aeronautical Information Services - [aisoria@caymanairports.com](mailto:aisoria@caymanairports.com)

***Q. What organization publishes the Aeronautical Information Publication (AIP)?***

A. The Cayman Islands Airports Authority's Air Traffic Control/Aeronautical Information Services - [aisoria@caymanairports.com](mailto:aisoria@caymanairports.com)

### **Operating Permits**

***Q. Do I need an operating permit to fly an owner operated private plane into the Cayman Islands***

A. No – all foreign registered aircraft operating into the territory for valuable consideration (given or promised) must have an appropriate operating permit (scheduled or non-scheduled).

### **Aircraft Registry**

***Q. Can a specific registration mark be reserved?***

A. Yes, an aircraft registration mark may be reserved at an additional cost of CI\$100.00 for the next sequenced mark or for CI\$300.00 for an out of sequence marking.

***Q. What is the validity period of a Priority Notice?***

A. 14 calendar days and then it must be refilled.

***Q. Who is eligible to receive “Acceptance of Maintenance Arrangements” Approval?***

A. Any maintenance facility that has received acceptance/approval from the following: FAA 145 Repair Station Approval, JAA/EASA 145 Maintenance Approval and, Transport Canada CAR 573 Approved Maintenance Organization.

***Q. Who is eligible for the grant of an OTAR 145 Approved Maintenance Organization?***

A. All of the organizations listed in the previous question.

***Q. What is the validity period for a Certificate of Airworthiness?***

A. Certificate of Airworthiness is valid for one year and may be renewed up to 60 days prior to expiry and still retain the original anniversary date.

#### **Pilot Licensing/Validations**

***Q. Where do you find a pilots license application?***

A. This can be obtained on our website [www.caacayman.com](http://www.caacayman.com)

***Q. Where do you find a validation applications?***

A. Same as above

***Q. Do you accept emailed for faxed copies of pilot validation application documentation?***

A. No, the originals must be sent to the CAACI offices

***Q. How long does it take to process an application for pilots license/validation?***

A. Up to 15 days

***Q. Do you have to have a rating on the aircraft being validated for?***

A. Yes

***Q. What is the cost of a validation?***

A. A validation certificate is issued for twelve months and cost CI\$250.00 or US\$ 304.88.

***Q. Can the validation be mailed to my home address?***

A. No, it must be sent to the aircraft owner

**Finance**

***Q. What is the conversion rate of CI\$ to US\$ for your invoices?***

A. US\$1 = .82CI\$

***Q. When are payments due?***

A. Within 30 days of the invoice date

***Q. What should be listed as reference when paying by wire transfer?***

A. Aircraft registration mark and invoice #'s being paid

***Q. What forms of payment are accepted?***

A. The following methods of payment can be accepted by CAA Cayman islands:

- Banker's draft, cashier's cheque, money order or cheque drawn on a local Cayman Islands bank in United States or Cayman Islands currency (Mail to postal address below)
- Visa/Master Card credit card – can be paid thru the payment portal on the CAA Website  
<https://www.caacayman.com/payments/>
- American Express credit card – please use the below to contact the accounts department.
- Wire transfer in US\$ to:

Bank: Citibank, N. A., 111 Wall St., New York, NY 10043, USA

Swift Code: Citius33

ABA#: 021000089

Credit: Cayman National Bank Ltd.

US\$ Account #: 36148883

Further Credit: Civil Aviation Authority

US\$ Account #: 021-02353

Reference: Invoice #'s, Customer ID

For questions regarding payment methods and fees contact the Accounting department.

[accounts@caacayman.com](mailto:accounts@caacayman.com)

Telephone: 1 345 949-7811

Fax: 1 345 949-0761

**Postal Address for regular mail:**

Civil Aviation Authority of the Cayman Islands  
P.O. Box 10277  
Grand Cayman, KY1-1003  
CAYMAN ISLANDS

**Street Address for express mail:**

Civil Aviation Authority of the Cayman Islands  
Unit #2 - Cayman Grand Harbour Complex  
Shamrock Rd. George Town,  
Grand Cayman, KY1-1003  
CAYMAN ISLANDS  
Phone: 345-949-7811

Please note that the client or person making the payment is responsible for all intermediary bank charges which are incurred in the wiring or other transmission of funds to the Civil Aviation Authority of the Cayman Islands. Thus the amount transmitted will need to include such charges so that the net payment which we receive is the same as the invoiced amount. Please be aware of transfer charges of all banks in advance so that sufficient funds can be wired. Any shortfalls will remain on the customer's account for further settlement.

A copy of the wiring instructions must be sent to Civil Aviation Authority of the Cayman Islands, either by fax (Fax No. +(1 345) 949 0761 - attention Accounts Department) or by e-mail to [accounts@caacayman.com](mailto:accounts@caacayman.com).

This information can also be access on the link below

<https://www.caacayman.com/finance-and-compliance/payment-methods/>

## **STRATEGIC MANAGEMENT**

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

The primary activities of the CAACI will be as follows:

- a) Technical regulation

- Registration of aircraft;
- Issuance, renewal, cancellation, revocation and variation of certificates of airworthiness of aircraft;
- Validation of personnel licenses (crews and maintenance associated with the aircraft registry)
- Safety oversight for the local Air Operator Certificate (AOC) holders;
- Certification of aerodromes

#### b) Economic Regulation

- Grant of air transport permits and operating licenses for scheduled and non-scheduled foreign carriers;
- Regulation of charges levied by airport operators with a view to creating equality and not exploiting a monopoly position;
- Provide advice to the C I Government as it pertains to bi-lateral negotiations with other countries and liaise with the UK DfT and participate in the negotiation of air service agreements with other countries;
- Provide advice to the Air Transport Licensing Authority (ATLA) as it pertains to licensing of local carriers;
- Provide advice for effective implementation of regulatory policy that is in the best interest of the travelling public/end user.

### **Governance**

The Civil Aviation Authority of the Cayman Islands is governed by the following Laws which can be found on the links below.

Air Navigation (Overseas Territories) Order 2013:

[http://www.airsafety.aero/Requirements-and-Policy/Legislation/The-Air-Navigation-\(Overseas-Territories\)-Order.aspx](http://www.airsafety.aero/Requirements-and-Policy/Legislation/The-Air-Navigation-(Overseas-Territories)-Order.aspx)

Civil Aviation Authority Law (2005 Revision): Available at the Legislative Assembly

Air Navigation Fees 2010:

<https://www.caacayman.com/finance-and-compliance/fee-summary/>

## **Corporate Management**

### **FINANCE & ADMINISTRATION**

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

#### **Financial Management**

Copies of financial records can be obtained upon requested in writing from the Information Manager.

#### **Administration**

- [Press Releases](#)
- [Job Vacancies](#)

### **POLICIES & PROCEDURES**

Please click on the link below to access this information

<https://www.caacayman.com/about-us/policy-guidance/>

### **DECISIONS & RECOMMENDATIONS**

Copies of the Minutes of the Civil Aviation Authority of the Cayman Islands Boards meetings can be obtained upon request in writing from the Information Manager.

### **LISTS & REGISTERS**

The information held by the Civil Aviation Authority of the Cayman Islands are list of Aircraft registered in the Cayman Islands and Approved Aircraft Operating Permits which can be accessed through the link below.

FOI: Document Library

<https://www.caacayman.com/about-us/freedom-of-information/disclosure-log/>

### **OUR SERVICES**

This category provides information relating to services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities. The role of the CAACI is primarily to function as the regulatory organization responsible for safety oversight and economic regulation of the aviation industry throughout the territory and to ensure that the Cayman Islands aviation industry conforms to the standards and recommended practices of the International Civil Aviation Organization (ICAO). A complete list can be found on the following link:

<https://www.caacayman.com/about-us/>



**CAYS**  
Children and Youth Services

102 A Bonaventure Rd  
P.O. Box 30718  
Grand Cayman KY1- 1203  
CAYMAN ISLANDS  
Tel: (345) 946-2446  
Fax: (345) 949-1280

***Children & Youth Services (CAYS) Foundation 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 Children and Youth Services (CAYS) Foundation to making information available to the public as part of its normal business activities.

The CAYS Foundation will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

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**Government-Owned-Corporation**  
Ministry of Community Affairs, Youth and Sports

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

## 2. Information that may be withheld

The CAYS Foundation will generally not publish:

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

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

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

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

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the CAYS Foundation (or another 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

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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*.



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

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.cays.org.ky](http://www.cays.org.ky). If you are still having trouble locating information listed under our Scheme, please contact; Angela Sealey- [foi@cays.org.ky](mailto:foi@cays.org.ky) or [fmbbh@cays.org.ky](mailto:fmbbh@cays.org.ky)

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

### **Phone**

Documents listed in the Publication Scheme can also be requested by telephone. Please call 946-2446 or 949-3569 to request information.

### **Post**

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

**P.O. Box 30718-Grand Cayman—KY1-1108**

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

### **Personal visits**

In limited cases, you may be required to make an appointment to view information listed in the Publication Scheme. You may visit the CAYS Head Office Monday-Friday between 10:00am - 4:00pm or call to make an appointment. (946-2446 or 949-3569)

### **Advice and assistance**

If you experience any difficulty identifying the information you want to access, please contact: The Information Manager 946-2446 or 949-3569 P.O. Box 30718 Grand Cayman KY1-1203, or at [fmbbh@cays.org.ky](mailto:fmbbh@cays.org.ky)

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

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

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

For more information on the Information Commissioner's Office (ICO), visit website at: [www.foi.gov.ky](http://www.foi.gov.ky)

#### **4. Fees and Charges**

The CAYS Foundation strives to ensure that fees and charges are clearly explained and kept to a minimum.

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

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

There are some publications which the CAYS Foundation offers for sale. This includes: Annual Reports and Resident Handbooks. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### **Reproduction costs**

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

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

##### **Postage costs**

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

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

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

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

Information held by the CAYS Foundation that is not published under this Scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law, by contacting FOI Information Manager-Jennifer Leach-Tippetts at 946-2446 or 949-3569 or email at [foi@cays.org.ky](mailto:foi@cays.org.ky) or [fmbbh@cays.org.ky](mailto:fmbbh@cays.org.ky)

##### **How to make a Request for Information**

If you want to request information from the CAYS Foundation, you should initially research the organisation where the information is held. This is best done by using the cays website ([www.cays.org.ky](http://www.cays.org.ky)) or you may contact the Information Manager ([foi@cays.org.ky](mailto:foi@cays.org.ky)) or you may contact the FOI website at: [www.foi.org.ky](http://www.foi.org.ky)

You must submit your request in writing (letter, email or facsimile). Please be as specific as possible about the information you would like, as this will help a prompt response. Where possible, please include a contact telephone number so that you can be contacted if it is necessary to further discuss your request.

CAYS will respond to your request promptly and within 30 calendar days. The Law allows CAYS to extend this deadline for an additional 30 calendar days. CAYS will always acknowledge receipt of FOI requests made to the above address and will let you know if the deadline needs to be extended. For more information on procedures and timelines that apply to an information request, visit the FOI website ([www.foi.gov.ky](http://www.foi.gov.ky))

## **6. Complaints**

If you wish to complain about any aspect of this Publication Scheme, please contact Jennifer Leach-Tippetts at: 949-3569 or 925-0912 or email at [fmbbh@cays.org.ky](mailto:fmbbh@cays.org.ky) or [foi@cays.org.ky](mailto:foi@cays.org.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from Jennifer Leach-Tippetts at 946-2446 or 949-3569 or email at [foi@cays.org.ky](mailto:foi@cays.org.ky) or [fmbbh@cays.org.ky](mailto:fmbbh@cays.org.ky)

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

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

Further information about our complaints procedures can be obtained from Jennifer Leach-Tippetts, P.O.Box 30718, KY1-1203 or 946-2446 or visit our website at [www.cays.org.ky](http://www.cays.org.ky)

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

**Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
P.O. Box 10727  
Grand Cayman KY1-1007  
CAYMAN ISLANDS**  
  
**Telephone: +1 (345) 747 5402**  
**Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)**

## **ABOUT US**

### **Name of Authority**

**Children & Youth Services (CAYS) Foundation**

**A NOT-FOR PROFIT  
Government-Owned-Corporation  
Ministry of Community Affairs, Youth and Sports**

**Ministry****Ministry of Community Affairs Youth and Sports****Location:**

4<sup>th</sup> Floor, Government Administration Building  
Grand Cayman KY1-90009

**Chief Officer:**

**Ms. Dorine Whittaker**

**Location CAYS Foundation:**

103 Bonaventure Road  
West Bay  
Grand Cayman, Cayman Islands

**Mailing Address:**

P.O.Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS

**Phone Contact numbers:**

Tele: 1-(345) 946-2446  
Cell: 1-(345) 925-0912

**Email Address:**

Email: [fmbbh@cays.org.ky](mailto:fmbbh@cays.org.ky)  
Website: [www.cays.org.ky](http://www.cays.org.ky)

**Principal Officers**

**Mr. Sydney Williams**

**General Manager**

CAYS Foundation  
102 Bonaventure Road  
West Bay  
P.O.Box 30718  
Grand Cayman KY1-1203  
CAYMAN ISLANDS  
Tele: 1-(345) 949-3569

Cell: 1-(345) 925-0906

Email: [gmbbh@cays.org.ky](mailto:gmbbh@cays.org.ky)

**Ms. Maureen Jervis-Brooks**

**Manager**

Frances Bodden Childrens' Home

CAYS Foundation

P.O. Box 30718

Grand Cayman KY1-1203

CAYMAN ISLANDS

**Tel:** (345)-947-3202

**Fax:** (345)-947-6794

**Cell:** (345)-925-4899

**Email:** [hmbfgh@cays.org.ky](mailto:hmbfgh@cays.org.ky)

**Ms. Jennifer Leach-Tippetts**

**Manager**

Bonaventure Boys' Home

CAYS Foundation

103A Bonaventure Road, WB

P. O. Box 30718

Grand Cayman KY1-1203

CAYMAN ISLANDS

**Tel:** (345)-949-3569

**Fax:** (345)-949-6931

**Cell:** (345)-916-8216

**Email:** [ambbh@cays.org.ky](mailto:ambbh@cays.org.ky)

**Information Manager**

**Ms. Jennifer Leach-Tippetts**

Bonaventure Boys' Home

CAYS Foundation

103A Bonaventure Road, WB

P. O. Box 30718

Grand Cayman KY1-1203

CAYMAN ISLANDS

**Tel:** (345)-949-3569

**Fax:** (345)-949-6931

**Cell:** (345)-916-8216

**Email:** [ambbh@cays.org.ky](mailto:ambbh@cays.org.ky)

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

## Organisation and functions

Children and Youth Services (CAYS) Foundation, was established as a Government owned company in December 2002. Currently CAYS manages and operate four (4) Residential Homes, namely (Bonaventure Boys' Home, Frances Bodden Childrens' Home and Phoenix House).

The two facilities cater to children and youth between the ages of 11 years through 17 years, who are at risk and deemed to be in need of care and protection or whom have been remanded or sentenced by the Youth Court. The children are placed by the Court on various Court Orders, and could remain at the facility for a maximum period of two years, depending on a number of circumstances.

The Residential Programme offers 24 hours residential care to residents who are in need of care and protection or have been sentenced by the youth court due to offending behaviours. have had traumatic experiences, exhibit behavioural and emotional problems, low self-esteem, poor coping skills, feelings of rejection, poor social skills, etc. All CAYS Homes provide care and counseling through therapeutic approach and uses the Cayman Model of treatment. With the support of other experienced professionals, the facilities deliver a number of Programmes for example; Social and Life Skills, Behaviour Modification, Education, Vocational Skills, Supervised Living, and a Pre-work Programme, to ensure that individual treatment needs are met for each resident.

## Contact Information

Location and hours	Matters handled
<b><i>Children and Youth Services (CAYS) Foundation</i></b> <b><i>102 Bonaventure Road; West Bay.</i></b> <b><i>Opening Hours: Monday to Friday – 9:00am-5:00pm</i></b>	<b><i>Head Office</i></b> <b><i>Administrative Duties for the Organization</i></b>
<b><i>Bonaventure Boys' Home</i></b> <b><i>102 Bonaventure Road</i></b> <b><i>Northwest Point, West Bay</i></b> <b><i>949-3569</i></b> <b><i>Business Hours: Monday-Friday-8:00am-5:00pm</i></b> <b><i>Call to make an appointment to visit the facility</i></b>	<b><i>Residential Home for Boys</i></b>
<b><i>Frances Bodden Girls' Home</i></b> <b><i>112 Lottery Road</i></b> <b><i>Lower Valley</i></b> <b><i>Opening Hours: Monday-Friday-8:00am-5:00pm</i></b> <b><i>Call to make an appointment to visit the facility</i></b>	<b><i>Residential Home for Girls and Boys</i></b>

## Boards Members

Name	Meetings	Minutes
Garth Arch- Chairman Judith Seymour- Deputy Chairman Sean Cahill Darrell Rankin Jennifer Ahearn Jenny Manderson Lineth Montiff	Meeting are held quarterly. At the Gov Building. <b>Meetings are not open to the public</b>	To obtain copies of the minutes or view the hard copy of the minutes contact the Information Manager at the Head Office. (946-2446) Viewing of the minutes is available between Monday-Friday, 10:00am - 4:0 pm at the CAYS Head Office.

## Frequently Asked Questions

Below are some of the most frequently asked questions and the usual answers we respond with. If you have any further questions, please do not hesitate to contact us.

### 1. How do I get my child into the Bonaventure Boys' Home or the Frances Bodden Girls' Home?

**Answer:** Children are Court Ordered to the Homes. An individual must first make contact with the Department of Children and Family Services, (DCFS) before a child can be admitted to one of the Homes.

### 2. Have you got what it takes to be a mentor?

**Answer:** Being a mentor is a position of great responsibility. Your role is to be a person to look up to, a person that motivates young people and a person that is able to encourage those young people that may not have any one else that is fighting in their corner.

## Annual Report

To view the CAYS Annual Report, visit the CAYS website at: [www.cays.org.ky](http://www.cays.org.ky). Copies can also be obtained from the CAYS Head Office between the hours of 8:30am-4:00pm, Monday-Friday.

## Budget

To view the Budget allocated to the CAYS Foundation, visit the CAYS website at: [www.cays.org.ky](http://www.cays.org.ky). Copies can also be obtained from the CAYS Head Office between the hours of 8:30am-4:00pm, Monday-Friday.

## **STRATEGIC MANAGEMENT**

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

### **Governance**

This section applies to the governance and management of the Foundation.

- Organization Chart
- Articles of Association of Children and Youth Services

### **Corporate Management**

- Employees Hand Book
- Internal Complaints Process
- Annual Reports
- Audit Reports on overall operations
- Performance Evaluations

## **FINANCE & ADMINISTRATION**

The CAYS Foundation administering the authority's internal functions and manage its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws that regulate the function of government entities.

### **Financial management**

- Annual Budget
- Financial Statements; Half-Yearly / Quarterly Reports
- Sources of revenue
- CAYS Financial Procedure Manual

### **Administration and Human Resource Management**

- Press releases
- Job vacancies
- Staff pay and grading structures
- Records management file plan or classification scheme
- Code of Ethics
- Application Forms



## **POLICIES & PROCEDURES**

This category applies to written protocols for carrying out functions and delivery of services.

- Complaints procedure
- Residents Complaint procedure
- Operating policies and procedures
- Child Abuse Reporting Policy
- Food Service Policy
- Admission Policy
- Supervision Policy
- Safety and Security Policy

## **ORGANISATION AND FUNCTIONS**

### **RESPONSIBILITIES & FUNCTIONS OF CAYS FOUNDATION**

#### ***Bonaventure Boys' Home***

Provides residential treatment and supervision to at risk boys ages 13year to 17 years who have been remanded or sentenced for offending behaviours

#### ***Frances Bodden Children' Homes***

Provide residential treatment and supervision to at risk girls and boys (housed separately) ages 11year to 17 years who are deem to be in need of care and protection and placed to the Home on a Care Order.

#### ***Phoenix House***

Provides residential treatment and supervision to juveniles who are on care orders and require short term secure accommodation.

## **DECISIONS & RECOMMENDATIONS**

- Policy proposals; Recommendations; Minutes of meetings; Public consultations

## **OUR SERVICES**

The CAYS Foundation Homes are designed as an intentional therapeutic communities. The Homes provides a structured residential environment for youth and offers opportunities for personal growth, social development and responsible behaviour. The programme activities include: an in-school support to students education programme, Education at Bonaventure, vocational education, individual group and family counselling, behavioural management, community services, drug education and counselling, employment experiences, and structured recreational and leisure activities.

**A NOT-FOR PROFIT**

**Government-Owned-Corporation**

Ministry of Community Affairs, Youth and Sports

## Operating Capacity:

- Bonaventure Boys' Home--10 Males
- Francis Bodden Girls' Home—14 Females
- Phoenix House- 4 Females
- Residents Admission Hand Book
- Programmes
- Ceremonies; Events
- CAYS Pamphlet
- Forms
- Flyer
- Hurricane Preparedness Manual

## Document Library

*This section contains documents published by the CAYS Foundation:*

Annual Reports

Regulations

Press Releases

Pamphlet

Events

## Disclosure Log

This website outlines the CAYS Foundation e-publication scheme, developed in compliance with Section 5 of the FOI Law.

The Disclosure Log provides details of FOI requests which may have a significant public interest. The Disclosure Log is updated frequently by the Foundation.

It should be noted, the Disclosure Log does not list all the information that has been released under FOI. Where practicable, the documents concerned have been scanned and made available on the CAYS website at: [www.cays.rog.ky](http://www.cays.rog.ky)

In addition to a summary of the original request, the Log indicates whether or not the information was released and what exemptions, if any, were applied.

Where the actual reply has been reproduced, the applicant's name and other personal details were deleted.

Request No#	Request Details	Outcome
FOI-30307	Location that is being rented The square footage of the space being rented	Access Granted

	The monthly rental and the expiration for the lease agreement	
FOI/26457	The salary scale of managers employed with the CAYS Foundation.	Access Granted
FOI/21165	Compressive itemized list of the Public entities/authority's expense for the budget year ending June 2008 and 2009. The total number of consultants on contract with the Public entity\authority.	Access Granted

### Classes of Information

A Class of Information is a way of collecting together similar types of information. The CAYS Foundation has grouped its Classes of Information into broad categories (or functions) which reflect the Foundations outputs.

If you plan to make a request, the following grouping of information should give you an indication of where the information may be found.

<b>Classes of Information</b>	<b>Restrictions &amp; Accessibility to information</b>
Youth Residential Case files	Access to information restricted to the relevant personal
Personal / Human Resource records	Access to information restricted to the relevant personnel.
Administration	Majority of information can be access by the public using the FOI Law. Access is restricted for personal information concerning clients
Operational	Majority of the information can be accessed by the public through the FOI Law.
Policy and Procedures	Majority of the information can be accessed by the public through the FOI Law.

## CAYMAN TURTLE FARM (1983) LTD.

### PUBLICATION SCHEME - 2017

*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
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7. Categories of Information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

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#### 1. ABOUT THE PUBLICATION SCHEME

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Every Public Authority covered by the Freedom of Information Law has a legal duty to maintain a Publication Scheme.

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

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

This Publication Scheme commits Cayman Turtle Farm (1983) Ltd. to making information available to the public as part of its normal business activities.

Cayman Turtle Farm (1983) Ltd. will:

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

## 2. **INFORMATION THAT MAY BE WITHHELD**

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Cayman Turtle Farm (1983) Ltd. will generally not publish:

- information in draft form;
- specific scientific papers or documents;
- information that is not held by Cayman Turtle Farm (1983) Ltd., or which has been disposed of in accordance with a legally authorised Disposal Schedule;
- information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matters will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this Publication Scheme, our aim is to be as open as possible, however, there may be limited circumstances where information will be withheld from one (1) of the categories of information listed in *Section 7: Categories of Information*.

Information will only be withheld where the FOI Law expressly permits it, for example: where disclosure would breach the Law of Confidentiality, infringe personal privacy, harm the Cayman Turtle Centre'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 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  
Dr. Walter Mustin, Chief Research Officer  
Phillip Fourie, Chief Financial Officer

Raymond Hydes, Chief Sales Officer  
Christopher Jackson, Chief Infrastructure Officer  
India Narcisse-Elliott, Acting Chief Marketing Officer  
Joelle McCrae, Chief Human Resources Officer

### **OTHER KEY PERSONNEL**

Sean Glidden, Finance Manager  
Katherine Jackson, Cert. Hon., Office Manager/Information Manager  
Jerris Miller, Turtle Centre 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  
Rozetta Simpson, Asst. Manager, Food & Beverage Manager  
Mark Manderson, Information Technology Support Specialist  
Erin Miller, 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*

Rebecca Bush (Deputy IM)  
Tel: +1 345 949 3894 ext. 3202  
Mobile: +1 345 925 4569  
*Email: 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 Centre, 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 Centre. 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 Centre 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 was also produced to be used along with the new trading name.

Cayman Turtle Centre: 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, *Schooners* restaurant and bar serving a variety of dishes and drinks, *Splash* - the retail gift shop, 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-two (92) persons are currently employed to ensure that this facility operates efficiently - (87 full-time crew members and 5 part-time crew members).

## COMPANY'S LOGO

The company adopted a new logo and trading name in 2010, incorporating four stylized images, however, in September 2016, a Board decision was taken to change "Farm" to "Centre" to speak to the varied operations of our Island Wildlife Encounter, and thus a revised trading name to the logo was created:



- **THE IMAGE OF A TURTLE** IS A REFERENCE NOT JUST TO THE HISTORICAL RESIDENTS AND STAR PERFORMERS AT THE CENTRE, AS WELL AS THE ISLAND'S CULTURAL PAST, BUT THE SYMBOL OF THE TURTLE IS ALSO A REMINDER OF THE CENTRE'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.

## 2016 REVISION OF COMPANY'S VISION AND MISSION STATEMENTS:

In June 2016, through new strategic planning involving the Board of Directors, Cayman Turtle Centre's executive team and senior managers, the Company's Vision and Mission Statements were also revised:

### **VISION STATEMENT:**

TO DELIVER A MEMORABLE CUSTOMER EXPERIENCE THAT CELEBRATES OUR CAYMANIAN HERITAGE, ENLIGHTENS AND SERVES AS THE WORLD'S LEADING CENTRE FOR RESEARCH AND CONSERVATION FOR SEA TURTLES.

### **MISSION STATEMENT:**

TO WORK WITH OUR PARTNERS TO ATTRACT GUESTS BY PROVIDING A UNIQUELY CAYMANIAN WORLD-CLASS WILDLIFE EXPERIENCE THAT ENLIGHTENS PEOPLE THROUGH SUSTAINABLE SEA TURTLE FARMING, CONSERVATION, EDUCATION AND RESEARCH, ALL DELIVERED IN AN ENVIRONMENT THAT IS FUN.

### **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</i>

	<i>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 management. Develops business plans and fiscal policy. Sets long-term financial goals and objectives. Liaison with Auditors. Oversees and controls payables, receivables, payroll processing, cash flow management, financial accounting and management accounting, and liaison with auditors.</i>
<b>HUMAN RESOURCES MANAGEMENT</b>	<i>Administers Company's human resources, establishing new positions, recruiting and transferring personnel. Manages wages, benefits, absence and timesheet record systems, 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> <i>Includes performance management and work place relations activities.</i>



<b>INFRASTRUCTURE &amp; OPERATIONS</b> <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 of lifeguards, lagoon cleaning and other related duties. Maintains water and electricity supplies. Oversees the Information Technology section. Ensures motor vehicle licensing, insurance upkeep and specialized equipment as well as all accident reporting and security activities. Ensures the health and safety of staff and visitors on the Company's premises. Leads the Company's hurricane preparedness and response.</i></p>
<b>INFORMATION TECHNOLOGY</b>	<p><i>Administers the Company's information resources and systems. Designs, procures and implements 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>
<b>SALES</b> <ul style="list-style-type: none"> <li>○ Box Office</li> <li>○ Tours</li> </ul>	<p><i>Scope of operations includes tours of the Turtle Centre only, and full Park admissions. Manages the Company's on-site licensed Schooners Bar,</i></p>

<ul style="list-style-type: none"> <li>○ Food &amp; Beverage</li> <li>○ Retail Gift Shop</li> </ul>	<p><i>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 CENTREING &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 Centreed turtle meat to the resident population. Research activities also continue, with over 150 scientific papers having been published or presented, and a number of research projects are ongoing.</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).</i></p> <p><i>Includes marketing, promotional activities and special events. Develops and/or updates Company's social media links, i.e. Facebook, Twitter, website, etc.</i></p>
<p><b>OFFICE MANAGER / 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).</i></p>



	<p><i>Circulates updated Hurricane Preparedness Procedures. . Prepares and circulates Bosun on Watch quarterly roster. Organizes Crew Member of the Month celebrations. Maintains general correspondence filing systems.</i></p> <p><i>Develop and implement procedures and filing systems in order to respond efficiently to Freedom of Information (FOI) request. Handles all FOI requests and maintains Government JADE Tracking System for proper FOI record-keeping. Ensures that the Company has the necessary leadership, resourcing, planning and training in place for the successful implementation and execution of the FOI Law. Ensures that the Company has a comprehensive Publication Scheme for access by the public. Maintains general correspondence filing systems for FOI. Trains and supports the Deputy IM.</i></p>
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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 Centre'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
Mr. Joseph Parsons	<i>Deputy Chairman</i>		
Mr. Dale Bodden	<i>Director</i>		
Mr. Wil Pineau	<i>Director (Chamber of</i>		

	<i>Commerce representative</i>		will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.
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

By Resolution #60 - 2015/16 of the Board of Directors of Cayman Turtle Farm (1983) Ltd., the members of the Scientific Advisory Committee were advised on 24<sup>th</sup> August 2016 that their appointment as a member of said Committee had come to an end effective on the stated date, and they were thanked for their invaluable services.

- 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 Centre: 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)
  - CTC 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 Centre'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	
Mr. Joelle McCrae	Chief Human Resources Officer	

## FAQs

- **Where is Cayman Turtle Centre: Island Wildlife Encounter?**  
Cayman Turtle Centre: 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 Centre. 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 Centre?**

#### ▪ **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 Centre is CI\$16.00/ US\$20.00 for up to three people (subject to change).

#### ▪ **Buses**

Visitors may also opt to take the official public bus transportation system first launched in October 1998. The new bus terminal is located adjacent to the Public Library on Edward St. in downtown George Town and serves as the dispatch point for buses to all districts.

There are 38 mini-buses operated by 24 licensed operators, serving eight routes. Daily service starts at 6:00 am from the depot to West Bay every 15 minutes and the schedule is as follows:

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

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 Centre's Courtesy Shuttle Service**

Cayman Turtle Centre 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 Centre been in operation?**

**A:** The Centre has been in operation since October 1968. It moved to its current site in May 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 Centre-bred turtles were hatched in 1973.

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

- 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 Centre?**
- 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 Centre 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. Centre turtles can lay fertile eggs as early as 10 - 15 years old.
- Q:** **How many eggs can a female Centre 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 Centre 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 Centre.

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

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

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

**A:** The Centre releases yearling turtles into the wild annually. The Centre 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 Centre 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 Centre’s turtle release programme is temporarily on hold as the Centre 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 Centre 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?**  
Three (3) nurse sharks. Additional sharks may be added in the near future.
- **Are the Sharks dangerous?**  
Sharks can be dangerous; however we treat them with respect and they do the same for us when we are in the water with them.  
The Nurse Shark probably bites more humans than any other Shark. The reason is most likely due to most people considering them harmless and toothless and therefore will harass them to the point of aggression. Nurse Sharks do have teeth and can deliver a painful bite if provoked - SO DON'T PROVOKE THEM.
- **Do the Sharks eat the other fish in Predator Reef?**  
Not typical, however, they could and mostly likely will on occasion. Sharks will be Sharks! These sharks are well fed by the biologists so they will usually not waste the energy in hunting.
- **When are the Sharks fed?**



Typically the biologists will feed them every day at 11:00 am, except Saturdays and Sundays.

- **Can the guests swim with the Sharks?**

Not at this time, however, a 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: 12<sup>th</sup> December 2016

### **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 Centre staff and has since been housed at the Cayman Turtle Centre. 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, Puerto Rico, and Trinidad, 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 2016 she measures approximately 10-1/2 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 – 15 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 Centre 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 Centre. 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 **130** birds, depending on the time of year (breeding or non-breeding season).

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

In 2016 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 **Rose-throated Amazon** Parrots (National bird of the Cayman Islands). The Aviary also functions as an occasional wildlife rescue centre 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 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: 6<sup>th</sup> December 2016

## STRATEGIC OWNERSHIP GOALS

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The key strategic goals and objectives for the Cayman Turtle Farm (1983) Ltd. 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 Centre 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
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- **FREEDOM OF INFORMATION**
    - Complaints Form (revised 281008)
    - Internal Complaints Procedure (revised 120908)

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

## **FINANCE & ADMINISTRATION DEPARTMENT**

- Annual Budget templates
- Purchasing Notes
- DATT Procurement Guidelines
- Cheque Requisition Template
- Payroll Amendment Requisition form
- Wristband Reconciliation form
- Standard of Procedure for Accounts Staff
- Inventory Count Guidelines
- PC Request form
- Inter-Dept. Expenses Allocation form
- Signed Annual Audited Financial Statements (2002 – 2012)
- Monthly Management Accounts (2013)
- Port Authority Kiosk Lease

### **■ HUMAN RESOURCES SECTION**

- Employment Application Form
- Crew Members' Handbook (2012)
- Crew Members' Handbook Acknowledgement Form
- Crew Members' Performance Appraisal Evaluation
- Crew Member of the Month Award Nomination Form

- Public Service Pension Board's Enrolment Form
- Medical Insurance Contract with Cayman First Insurance (Sagicor)
- Benefit Election form – Defined Contribution
- Unsuccessful Application Letter
- Designated Beneficiary Form 08
- Absence Form
- HR Work Request form
- New Hire Computer Work Order
- Work Reference Letter
- Job Offer Letter
- Employee Agreement Form
- Incident Accident Report template
- Performance Evaluation
- CTF Organizational Chart
- Staff Pay and Grading Structure
- IT Work Order Form
- Salary Recommendation Form

#### **OPERATIONS DEPARTMENT**

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



- Incident/Accident Report
- Lifeguards' Training Manuals
- Special Pool Cleaner Compensation Claim Form
- Lifeguard New Daily Supervisor Log
- Pool Testing Log
- Authorizing Extended Hours for Lagoons
- Pool Water Chemical Log
- Bi-Weekly Time Sheets
- Employee Documents Received form
- Checking-In Logs
- Lifeguard Rotation form
- In-Service Record Form
- Written Warning form
- In-Service Training Logs
- Lifeguard Duties Checklist
- Monthly Lagoon Swimmers Log
- Tardiness Form
- Rescue Report Form
- Watch Change Notification Form
- Substitute Cleaners Log
- Substitute Lifeguards Log
- Security Guard Roster
- **MECHANICAL, ELECTRICAL AND PLUMBING SECTION**
  - ALSS Daily Check List
  - Overtime Claim Form
  - Incident Report
  - Work Order template
  - CUC Bill Charts
  - Water Authority Discharge Permit Report (monthly)
  - Animal Life Support Data Log
  - Water Bill Chart
  - Gas PO Disperse Control
  - B. O. 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**

- Website (updated 2016)
- 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 2015  
 Audited Financial Statements (2015-2016)  
 Refund Policy  
 Standards of Procedure (SOPs)  
 Crew Members' Handbook (2012)  
 Hurricane Preparedness Plan (2016)  
 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 Centre 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 2015-2016
- Summary of Board and Delegated Authorities

- Audited Management Letter 2015-2016
- Signed Audited Financials 2015-2016
- 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: 12<sup>th</sup> December 2016



# **Cayman Islands Postal Service Publication Scheme**

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

## **CONTENTS:**

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

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

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

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

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

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

The Cayman Islands Postal Service will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

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

## 2. Information that may be withheld

The Cayman Islands Postal Service will generally not publish:

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

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

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

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

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

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

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

## 3. Methods of access

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

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<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.



*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

### **Online**

Many of our documents are published electronically on our website [www.caymanpost.gov.ky](http://www.caymanpost.gov.ky) and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [<http://www.caymanpost.gov.ky>]. If you are still having trouble locating information listed under our scheme, please contact [foi.pos@gov.ky](mailto:foi.pos@gov.ky); or FOI Information Manager, Sandra Burke at 345-949-2474 or Information Manager Alternate, Delcia Solomon at 345-945-6875.

### **Email**

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You may email us at [foi.pos@gov.ky](mailto:foi.pos@gov.ky), [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky) or [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky) to request information. Please provide a telephone number so that we may call you to clarify details if necessary.

### **Phone**

Documents listed in the publication scheme may also be requested by telephone. Please call FOI Information Manager, Sandra Burke at 345-949-2474; or Information Manager Alternate, Delcia Solomon, 345-945-6875 to request information or [foi.pos@gov.ky](mailto:foi.pos@gov.ky).

### **Post**

All information listed in the publication scheme will usually be available in hard copy. Requests may be emailed to [foi.pos@gov.ky](mailto:foi.pos@gov.ky) or addressed and sent by traditional post to:

Ms Sandra Burke  
Information Manager  
Cayman Islands Postal Service  
General Postal Office  
Grand Cayman KY1-1100  
CAYMAN ISLANDS

**OR**

Delcia Solomon  
Information Manager Alternate  
Cayman Islands Postal Service  
Airport Post Office  
Grand Cayman KY1-1000  
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### **Personal visits**

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### **Advice and assistance**

If you experience any difficulty identifying the information you want to access, please contact FOI Information Manager, Sandra Burke at 345-949-2474; or Information Manager Alternate, Delcia Solomon at 345-945-6875 or [foi.pos@gov.ky](mailto:foi.pos@gov.ky).

The Cayman Islands Postal Service will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Cayman Islands Postal Service is legally required to translate any information, it will do so.

## **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Cayman Islands Postal Service strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

### **Reproduction costs**

Where fees apply, photocopied information will be charged at a standard rate of \$.50 page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

### **Postage costs**

The Cayman Islands Postal Service will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Cayman Islands Postal Service has received your payment.

## 5. Requests for information outside the publication scheme

Information held by the Cayman Islands Postal Service that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law.

Requests for information must be made in writing and should be submitted via email, post or facsimile.

Emails may be sent to: [foi.pos@gov.ky](mailto:foi.pos@gov.ky), [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky) or [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky).

Requests by post should be addressed as follows:

Ms Sandra Burke	<b>OR</b>	Delcia Solomon
Information Manager		Information Manager Alternate
Cayman Islands Postal Service		Cayman Islands Postal Service
General Postal Office		Airport Post Office
Grand Cayman KY1-1100		Grand Cayman KY1-1000
CAYMAN ISLANDS		CAYMAN ISLANDS

Faxed requests should be submitted as follows:

Ms Sandra Burke	<b>OR</b>	Delcia Solomon
Information Manager		Information Manager Alternate
(345) 945-1246		(345) 945-6876

Your written request should include the following details:

1. A name (a real name is not mandatory; a fake name or pseudonym is acceptable).
2. A postal address **and/or** email address to which you want our response to be sent to you. This is also helpful in case the Postal Service needs to contact you to clarify a aspect of your request.
3. Details of the records, including if you know, the period and/or geographic area to which the information you are seeking relates; any dates relevant to the information being requested; the name or other identifying characteristics of the document; and,
4. The form of access you prefer such as electronic, photocopy, etc.

## 6. Complaints

The Cayman Islands Postal Service aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact [foi.pos@gov.ky](mailto:foi.pos@gov.ky) or FOI Information Manager, Sandra Burke at [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky) or 345-949-2474; or Information Manager Alternate, Delcia Solomon at [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky) or 345-945-6875, and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
Physical address: 3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
George Town, Grand Cayman

Postal address: PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)

## 7. Categories of information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## About Us

### **Name of public authority**

Cayman 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 – Petrona Gordon , Deputy Postmaster General, Finance
- REGULATORY MATTERS – Melissa Martinez-Ebanks Deputy Postmaster General, Operations & Human Resources

**Information Manager**

Ms Sandra Burke  
Information Manager  
Cayman Islands Postal Service  
General Postal Office  
Grand Cayman KY1-1100  
CAYMAN ISLANDS  
Direct Line: (345)814-6514  
Office: (345)949-2474  
Email: [sandra.burke@gov.ky](mailto:sandra.burke@gov.ky)  
FOI email: [foi.pos@gov.ky](mailto:foi.pos@gov.ky)  
Website: <http://www.caymanpost.gov.ky>  
Freedom of Information Website: <http://foi.gov.ky>

**Alternate**

Ms Delcia Solomon  
Information Manager Alternate  
Cayman Islands Postal Service  
General Postal Office  
Grand Cayman KY1-1000  
CAYMAN ISLANDS  
Direct Line: (345)814-6470  
Office: (345)945-6875

Email: [delcia.solomon@gov.ky](mailto:delcia.solomon@gov.ky)  
 FOI email: [foi.pos@gov.ky](mailto:foi.pos@gov.ky)  
 Website: <http://www.caymanpost.gov.ky>  
 Freedom of Information Website: <http://foi.gov.ky>

## Organisation and Functions

Every working day, the Cayman Islands Postal Service collects and processes more than 40,000 pieces of mail and delivers them to 11,000 post boxes at 15 Post Offices and 1 Postal Agency across all three islands. Each postal facility offers a variety of options for our customers – sending and receiving mail, purchase of stamps and the ability to pay for some utility bills, insurance and garbage fees.

### Cayman Islands Postal Service facility locator and telephone directory

DISTRICT	TELEPHONE	OFFICER IN CHARGE
<b>AIRPORT POST OFFICE</b>  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>Erlene Grandson</i>  Mon – Fri 8:30am – 12:00pm 1:00 – 5:0pm
<b>EAST END</b>  2599 Sea View Road	 947 7546	<i>Laurie Welcome</i>  Mon- Fri 8:30am – 12:00pm 1:00 – 5:00pm
<b>GENERAL POST OFFICE</b>  14 Edward Street, George Town	 949 2474 949 2104 949 7001	<i>Sheena Glasgow</i> Postmaster General  Mon – Fri

	<b>FAX:</b> 945 1246	8:15am – 5:00pm Sat 9:00 am – 12:30pm
<b>HELL</b> 93B Hell Road	949 1171	<b><i>Reynaldo KellyVernon</i></b>  Mon - Fri 8:30am – 5:00pm
<b>NORTH SIDE</b> 896 North Side Road	947 9551	<b><i>Charlene Whittaker</i></b>  Mon - Fri 8:00am – 12:00pm 1:00 – 5:00pm
<b>SAVANNAH</b> 1687 Shamrock Road	947 1518 <b>FAX:</b> 947 6841	<b><i>Leila Terry</i></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><i>Dionne Frederick - Connor</i></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	<b><i>Shindi Beput</i></b>  Mon - Fri 8:30am – 5:00pm Sat CLOSED
<b>WEST BAY</b> 103 West Church Street	949 3311	<b><i>Joan McField</i></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><i>Karen Smith</i></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>	948 0354	<b><i>Jolie Tatum</i></b>

327 Spot Bay Road		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>Gregory 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



		<ul style="list-style-type: none"> <li>- Phillippe Bush</li> <li>- Lennon Christian</li> <li>- Carmen Godfrey</li> <li>- Shaun McCann</li> <li>- Sara Jan</li> </ul>
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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. 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 2016/17 are as follows:-

- 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](#)

[Electronic Customs Declaration](#)





*Official Weather Source  
of the Cayman Islands*



## **Cayman Islands National Weather Service FOI Publication Scheme**

### **CONTENTS:**

1. **The Publication Scheme**
2. **Information That May Be Withheld**
3. **Methods of Access**
4. **Fees and Charges**
5. **Complaints**
6. **Categories of Information**
  - About Us
  - About the Organization and Its functions
  - Weather Observations
  - Terminal Aerodrome Forecast (TAF)
  - Public Forecast and National Warnings
  - Pilot Briefings
  - Public Relations & Outreach
  - Relevant Global Issues
  - Strategic Planning & Policy Advice
  - Educational Research & Technological Advancement
7. **Laws and Other Helpful Information**

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### **1. The Publication Scheme**

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Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Cayman Islands National Weather Service to allow the public information that is available to the public as part of its normal business activities.

The Cayman Islands National Weather Service will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- Regularly review and update the information made available under this scheme.

## 2. Information That May Be Withheld

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The Cayman Islands National Weather Service will generally not publish:

- information that is not held by the CINWS, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage;
- Information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information; commercially sensitive information; and information that would prejudice the effective conduct of public affairs. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply;

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, or harm the CINWS customer's commercial interests.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## 3. Methods of Access

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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 from [www.weather.gov.ky](http://www.weather.gov.ky). Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If you are still having trouble locating information listed under our scheme, please contact us by email at [foi.nws@gov.ky](mailto:foi.nws@gov.ky) or Shakira Gregory at [Shakira.Gregory@gov.ky](mailto:Shakira.Gregory@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.nws@gov.ky](mailto:foi.nws@gov.ky) to request information. Please provide a telephone number so that we may contact if further details are required in order to provide the FOI request.

#### Phone

Documents listed in the publication scheme can be requested by telephone. Please call Information Manager Designate Kerry Powery or Information Manager Shakira Gregory (345) 945-5773 to request information or Fax (345) 946-7606.

#### Post

Information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to the Information Manager at our mailing address:

P. O. Box 10022  
Grand Cayman, KY1-1001  
Cayman Islands

In your request, please provide a name and address, full details of the information or documents you would like to receive. A telephone number can be provided so that if necessary, clarification of the request could be rectified.

#### Appointments

Appointments are to be made to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Where a request for inspection of records under the Freedom of Information (FOI) Law has been made, the Department's Information Manager Designate or Information Manager will liaise with the requester to arrange a suitable inspection date and time (in accordance with FOI legislation) at the CINWS.

#### Physical Address:

General Aviation Terminal  
Owen Roberts Drive  
Building # 88A

Grand Cayman  
Cayman Islands

#### Advice and Assistance

If you experience any difficulty identifying the information you want to access, please contact Information Manager Designate Kerry Powery via email at [kerry.powery@gov.ky](mailto:kerry.powery@gov.ky) or Information Manager Shakira Gregory via email at [Shakira.gregory@gov.ky](mailto:Shakira.gregory@gov.ky) or at (345) 945-5773.

#### Section or Unit

Forecasters

Observers

#### Contact

(345) 945-5773 Ext: 5872

(345) 945-5773 Ext: 5829

The CINWS will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required.

## 4. Fees and Charges

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For the delivery of daily forecast to a specific fax number or email (s), 1 year of service - \$200.00KYD.

For the preparation and delivery of Meteorological data or reports of a specific nature/ Cost is estimated based on request details. Data can be requested through [www.weather.gov.ky/climate](http://www.weather.gov.ky/climate)

#### FREEDOM OF INFORMATION APPLICATION FEES

Schedule 3 (Regulation 14) of the Freedom of Information (General) Regulations, 2008

(Fees are to be tabulated by the Information Manager or Chief Meteorologist)

This Schedule prescribes the fees for standard formats, which shall be supported (as applicable) by all public authorities providing copies of records under the Freedom of Information Law.

Copies may be made available in non-standard formats, at a price to be determined by the public authority, not exceeding the actual material and labour costs incurred to produce the copy.

##### 1. Photocopy:

(a) Black and white copy (all sizes) - \$1.00 per page;

(b) Color copy (all sizes) - \$1.50 per page.

##### 2. Photographs:

(a) Black and white / colour (digital photographic print from digital file, scanned hardcopy or existing negative);

(i) 8 ½ x 11 (or smaller) - \$5.00;

(ii) 8 ½ x 14 - \$7.50;

(iii) 11 x 17 - \$10.00;

3. Conversion of an analogue audio or video record (e.g. tape or reel-to-reel) into digital MP3 or DivX file format: an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
4. Microfilm duplication 35 mm (\$ 1, 500.00 per roll of 1, 000 ft microfilm; minimum order of 10ft at a cost of \$ 150.00. Microfilm duplication 16 mm (\$380.00 per roll of 100 ft microfilm. (A minimum order of 10ft at a cost of \$ 38.00) Microfilm print-out Black and white copy (all sizes) - \$1.00 per page.
5. Transcripts - an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the transcription.
6. Conversion of a microfilm record into digital JPEG file format: an amount that does not exceed the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
7. Blue print reproduction (\$3.00 per sheet).
8. Maps and plans (\$5.00 per page).
9. Print-out of a digital document or database report Black and White copy (all sizes) - \$1.00 per page.
10. Provision of a digital record (text or image) in standard PDF, JPEG or TIF file format:
  - (a) By email -no charge;
  - (b) On compact disc or DVD - \$2.00.
11. Conversion of a paper record (text or image) into digital PDF, JPEG or TIF file format: the actual costs incurred by the authority, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium (compact disc or DVD).
12. Digital text files converted to audio formats for visually impaired the actual costs incurred by the Computer Services Department, based on hourly rates of staff undertaking the conversion, plus the purchase cost of any carrier medium.
13. Posting of record: Where access to the record to which the request relates is to be given in the form of the provision of a copy of the record and the copy provided is, at the request of the applicant, to be sent by post or courier, a charge in respect of the posting or delivery of the copy not exceeding the actual cost of post or delivery.
14. Shipping cost (actual cost of shipping method chosen by applicant and a preparation charge of \$20.00).
15. Expedited service: \$ 50.00 payable on making the application.

For more on Fee Structures please see 'Section 4. (Fees and Charges are stated above)

## 5. **Complaints**

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The CINWS aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to make an official complaint about any aspect of this publication scheme, please contact the Cayman Islands National Weather Service by any of our contact information listed. The complaint would be acknowledged in and revised. Complaints will be expeditiously resolved.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
3<sup>rd</sup> Floor, Anderson Square  
64 Shedden Road  
George Town, Grand Cayman  
Cayman Islands

PO Box 1375,  
Grand Cayman, KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
Email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky) or [foi.ico@gov.ky](mailto:foi.ico@gov.ky)

## 6. Categories of Information

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- About Us
- About the Organization and Its Functions
- Weather Observations
- Terminal Aerodrome Forecast (TAF)
- Public Forecast and National Warnings
- Pilot Briefings
- Public Relations (Public Education & Outreach)
- Relevant Global Issues
- Strategic Planning & Policy Advice

### About US

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The Cayman Islands National Weather Service is recognized as the authority for all weather, climate, seismic and other meteorological matters in the Cayman Islands.

#### **Name of Public Authority**

Cayman Islands National Weather Service

#### **Ministry**

Ministry of District Administration, Tourism and Transport

#### **Principle Officer [or Key staff]**

John Tibbetts (Director General) Tel. 345-945-5773 Ext 5828

Kerry Powery (Chief Meteorologist) Tel. 345-945-5773 Ext 5872

#### **Information Manager**

IM: Shakira Gregory (shakira.gregory@gov.ky); 345-945-5773 Ext 5839  
IMD: Kerry Powery (Kerry.powery@gov.ky); 345-945-5773 Ext 5872  
Freedom of Information (FOI) matters from the FOI Unit's website at [www.foi.gov.ky](http://www.foi.gov.ky)

### About the Organisation and Its Functions

In June 1997 what was the Met Department under the Cayman Islands Airport Authority became the official agency responsible for issuing hurricane and severe weather warnings for the Cayman Islands, a task that was formerly performed by the Jamaican National Meteorological Service. In December 1997 the then Meteorological Department became responsible for providing forecast and weather warnings for the Cayman Island under the WMO (World Meteorological Organization) World Area Forecast System.

The Cayman Islands National Weather Service (CINWS) became an official Government Department, in 2010. We currently reside under the Ministry of District Administration, Tourism and Transport (DAT&T).

Supported by the National Weather service Law, 2010, "Section 3 (1) The Cayman Islands National Weather Service shall be recognized as the authority for all weather, climate, seismic and other meteorological matters in the Islands."

Along the theme of this legislation, the CINWS Vision is: "To be Cayman's calm voice of authority and source of the most reliable information for our daily activities as well as for planning, preparation and protection during climate and weather related threats."

The Mission therefore states: "The Cayman Islands National Weather Service (CINWS) is involved in a four-fold mission: monitoring; research; service provision and international cooperation.

#### *WE ARE OBLIGATED TO:*

- Observe, understand and predict the weather and climate of the Cayman Islands.
- Provide Meteorological, Seismic and related services in support of national and international obligations"

### Weather Observations

Weather observers of the CINWS take hourly weather observations for the creation, recording and archiving of Meteorological Aviation Reports, to prescribed International Standards of the World Meteorological Organization (WMO) and the International Civil Aviation Organization (ICAO), from 6 a.m. until 10 p.m. at the Owen Roberts International Airport, GAT Terminal. Similarly, weather observations are taken from 7 a.m. through 7 p.m. at the Charles Kirkconnell

International Airport in Cayman Brac by qualified aeronautical observers from the Cayman Islands Airports Authority. The CINWS office in Grand Cayman oversees all weather observations in Cayman Brac for quality control. The reports are transmitted worldwide via the WMO Global Telecommunications Network. Additionally, during these times, special observations are taken as needed. These observations are critical to the operation of aviation, but are also used by other socio-economic sectors nationally and internationally.

### **Terminal Aerodrome Forecast (TAF)**

The weather forecasters of the National Weather Service produce 24 hour aviation forecasts 4 times per day for both the Owen Roberts International Airport and the Charles Kirkconnell International Airport (formerly Gerrard-Smith International Airport) Cayman Brac. These forecasts fulfill international obligations of our standard and recommended practices, as dictated by ICAO and WMO, and are critical to safety and security of aviation coming to and going from the Cayman Islands.

### **Public Forecast & National Warnings**

The National Weather Service produces 24 hour public forecasts 3 times per day for the entire Cayman Islands. These public forecasts are disseminated to the media for public consumption and to some paying customers who require this information for daily planning of their activities, which start long before the times of release of weather reports by the media. In addition the CINWS provides weather information to the public in a variety of ways including:

- [www.weather.gov.ky](http://www.weather.gov.ky)
- Facebook – Cayman Islands National Weather Service
- Email - [WeatherNotifications@gov.ky](mailto:WeatherNotifications@gov.ky)
- Weather Radio – 107.9 FM

In the area of disaster preparedness and warnings, CINWS is the official authority that advises the government. CINWS in collaboration with Hazard Management, Cayman Islands (HMCI), issues watches and warnings as well as provide guidance on impacts from hydro-meteorological hazards such as Tropical Cyclones, Tsunamis and other Climate related disasters. As such, the CINWS plays a major role in contributing to policy formation and implementation in the areas of Disaster Risk Reduction and Disaster Risk Management.

### **Pilot's Briefing**

The staff of the National Weather Service provides pilots with meteorological information critical when traveling to and from the Cayman Islands or any other travel destinations requested. The briefings include weather conditions along their routes to and from their destinations.

### **Public Relations & Outreach**



The United Kingdom Meteorological Office donated and installed a Lightning Detection System at the Owen Roberts International Airport in 2011. Outputs from this system are a part of the UK Global Lightning Network. The Lightning Detection System is utilized worldwide to help provide a critical component of Safety Plans worldwide to limit the dangers of lightning strikes to life and property.

The Kearney Gomez Doppler Weather Radar was installed in 2012 using funds from an EU grant and the Cayman Islands Government. The radar provides continuous radar coverage over the northwest Caribbean to the Cayman Islands National Weather Service, General Public, Aviation sector, fishermen, National Hurricane Center etc. Images from the weather radar can be seen on the Cayman Islands National Weather Service website ([www.weather.gov.ky](http://www.weather.gov.ky)) and Weather App (Google play store). Additionally images from this radar are blended with other Caribbean radars to produce a mosaic across the Caribbean. Images from the Weather radar can also be seen on the local TV CITN and are also being sent to the National Hurricane Center.

The Cayman Islands National Weather Service annually hosts a number of school visits from Pre-schools to High Schools as well as special needs schools. Additionally, the weather service also provides presentations upon request. These visits and presentations allow others to learn more about the weather service and the role we play in the community.

### **Relevant Global Issues**

Many new global developments are going to impact the CINWS as well as all National Weather Services in the region through the next few years of the 21st century. These developments will include the following:

1. Quality Management System (QMS) – The International Civil Aviation Organization (ICAO) in collaboration with the WMO will require that all National Weather Service's implement a Quality Management System that will be regularly audited from November, 2012.

WMO Congress XVI, in June, 2011 recalled the working arrangements between WMO and ICAO which recognize the ICAO Council as the decision-making body on the requirement for meteorological services for international civil air navigation. Consistent with these arrangements, all meteorological service providers are required to implement a recognized quality management system as a Standard with applicability date of 15 November 2012, and that we are regulated by the Civil Aviation Authority Cayman Islands as official representatives of the UK Government using the guidelines according to the ISO 9001:2008 Standard for Quality Management Systems (QMS).

The Cayman Islands National Weather Service has implemented its QMS as of January 2014 and the final approval was given on December 11<sup>th</sup> 2014 by the Civil Aviation Authority, Cayman Islands.

2. Competency - Congress was informed that the WMO Executive Council (EC-LXII, June 2010) had approved the inclusion of Competence Standards for Aviation Meteorological Forecasting and Observing Personnel. The Standards were developed and endorsed by the WMO Commission for Aeronautical Meteorology (CAeM) and respond directly to the requirement listed in ICAO Annex 3, paragraph 2.1.5, which states “Each contracting State shall ensure that the designated meteorological authority complies with the requirements of the World Meteorological Organization in respect of qualifications and training of meteorological personnel providing service for international air navigation”. Congress thus endorsed the relevant text in Resolution 11.6/1 (Cg-XVI), while some Members noted that on a national level they required a university degree as entry level qualification, and encouraged Members to follow this example. To comply with this the Cayman Islands National Weather Service has to ensure that its entire staff is suitably qualified and that a competency program is designed and followed. As of 2014 we are in full compliance. The competency program is extended to include the Cayman Islands Airport Authority, Cayman Brac AIS/Met Office. The Cayman Brac Met Office is responsible for carrying out weather related observations for Cayman Brac.
3. Doppler Weather Radar – The EU funded Radar Project for the Cayman Islands are performing an essential role within our Early Warning System for the protection of life, property and livelihoods. In addition, this tool will also play a major role in the areas of Disaster Risk Reduction (DRR) and Disaster Risk Management (DRM). The long-term objective of the our DRR Programme will be to contribute to the strengthening of institutional capacities with respect to the provision of meteorological, hydrological and climate services and cooperation in supporting disaster risk assessment, risk reduction and risk transfer for the protection of lives, livelihoods and property, and contributing to policy formulation and implementation for sustainable development.
4. 24/7 operations - Ultimately, the mission of any weather service is continuous monitoring and the observation of the environment. Thus National Meteorological and Hydro-meteorological Services are required, by International Agreement, to run 24/7 operations. Under the CINWS law, we are responsible for climate, weather, water and geophysical monitoring and observations.

### **Strategic Planning & Policy Advice**

The role of our CINWS is to provide sound, timely, scientific, weather and climate information to key social and economic sectors as well as to national policy makers. Therefore, in its strategic planning, the CINWS is obligated to develop its human resources as well as to acquire relevant and adequate financial and infrastructural resources that will facilitate excellent service delivery, to customers, through the development of products and services that enable:

- a) Development of strategies that will guarantee enhanced quality of life of Citizens

- b) Protection of lives and property during threats from hydro-meteorological disasters as part of a national disaster reduction program.
- c) Development and Implementation of Policy that seeks to ensure long-term sustainable development
- d) Participation in the Global Frame Work for Climate Services (GFCS) to deliver climate forecasts and services that will enable medium to long-term planning in areas such as food production, water resource management, transportation, tourism and energy production etc.
- e) Develop a program of public education and knowledge sharing to provide a clearer understanding of the roles of the CINWS and the field of meteorology
- f) Develop and enhance our relationship with our stakeholders and the media, with particular emphasis on exploring opportunities for strengthening relationships

### **Educational Research and Technological Advancement**

The fast pace of knowledge and technology evolution, within the field of meteorology, dictates that personnel should be continuously exposed to the latest advances in educational research and technologies that will serve to further enhance our national operations. The Cayman Islands National Weather Service will continue to monitor; research and deliver a sound service to the Cayman Islands in cooperation with the international standards.

## **7. Laws and Other Helpful Information**

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Supplement No. 6 published with Gazette No. 16 dated 2<sup>nd</sup> of August, 2010.

THE NATIONAL WEATHER SERVICE LAW, 2010

(LAW 26 OF 2010)

### **Financial Management**

- Public Management and Finance Law (2005 Revision) and Regulations (2010 Revision)
- Annual Salary Scale for Salaried Staff (December 1, 2016)

### **Administration & Human Resource Management**

- Public Service Management Law (2011 Revision) Complete set of laws for Cayman Islands Civil Service and Personnel Regulations (2011 Revision)
- Schedule One of the Personnel Regulations: A document describing Employment Terms and conditions (2011 Revision)
- Public Servant Code of Conduct Code of Conduct for Civil Servants 05-Dec-2007

### **Records Management**

- Chief Secretary's Code of Practice on Record Management
- Freedom of Information Law 2007
- National Achieve and Public Records Law (2010 Revision)

See Website: [www.weather.gov.ky](http://www.weather.gov.ky) or visit our office during normal working hours.

FOI: Disclosure Log

This is a web page that contains a **disclosure log** detailing all the CINWS FOI requests, including outcomes. If you have any questions about this material please contact the CINWS FOI Information Manager.

**Jade** is the FOI decision and correspondence database which allows for the processing and documenting of FOI applications and is therefore not public information except where allowable under the FOI Law.

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FOI applications forms can be found on [www.weather.ky](http://www.weather.ky) or at the Cayman Islands National Weather Service.

#### **Helpful Links:**

<http://www.weather.gov.ky/>

[http://www.foi.gov.ky/portal/page?\\_pageid=3481,1&\\_dad=portal&\\_schema=PORTAL](http://www.foi.gov.ky/portal/page?_pageid=3481,1&_dad=portal&_schema=PORTAL)

<http://www.infocomm.ky/>

[http://www.gov.ky/portal/page?\\_pageid=1142,1&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,1&_dad=portal&_schema=PORTAL)

<http://gov.ky/services/public-relations-and-marketing/releases>

[http://www.pocs.gov.ky/portal/page?\\_pageid=2721,1&\\_dad=portal&\\_schema=PORTAL](http://www.pocs.gov.ky/portal/page?_pageid=2721,1&_dad=portal&_schema=PORTAL)



## Cayman Islands National Museum

### Publication Scheme

*Produced in accordance with the Chief Secretary's Code of Practice*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

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#### 1. About the Publication Scheme

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The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

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The National Museum will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

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The National Museum will generally not publish:

- information in draft form;
- information that is not held by the National Museum, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the National Museum's (or another organisation's) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

## **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

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<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.museum.ky](http://www.museum.ky). If you are still having trouble locating information listed under our scheme, please contact Mr. Doss Solomon, Manager of Operations, National Museum at [dosssolomon@museum.ky](mailto:dosssolomon@museum.ky).

### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [info@museum.ky](mailto:info@museum.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call 345-949-8368 Ext. 2022 to request information.

### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

National Museum  
Attn: Information Manager  
P.O. Box 2189  
Grand Cayman KY1-1502

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Doss Solomon at 949-8368 or [dosssolomon@museum.ky](mailto:dosssolomon@museum.ky)

The National Museum will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the National Museum is legally required to translate any information, it will do so.

#### **4. Fees and charges**

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The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The National Museum strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The National Museum will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the National Museum has received your payment.

#### **5. Requests for information outside the Publication Scheme**

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Information held by the National Museum that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

#### **6. Complaints**

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The National Museum aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Director of the National Museum and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from visiting our website: [www.museum.ky](http://www.museum.ky) under the heading Document Library.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman  
PO Box 1375  
Grand Cayman KY1-1108  
CAYMAN ISLANDS



## Categories of information

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- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## ABOUT US

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The National Museum is dedicated to the preservation, research and dissemination of all aspects of the Caymanian heritage

### **Ministry**

Ministry of Home Affairs, Health & Culture

### **Principle Officer**

Dr. Peggy Leshikar-Denton, Director

### **Information Manager**

Doss Solomon

### **Information Manager Designate:**

Dr. Peggy Leshikar-Denton

### **Organisation and functions**

The Cayman Islands National Museum celebrates the unique natural and cultural heritage of our three Islands. Through our dynamic programmes, exhibits, and collections, we nurture a living connection with the nation's past and its future quality of life.

### **National Museum Mailing Address:**

P.O. Box 2189  
Grand Cayman KY 1-1105  
CAYMAN ISLANDS

**Telephone:** 345.949.8368

**Email address:** [info@museum.ky](mailto:info@museum.ky)

**Website address:** [www.museum.ky](http://www.museum.ky)

Location and hours	Matters handled
National Museum #3 South Church Street Grand Cayman, Cayman Islands Mon. - Fri. 9:00 a.m. to 5:00 p.m.  Every Saturday of each month 10:00 a.m. to 2:00 p.m.	<i>The Museum's exhibits and Gift Shop open to the public.</i>
National Museum Administrative Offices #10 Cayside House Shedden Road Grand Cayman, Cayman Islands Mon. – Fri. 8:30 a.m. to 5:00 p.m.	<i>All administrative matters.</i>

### Boards and Committees

Board of Control & Trustees	Meetings	Minutes
<b>Chairman</b> – Alfonso Wright <b>Deputy Chairman</b> - Omar Mclean <b>Treasurer</b> – Marcia Smith <b>Member</b> - Zeta Bodden <b>Member</b> - Anita Ebanks <b>Ministry Rep.</b> - Nancy Barnard	Quarterly at National Museums Administrative Offices	<i>refer to section 3: Methods of access</i>

## STRATEGIC MANAGEMENT

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

### Governance

- Museum Law 1979

### Corporate management

- Audit reports on overall operations or major projects
- Hurricane Preparedness and Disaster Recovery
- Annual Budget

## **FINANCE & ADMINISTRATION**

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Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

### **Financial management**

- Annual Budget Purchase Agreement

### **Administration**

- Press releases
- Job vacancies; career opportunities

## **POLICIES & PROCEDURES**

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- National Museum Staff Handbook
- Hurricane Preparedness Manual
- Collections Policy

## **LISTS & REGISTERS**

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See section 3 regarding access to the following;

- Collections Register
- Asset register
- FOI disclosure log

## **OUR SERVICES**

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The Cayman Islands National Museum is dedicated to the preservation, research and dissemination of all aspects of the Caymanian heritage.

This is facilitated through memberships, donations and sponsorships. For more information go to: <http://www.museum.ky>

## Cayman Islands National Archive

### Publication Scheme

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

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#### 1. About the Publication Scheme

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Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different Categories of Information, to help you find the documents you are looking for.

This publication scheme commits CINA to making information available to the public as part of its normal business activities.

CINA will:

- specify the information held by the authority, which falls within the seven (7) Categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

---

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, or where access restriction may apply under the National Archive and Public Records Law (2015 Revision).

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm CINA's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

### **3. Methods of access**

---

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of Information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Documents are available electronically on our FOI website [www.cina.gov.ky](http://www.cina.gov.ky) and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of Information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.cina.gov.ky](http://www.cina.gov.ky). If you are still having trouble locating information listed under our scheme, please contact Tammi Selzer, Information Manager at [foi.cna@gov.ky](mailto:foi.cna@gov.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please contact Tammi Selzer, Information Manager at [foi.cna@gov.ky](mailto:foi.cna@gov.ky) or on +1-345-949-9809 to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Cayman Islands National Archive  
P.O. Box 10160  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

Tel: +1-345-949-9809  
Fax: +1-345-949-9727  
Email: [cina@gov.ky](mailto:cina@gov.ky)  
FOI Email: [foi.cna@gov.ky](mailto:foi.cna@gov.ky)  
FOI Website: [www.cina.gov.ky](http://www.cina.gov.ky)

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number and/or email address so that we can contact you to clarify details, if necessary. For faster

processing, please also include any applicable fee. (See *Section 4: Fees and charges* for further details.)

#### Personal visits

In some cases, you may be required to make an appointment to view information listed in the publication scheme. All information is to be accessed within CINA's Reading Room, which is open Monday – Friday, 9:00am – 4:30pm, with the last available appointment at 3:30pm. Please contact us via email at [cina@gov.ky](mailto:cina@gov.ky) or call +1-345-949-9809 and ask to speak to the Archivist on Duty to make an appointment. This will be clearly stated in *Section 7: Categories of Information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Tammi Selzer, Information Manager at [foi.cna@gov.ky](mailto:foi.cna@gov.ky).

CINA will adhere to its obligations under Section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where CINA is legally required to translate any information, it will do so.

### **4. Fees and charges**

---

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. CINA strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc (CD). Charges will reflect the actual costs of reproduction and postage, as described below under *Reproduction costs*.

There are some publications which CINA offers for sale and they include books, maps and postcard sets. These publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service at [www.caymanpost.gov.ky](http://www.caymanpost.gov.ky). The list of publications is available online at CINA's FOI website [www.cina.gov.ky](http://www.cina.gov.ky)

#### Reproduction costs

Where fees apply, copies of information will be charged at the standard rates detailed in the National Archive and Public Records Regulations (2007), which are also listed on [www.cina.gov.ky](http://www.cina.gov.ky) as *CINA Reproduction Fees*. All prices are listed in CI\$. The fees for providing photocopies are as follows:-

PHOTOCOPY CHARGES			
Size		Black and white	Colour
8.5" x 11"	(letter)	\$0.25	\$0.50
8.5" x 14"	(legal)	\$0.25	\$0.50
11" x 17"	(ledger)	\$0.50	\$1.00

### Postage costs

CINA will pass on to the requester the actual costs of postage or courier delivery as established by the Cayman Islands Postal Service at [www.caymanpost.gov.ky](http://www.caymanpost.gov.ky).

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of Information*.

If a fee applies, you will be advised of the amount and how it has been calculated. The requested information will be provided once CINA has received your payment.

## **5. Requests for information outside the publication scheme**

Information held by CINA that is **not** published under this scheme can be requested in writing as detailed below. In addition, please see the Making a Request section at [www.cina.gov.ky](http://www.cina.gov.ky). Your request will be considered in accordance with the provisions of the FOI Law.

FOI requests **must be submitted in writing** via email, postal mail, and fax or by submitting an FOI application form. The application form can be obtained from CINA's Reception Desk or by visiting the Making a Request section of the Freedom of Information Unit's website at [www.foi.gov.ky](http://www.foi.gov.ky)

When making an FOI request, please be as specific as possible about the information you would like, as this will help us to provide a prompt response. In addition, it would be helpful to include a name and contact information (mailing address, telephone number and/or email address) so that you can be contacted if it is necessary to further discuss your request.

## **6. Complaints**

CINA aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact us using the information listed below and we will try to resolve your complaint as quickly as possible.

Cayman Islands National Archive  
P.O. Box 10160  
Grand Cayman KY1-1002  
CAYMAN ISLANDS



Tel: +1-345-949-9809  
Fax: +1-345-949-9727  
Email: [cina@gov.ky](mailto:cina@gov.ky)  
FOI Email: [foi.cna@gov.ky](mailto:foi.cna@gov.ky)  
Website: [www.cina.gov.ky](http://www.cina.gov.ky)

Further information about our Complaints procedures and *Complaint Form* can be viewed on our website [www.cina.gov.ky](http://www.cina.gov.ky) and/or by contacting us and requesting our *Internal Complaints Policy*, the *Internal Complaints Process* brochure and complaint form. This information is also listed in *Section 7: Categories of Information – Policies and Procedures*.

For information on CINA's FOI Internal Review procedure, please see the Right of Appeal page on our website [www.cina.gov.ky](http://www.cina.gov.ky), or contact us via the mailing address or telephone/fax information directly above or via email at [foi.cna@gov.ky](mailto:foi.cna@gov.ky)

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner at the contact information listed below, if you are dissatisfied with our response.

Information Commissioner's Office,  
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:

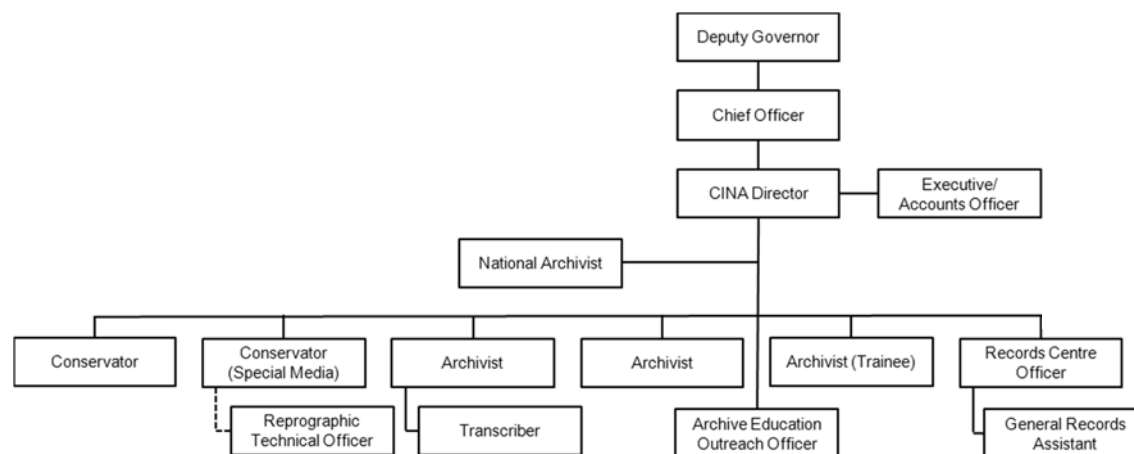
- To enable good recordkeeping practices across the Cayman Islands public sector, in support of Government accountability and efficiency; and
- To manage, preserve and provide access to the documentary heritage of the Cayman Islands through its Historical Collections.

CINA comprises the following sections:

- Administration
- Archive
- Preservation
- Records Management

The two main functions of CINA are Archive and Preservation Management along with Government Records and Information 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

The 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 of recordkeeping.
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 implemented.
1992	CINA moved into its current building.

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 Reading Room 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 – 2016/17 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 Operational Disposal Schedule
- 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**

- 2016-2017 Archival Acquisitions - statistical log of materials acquired into the Historical Collection of the Cayman Islands
- 2016-2017 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
- 2016-2017 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
- 2016-2017 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
- 2016-2017 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)

### **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
- Shipping Registers - 1903-1951

**Electronic Finding Aids – Internal Use** (Microsoft Word and Excel files; printed copies also available)

- Funeral Programmes - alphabetical listing
- Marriage Programmes - alphabetical listing
- Microfiche Collection by Holdings - a listing according to historical records of information available on microfiche
- National Trust Historic Site Inventory - detailed inventory of buildings (pre-1950) or sites recognized as having historical significance
- Copy Negative Listing - a listing of inventory images
- File List - a listing of historical sites in the Cayman Islands by district

**Printed Finding Aids – For Public Use**

- An Annotated Bibliography: The Presbyterian Church in the Cayman Islands - summary of copies of published sources from cultural institutions in Scotland
- Catalogue of Jamaica Original Correspondence 1831-1835 - a listing of copies of records from Jamaica relating to the Cayman Islands

- Catalogue of Memory Bank<sup>1</sup> Tapes (to March 17, 2005) - listing of narrators, (persons interviewed) district, interviewer, date of interview and main subjects.
- CINA. Oral History Programme: Narrator List to June 2008 - listing of narrators by district.
- Guide to Moving Images - a descriptive list of CINA's film (reel-to-reel, VHS and DVD) collection
- Guide to Records Copied from The National Archives (England & Wales)
- Index to Government Notices - catalogue indexing public notification of events by the CI Government; precursor to the Gazette
- Index to Laws - listing of all Cayman Islands Laws in the Reference Library
- Index to *Notes on the History of the Cayman Islands* by George S. S. Hirst – a name, subject and place index to the titled book
- Inventory to Selected Manuscripts of the Presbyterian Church in The Cayman Islands – summary of manuscript copies from cultural institutions in Scotland.
- Memory Bank<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, Reading Room and/or via email at [recordscentre@gov.ky](mailto:recordscentre@gov.ky), unless otherwise noted as \* which denotes that it is accessible online at [www.cina.gov.ky](http://www.cina.gov.ky)

### **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
- 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)

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<sup>1</sup> Renamed Oral History Programme

- 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
- Transitory Records 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
  - Managing E-Copies of Paper Records Fact Sheet\*
  - Legal Admissibility Fact Sheet \*
  - Cloud Guidance\*
  - Transitory Records
- 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)



## **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**

Eric Bush  
Representative  
E Mail: ebush@cigo.co.uk  
Tel: + 44 207 491 7772

Charles Parchment  
Deputy Representative  
E Mail: [cparchment@cigo.co.uk](mailto:cparchment@cigo.co.uk)  
Tel: + 44 207 491 7772

Denison Miller  
Assistant Representative

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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.

# **Cayman Islands Development Bank**

## **Publication Scheme**

**Produced in accordance with the Deputy Governor's Code of Practice**

### **CONTENTS:**

1. About the publication scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information

### **1. About the publication scheme**

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the *Cayman Islands Development Bank* to making information available to the public as part of its normal business activities.

The *Cayman Islands Development Bank* will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## 2. Information that may be withheld

The *Cayman Islands Development Bank* will generally not publish:

- information in draft form;
- information that is not held by the *Cayman Islands Development Bank*, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted<sup>1</sup> form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the *Cayman Islands Development Bank's* (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

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<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

### **3. Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

*Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Some documents are published electronically on the CIDB Website ([www.cidb.ky](http://www.cidb.ky)) and can be downloaded in PDF/Word format.

In the interim please contact the FOI Information Manager, Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

#### Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at [foi@cidb.ky](mailto:foi@cidb.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky) to request information.

#### Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

*Rhonda Conolly or Paula Smith*

*P.O. Box 2576*

*Grand Cayman KY1-1103*

*CAYMAN ISLANDS*

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

The *Cayman Islands Development Bank* will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the *Cayman Islands Development Bank* is legally required to translate any information, it will do so.

#### **4. Fees and charges**

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The *Cayman Islands Development Bank* strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

##### Postage costs

The *Cayman Islands Development Bank* will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the *Cayman Islands Development Bank* has received your payment.

#### **5. Requests for information outside the publication scheme**

Information held by the *Cayman Islands Development Bank* that is not published under this scheme can be *requested in writing*.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Information Manager Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

#### **6. Complaints**

The *Cayman Islands Development Bank* aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky) and we will try to resolve your complaint as quickly as possible.



Further information about our complaints procedures can be obtained from Rhonda Conolly at 814-6262 email [rhonda.conolly@cidb.ky](mailto:rhonda.conolly@cidb.ky) or Paula Smith at 814-6270 email [paula.smith@cidb.ky](mailto:paula.smith@cidb.ky).

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

PO Box 10727,  
Grand Cayman KY1-1007,  
CAYMAN ISLANDS

Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)



## **INTERNAL COMPLAINTS PROCEDURE**

1. A complaint can be received from any member of the public. Once a Cayman Islands Development Bank (CIDB) employee recognizes that a member of the public is not satisfied, they will inform her or him of the internal complaints procedure.
2. The person is initially asked to complete the CIDB Complaints Form and return it to the office. If it is not possible for the complainant to complete the CIDB Complaints Form, then the staff member will write the complainant's details on the form and submit to the General Manager. There is also a section for the staff member to note any observations and additional information about the complaint and complainant on the form.
3. Once the CIDB Complaints Form is received by staff member of the CIDB, it is entered in the Customer Complaints Module (CCM), numbered, stamped with a date and forwarded to the General Manager. If the CIDB Complaints Form was completed in person at the office, then the complainant would receive a photocopy of the stamped complaint form with complaint number. Otherwise a photocopy of the stamped complaint form will be sent to one of the complainant's contact details within two business days.
4. All CIDB Complaints Forms are forwarded to the General Manager by the close of business on the date that the Complaint Form was completed and/or received.
5. All complainants will be notified that a written response from the General Manager or his designate addressing the complaint will be sent within 10 working days. The written correspondence will include remedies and/or apologies where appropriate.
6. The CIDB Complaint Form, along with all written correspondences concerning the complaint, is filed in the CIDB Complaints File for 7 years.
7. Should the complainant not be satisfied with the response from the General Manager, then the complainant would be advised that they could report their complaint to the Office of the Complaints Commissioner.
8. All Complaint Forms that are received, along with the outcomes, will be reviewed and discussed in a strictly confidential manner at regular staff meetings as an effort to improve service delivery.



## Cayman Islands Development Bank Complaints Form

### Personal Details

Please circle: Mr.   Mrs.   Ms.   Dr.			Date:
Surname:		First Name:	
Postal Address:			
Street Address:			
District of Residence:			
Contact Details:	Home:	Work	Cell:
Fax:	E-mail:		

### Nature of Problem

Please indicate the nature of the complaint in the space below and provide the specific information requested.			
Date of incident		Name of Person Complaining About:	
Name of Unit, Section and/or Service Complaining About:			

**The information stated above is an accurate account of the complaint to the best of my knowledge. I understand that this complaint may be shared if it becomes necessary for the Ministry of Financial Services, Commerce and Environment (FSC & E) to ascertain more information from other agencies in order to respond to the complaint. I also understand that by making a complaint, a decision may not necessarily be reversed, nor can the Ministry of FSC & E guarantee that a policy will be changed. I understand that my complaint will be addressed in writing by the Chief Officer of the Ministry of FSC & E or designate within 10 working days from which the complaint was received.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Full Name:** \_\_\_\_\_

## **7. Categories of information**

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Board
- Our Services

### **About Us**

The Principal objective of the Cayman Islands Development Bank is to mobilise, promote, facilitate, and provide finance for the expansion and strengthening of the economic development of the Cayman Islands. This is done by providing financing for Tertiary Education, Housing, Agriculture and the Development of Small Businesses.

### **Strategic Management**

The Ministry of Financial Services, Commerce & Environment administers the authority's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources using the laws that regulate the function of government entities.

### **Finance & Administration**

The Ministry of Financial Services, Commerce & Environment administers the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies using the laws that regulate the function of government entities.

### **Our Ministry**

#### **Ministry of Financial Services, Commerce & Environment**

##### **Minister for Financial Services, Commerce & Environment**

Hon. Wayne Panton

##### **Chief Officer**

Dr. Dax Basdeo

##### **Address**

5th Floor, Government Administration Building,  
George Town, Grand Cayman

**Mailing Address**

5th Floor, Government Administration Building,  
Grand Cayman KY1-9000, CAYMAN ISLANDS

**Telephone:** (345) 244-2412 **Fax:** (345) 945-2922

**Email** [foi.mte@gov.ky](mailto:foi.mte@gov.ky).

**Website:** under construction

**Hours of Work:** 8:30am to 5:00pm, Monday to Friday.

**Cayman Islands Development Bank**

Physical Address: 36B Dr. Roy's Drive, George Town, Grand Cayman  
Mailing Address: P.O. Box 2576 Grand Cayman, KY1-1103, CAYMAN ISLANDS  
Telephone Number: (345) 949-7511  
Fax Number: (345) 949-6168  
Email Address: [cidb.manager@cidb.ky](mailto:cidb.manager@cidb.ky)  
Website Address: [www.cidb.ky](http://www.cidb.ky)

**Principle Officers [or Key staff]**

<i>Tracy Ebanks</i>	<i>GM/CEO</i>
<i>Paula Smith</i>	<i>Financial Controller</i>
<i>Andrew Thomas</i>	<i>Senior Manager/Credit &amp; Portfolio Management</i>
<i>Eustace Jeffers</i>	<i>Senior Manager – Risk Management</i>
<i>Susan Watler</i>	<i>Manager/Operations</i>

**Information manager**

*Rhonda Conolly*  
36B Dr. Roy's Drive  
George Town  
P.O. Box 2576  
Grand Cayman KY1-1103  
CAYMAN ISLANDS  
Telephone (345) 814-6262  
[Rhonda.conolly@cidb.ky](mailto:Rhonda.conolly@cidb.ky)

*Paula Smith*  
36B Dr. Roy's Drive  
George Town  
P.O. Box 2576  
Grand Cayman KY1-1103  
CAYMAN ISLANDS  
Telephone (345) 814-6270  
[Paula.smith@cidb.ky](mailto:Paula.smith@cidb.ky)

Location and hours	Matters handled
<i>Cayman Islands Development Bank  36B Dr. Roy's Drive, George Town  Office Hours: 8:30 am – 5:00 pm  Public Hours: 9:00 am – 4:00 pm</i>	<i>Loans Processing &amp; Payments</i>

## Boards

Name	Meetings	Minutes
<i>CIDB Board of Directors 2015 – 2017  Janet Hislop, Chairperson  Lynne Whitaker, 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.



## Cabinet Office

### Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

#### CONTENTS:

1. About the Publication Scheme
2. Information that may be withheld
3. Methods of access
4. Fees and charges
5. Requests for information outside the publication scheme
6. Complaints
7. Categories of information
  - About Us
  - Strategic Management
  - Finance & Administration
  - Policies & Procedures
  - Decisions & Recommendations
  - Lists & Registers
  - Our Services

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#### 1. About the Publication Scheme

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Every public authority covered by the Freedom of Information Law (2015 Revision) ("FOI Law") has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage public authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for:

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services



This publication scheme commits the Cabinet Office to making information available to the public as part of its normal business activities.

The Cabinet Office will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

## **2. Information that may be withheld**

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The Cabinet Office will generally not publish:

- information in draft form;
- information that is not held by the Cabinet Office, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example:
  - personal information,
  - commercially sensitive information,
  - information which would prejudice international relations if disclosed, including dealings with governments of foreign nations,
  - information communicated in confidence by or on behalf of a foreign government or international organisation,
  - information which would adversely impact the Caymanian economy or Government's ability to manage the economy,
  - Cabinet minutes, or
  - opinions, advice or recommendations prepared for Cabinet.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it. For example: where disclosure would breach the law of confidentiality, infringe personal privacy, inhibit the free and frank exchange of views for the purposes of deliberation, or otherwise prejudice the effective conduct of public affairs.

A significant portion of the work that the Cabinet Office does is for meetings of Cabinet, National Security Council or Cabinet working committees, and therefore likely to be exempt under the FOI Law. While the exemption that is specific to Cabinet documents will exclude purely factual material, other exemptions aim to protect the principle of collective responsibility of ministers and allow free and frank discussion of complex issues. Even if some information is exempt, disclosure may be required if there is substantial public interest.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out. Records containing exempt matter will be published in a redacted form where ever it is practical to do so, indicating which exemptions apply. If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

### **3. Methods of access**

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Information available under our publication scheme will usually be accessible through the various methods described below. *Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

#### Online

Many of our documents are published electronically on [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky) and can be downloaded in PDF format.

Additionally, the Freedom of Information Unit (FOI Unit) and the Constitutional Review Secretariat (CRS), which closed in November 2009, each have their own websites even though they fall directly within the purview of the Cabinet Office. Information specific to the functions and activities of the FOI Unit and CRS is available on [www.foi.gov.ky](http://www.foi.gov.ky) and [www.constitution.gov.ky](http://www.constitution.gov.ky), respectively. These websites can also be accessed through [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky), “What We Do.”

Where information is available online, a PDF icon hyperlink within *section 7: Categories of information* will direct you to the relevant document or webpage. If there is no link, or the link is broken, you can use our website’s “Search” facility.

If the “❖” symbol appears next to a listed document, that record is not available online at this time and should be requested from the Information Manager as detailed below.

If you are still having trouble locating information listed under our scheme, please contact the Information Manager at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) or (345) 244-2209.

#### Email

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<sup>1</sup> A copy of the record, with the exempt matter deleted in accordance with the National Archive’s *Redaction Standard*.

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. Email us at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

#### Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-2209 to request information.

#### Post

All information listed in the publication scheme, including that which is published online, will usually be available in hard copy. Requests may be addressed to:

**Kim Bullings  
Information Manager  
Cabinet Office, Box 105  
133 Elgin Avenue, GT  
4<sup>th</sup> Floor Government Administration Building  
Grand Cayman, KY1-9000  
CAYMAN ISLANDS**

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

#### Personal visits

Though the Cabinet Office holds no records that can only be inspected on the premises, and there is therefore no need for a personal visit to access information, you may still chose to personally inspect documents listed in our publication scheme. Please contact the Information Manager at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) or (345) 244-2209 to make an appointment.

#### Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager at [foi.cab@gov.ky](mailto:foi.cab@gov.ky) or (345) 244-2209.

The Cabinet Office will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Cabinet Office is legally required to translate any information, it will do so.

#### **4. Fees and charges**

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The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Cabinet Office strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent by email will be provided free of charge. Fees may be charged for providing information in paper copy or on a computer disc or other carrier medium. Charges will reflect actual costs of reproduction and postage, as described below. All fees are quoted in Cayman Islands Dollars.

The Cabinet Office also charges for certain services in accordance with the Government Fees Law (2007 Revision) and other laws, including where documents are released to applicants. Those different types of fees are clearly outlined at the end of *section 7: Categories of information* under “Our Services” and these publications are charged at the cover price, plus actual postage costs as charged by the Cayman Islands Postal Service.

##### Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size). Digital records (text or image) released on computer discs will be charged at a rate of \$2.00 per disc.

##### Postage costs

The Cabinet Office will pass on to the requester the actual costs of postage or courier delivery. Information will be sent via parcel post with the Cayman Islands Postal Service unless the applicant requests another form of delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when we have received your payment. Requests for fee waivers may be submitted to the Information Manager.

#### **5. Requests for information outside the Publication Scheme**

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Information held by the Cabinet Office that is not published under this scheme can be requested in writing (letter, email or facsimile). Your request will be considered in accordance with the provisions of the Freedom of Information Law.

We want to help you find the information that you are interested in, so to ensure quick and efficient processing of your request please include:

- A name (it does not have to be your real name),
- An address (email or postal),
- A description of the information being sought, and
- How you would like to receive the information.

You do not have to give a reason for your request, but please be as specific as possible about the information you would like, as this will help us to respond efficiently. Where possible, include a telephone number so we can call to discuss your request if necessary.

There is no fee to make an FOI request, and we will respond to your application promptly. The FOI Law requires public authorities to respond within 30 calendar days, allowing an extension of an additional 30 calendar days if needed. We will always acknowledge receipt of FOI requests within 10 calendar days and let you know if we need to extend the deadline.

An FOI Application Form is also available on our website or from our public authority. Before making a request, you should view the FOI Disclosure Log on our website to see if someone has already requested the information and what our decision was. More information about making a request is available on our website, and for detailed advice on what kind of information is exempt or excluded from the FOI Law, please see the FOI Unit website.

## **6. Complaints**

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The Cabinet Office aims to make our publication scheme easy to use, and to ensure that our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Information Manager, and we will try to resolve your complaint as quickly as possible. Further information about our complaints procedures can be obtained from the Internal Complaints Process section of our website or by contacting the Information Manager.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

**Information Commissioner's Office  
3rd Floor Anderson Square Building  
64 Shedden Road, George Town  
PO Box 1375,  
Grand Cayman, KY1-1108,  
CAYMAN ISLANDS  
Telephone: (345) 747 5402  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)  
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**

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

### **Key Staff**

Samuel Rose, JP  
Cabinet Secretary  
Tel: (345) 244-2253  
Email: samuel.rose@gov.ky

Robert Lewis  
Acting Director of Special Projects  
Tel: (345) 244-3602  
Email: robert.lewis@gov.ky

Ian Tibbetts  
Director E-Government  
Tel: (345) 244-3614  
Email: ian.tibbetts@gov.ky

Nadira Lord  
Freedom of Information Analyst  
Tel: (345) 244-3609  
Email: nadira.lord@gov.ky

Kim Bullings  
Clerk of the Cabinet  
Tel: (345) 244-2209  
Email: kim.bullings@gov.ky

Deborah Webb-Sibblies  
Acting Director, Policy Coordination Unit  
Tel: (345) 244-2206  
Email: deborah.webb-sibblies@gov.ky

Meloney Syms  
Protocol Coordinator  
Tel: (345) 244-3612  
Email: meloney.syms@gov.ky

### **FOI Management Staff**

Kim Bullings  
Information Manager  
Tel: (345) 244-2209  
Email: foi.cab@gov.ky

Meredith Hew  
Information Manager Designate  
Tel: (345) 244-2210  
Email: foi.cab@gov.ky

The Information Manager is responsible for implementing the Freedom of Information Law and responding to FOI requests. To learn more about FOI visit [www.foi.gov.ky](http://www.foi.gov.ky).

## **Organisation and Functions**

The Cabinet Office coordinates the weekly meetings of Government ministers, as well as special local, regional and international projects arising from these meetings. It includes the Secretariat, which primarily provides administrative and technical support to the Premier and to Cabinet meetings and projects; the Policy Coordination Unit; the Public Affairs Unit, which closed in June 2011; the Immigration Appeals Tribunal; the Protocol Office; Freedom of Information Unit; and Constitutional Review Secretariat, which closed in November 2009 following the passage of the 2009 Constitution.

Finally, the wider portfolio comprises three public authorities which maintain separate Publication Schemes: Cayman Islands Government Office in the United Kingdom (London Office), Radio Cayman and Government Information Services.

Functions of the Cabinet Office include:

- Secretarial and administrative support for the Premier, the National Security Council and the Cabinet, including—
  - Coordination of the collection and dissemination of information regarding the proceedings and decisions of National Security Council and Cabinet, and
  - Preparation of National Security Council and Cabinet submissions, ministerial briefings, responses to Parliamentary Questions, speeches and presentations;
  - Advise Government entities on policy development and implementation best practice.
- Administrative and secretarial support for the processing of—
  - Appeals under the Immigration Law (2013 Revision),
  - Appeals under the Trade and Business Licensing Law (2007 Revision),
  - Appeals under the Firearms Law (2008 Revision) and Firearms Regulations (1999 Revision),
  - Appeals under the Marine Conservation Law
  - Appeals under the Education Law
  - Tax undertaking (exemption) certificates to exempted companies, trusts and limited partnerships under the Tax Concessions Law (2011 Revision), Trusts Law (2011 Revision), Exempted Limited Partnership Law, 2014 and Exempted Limited Partnership Regulations (2002 Revision);
- Liaising with the portfolio's units and other government agencies concerning policy development, coordination and implementation (the main remit of the Policy Coordination Unit);
- Public affairs advice and services and promotion of public engagement with policy;
- Providing advice and support to government agencies with responsibility for protocol services;
- Facilitating the further administration of Freedom of Information and coordinating the development of Data Protection;
- Providing for a well-informed populace through the communication of information relating to the activities of government agencies, including support for proactive and responsive communication between government agencies and the public;
- Human resources management;
- Financial management; and
- Strategic management, including policy development, coordination and implementation across Government Ministries and Portfolios.

More information about the nature and scope of the activities of the Cabinet Office, as well as ownership performance targets and budgetary outputs, is available in the annual budget statements. An organisational chart is also available that explains how the Cabinet Office fits within the purview of the Governor, Premier and other Cabinet ministers and members.

## Cabinet Office Units

Location and hours	Matters handled
<p><b><u>Cabinet Secretariat</u></b>  Box 105, 133 Elgin Avenue, George Town  4<sup>th</sup> Floor Government Administration Bldg  Grand Cayman KY1-9000  Tel: (345) 244-2208  Fax: (345) 946-1652  Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a>  Hours: Monday – Friday, 8:30am – 5:00pm</p>	<ul style="list-style-type: none"> <li>- Arranging and providing secretarial support to National Security Council, Cabinet and subcommittees</li> <li>- Advising on Cabinet meeting procedures</li> <li>- Support services to the Premier</li> <li>- Office of the Cabinet Secretary</li> <li>- Tax exemption certificates</li> <li>- Trade and Business Licensing appeals</li> <li>- Firearms appeals</li> <li>- Marine Conservation Board Appeal</li> <li>- Education Council Appeal</li> <li>- Administration and Human Resources</li> </ul>
<p><b><u>Policy Coordination Unit</u></b>  Box 105, 133 Elgin Avenue, George Town  4<sup>th</sup> Floor Government Administration Bldg  Grand Cayman KY1-9000  Tel: (345) 244-2206  Fax: (345) 946-1652  Email: <a href="mailto:deborah.webb-sibblies@gov.ky">deborah.webb-sibblies@gov.ky</a>  Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a>  Hours: Monday – Friday, 8:30am – 5:00pm</p>	<ul style="list-style-type: none"> <li>- Monitoring and reporting on international policy</li> <li>- Provision of policy advice to Cabinet</li> <li>- Policy development, coordination and implementation across Government Ministries and Portfolios.</li> <li>- Advise Government entities on policy development and implementation best practice.</li> </ul>
<p><b><u>Public Affairs Unit</u></b>  <i>Closed office in June 2011</i>  Website: <a href="http://www.cabinetoffice.gov.ky">www.cabinetoffice.gov.ky</a></p>	<ul style="list-style-type: none"> <li>- Public affairs advice and assistance</li> <li>- Coordination of public relations and community services</li> <li>- Development of strategies to promote and monitor public engagement with policy</li> </ul>
<p><b><u>Appeals Secretariat</u></b>  Box 105, 133 Elgin Avenue, George Town  4<sup>th</sup> Floor Government Administration Bldg  Grand Cayman KY1-9000  Tel: (345) 244-8963  Email: <a href="mailto:Jonina.Frederick@gov.ky">Jonina.Frederick@gov.ky</a>  Hours: Monday – Friday, 8:30am – 5:00pm</p>	<ul style="list-style-type: none"> <li>- Administrative and secretarial support for the processing of Immigration Appeals <ul style="list-style-type: none"> <li>- Work permits</li> <li>- Permanent residence</li> <li>- Caymanian status</li> <li>- Business staffing plans</li> <li>- Political asylum</li> </ul> </li> </ul>
<p><b><u>Constitutional Review Secretariat</u></b>  <i>Closed office in November 2009</i>  Website: <a href="http://www.constitution.gov.ky">www.constitution.gov.ky</a>  Email: <a href="mailto:foi.cab@gov.ky">foi.cab@gov.ky</a></p>	<ul style="list-style-type: none"> <li>- Oversight of the 2007 constitutional reform initiative, which culminated with the passage of the Cayman Islands Constitution Order 2009</li> </ul>



<p><b>Protocol Office</b>  Box 105, 133 Elgin Avenue, George Town  4<sup>th</sup> Floor Government Administration Bldg  Grand Cayman KY1-9000  Tel: (345) 244-3612  Fax: (345) 943-2668  Email: protocol@gov.ky  Website: www.protocoloffice.gov.ky  Hours: Monday – Friday, 8:30am – 5:00pm</p>	<ul style="list-style-type: none"> <li>- Advising government agencies on protocol</li> <li>- Ceremonial Event Management</li> <li>- Protocol intervention and airport liaison</li> </ul>
<p><b><u>E-Government Unit</u></b>  Box 105, 133 Elgin Avenue, George Town  4<sup>th</sup> Floor Government Administration Bldg  Grand Cayman KY1-9000  Tel: (345) 244-3614  Email: Ian.Tibbetts@gov.ky  Website: www.cabinetoffice.gov.ky  Hours: Monday – Friday, 8:30am – 5:00pm</p> <p><b><u>Freedom of Information Unit</u></b>  Box 105, 133 Elgin Avenue, George Town  4<sup>th</sup> Floor Government Administration Bldg  Grand Cayman KY1-9000  Tel: (345) 244-3609  Email: Nadira.Lord@gov.ky  Website: www.foi.gov.ky  Hours: Monday – Friday, 8:30am – 5:00pm</p>	<ul style="list-style-type: none"> <li>- Development of the E-Government Strategy</li> <li>- Project management of E-government programme</li> <li>- Coordinate the implementation of E-Government solutions</li> </ul> <p>Train, advice and otherwise support Information Managers (IMs) and other public servants/entities toward meeting requirements of FOI legislation and good practice. (see ‘ACTIVITY’ at Freedom of Information at page 12 below)</p>

## Classes of Information

A “class of information” is a way of collecting similar information. The Cabinet Office has grouped its classes of information into broad categories (or “functions”) which reflect our outputs.

Cabinet Office: includes information held by the Cabinet Secretariat, Policy Coordination Unit, Public Affairs Unit, Constitutional Review Secretariat, Protocol Office, Freedom of Information Unit, and Immigration Appeals Tribunal.

FUNCTION	ACTIVITY
Administrative Support to Cabinet and National Security Council	Proceedings of Cabinet and National Security Council
	Authorisations
	Communications – Internal & External
	Policy
	Publications
	Licensing
	Appeals (Trade and Business; Firearms and Marine Conservation)
	Confirming
	Registering
Committee Support	Proceedings of the Immigration Appeals Tribunal
	Advising
	Establishment
Departmental Management	Communications
	Advising
	Policy
	Recovery Operations
	Budget Coordination
Information & Technology Management	Recording
	Reviewing
	Establishing
Ministerial Servicing for the Premier	Policies and Procedures
	Communications
	Registering
	Advising
Human Resources Management	Development and Training
	Reviewing
	Recruitment
	Staff Administration
	Departmental Staff Matters
	Human Resources Procedures
Financial Management	Annual Budget and Estimates
	Financial Accounting Records
Strategic Management	Policy
	Research and Development
	Reviewing

Public Relations Advice and Services	Drafting
	Advising
	Reviewing

### **Freedom of Information Unit**

FUNCTION	ACTIVITY
Freedom of Information Coordination	Freedom of Information Steering Committee Support
	Communications
	Coordination of Implementation
	Guidance
	Implementation Planning
	Information Technology and Marketing
	Policy, Development and Advice
	Promotion of Freedom of Information
	Regulatory Framework
	Reporting
	Research and Development
	Training and Awareness
Administrative & Financial Management	Budgeting
	Records
	Records Management Training

### **Protocol Office**

FUNCTION	ACTIVITY
Protocol Services	Airport Liaison
	Advising
	Events Management
	Guidance
	Planning
	Policy
	Research and Development
	Registration
	Training

**Policy Coordination Unit**

FUNCTION	ACTIVITY
Strategic Management	Policy
	Advising
	Policies and procedures
	Planning
	Research and Development
	Training and Awareness
	Guidance
	Publications
	Reviewing

## Boards and Committees

Name	Meetings	Minutes
<b>Immigration Appeals Tribunal</b> Buck Grizzel (Chair) Morris Garcia (Deputy Chair) Shaun McCann (Deputy Chair) Kendra Foster (Deputy Chair) Grace Donalds, JP Josephine Habib Susan Arch-Parsons Evanell Hunter Nanalie Cover Riselda Ebanks Sacha Tibbetts Kesrene Estrella Colford Scott Courtney Myles Jermaine Sharpe Patricia Miller Sharon P. Smith Jonina Frederick (Coordinator and Secretary, non-voting) Sheneen Powell (Secretary, non-voting) Trisha Cuffy (Secretary, non-voting)	The Tribunal meets at least once per week. While it is not open to the general public, appellants may apply to present their cases in person.	Minutes and outcomes of meetings may be requested under FOI as detailed in <i>section 5: Requests for information outside the Publication Scheme</i> . Each request will be decided on a case-by-case basis, but it is likely that most material will be exempt under section 23(1) of the FOI Law, as it would amount to the unreasonable disclosure of personal information.
<b>Cayman Islands Disability Policy Inter-Ministerial Task Force</b> Aubrey Bodden(Chair) Shari Smith K. Parker Tibbetts Jr. Sophy Broad Carol Bennett Janett Flynn Tonicia Williams Aubrey Bodden Kim Voaden (Co-Opted) Debbie-Webb Sibblies (Co-opted)	Temporary task force finalising implementation planning for the Cayman Islands Disability Policy 2014-2033 and preparing for the Disabilities Bill	Requests for minutes and other materials should be submitted under FOI as detailed in <i>section 5: Requests for information outside the Publication Scheme</i> . Each request will be decided on a case-by-case basis, but it is likely that some material will be exempt under section 20 (1) (b) of the FOI Law, as it would inhibit the free and frank exchange of views for the purposes of deliberation.
<b>FOISC Training and Records Management Sub-Committee</b>	See “FOISC Meetings”	See “FOISC Meetings”
<b>FOISC Implementation Planning Sub-Committee</b>	See “FOISC Meetings”	See “FOISC Meetings”

<b>FOISC Legal Sub-Committee</b>	See “FOISC Meetings”	See “FOISC Meetings”
<b>FOISC Communication, Public Participation and Public Relations Sub-Committee</b>	See “FOISC Meetings”	See “FOISC Meetings”
<b>FOISC Information Technology Sub-Committee</b>	See “FOISC Meetings”	See “FOISC Meetings”
<b><u>Data Protection Working Group (DPWG)</u></b> Olivaire Watler Simon Palmer Jennifer Dilbert Gail Johnson Goring Bob Thompson, Jr. Peter Broadhurst Bilika Simamba Robin Jarvis	The DPWG initially met weekly from 14 September 2009 through 7 December 2009.  Meetings are now as needed and are not open to the public.	Requests for minutes and other materials should be submitted under FOI as detailed in <i>section 5: Requests for information outside the Publication Scheme</i> .



Freedom of Information Steering Committee Terms of Reference



Data Protection Working Group Terms of Reference

## **History**

The Cayman Islands (Constitution) (Amendment) Order 2003 was presented for enactment by the House of Commons 24 June 2003, renaming the former Executive Council the Cabinet and creating the new government post of Cabinet Secretary and associated responsibilities. The Order also formally established the offices of the Leader of Government Business (now the Premier) and Leader of the Opposition and the Electoral Boundary Commission

## **Annual Reports**

For information about the past performance of the Cabinet Office, previous annual reports through 2004/2005 are available on the Government website.

## **Employment Opportunities**

The Cabinet Office careers brochure contains more details about the kind of work carried out by the wider portfolio and the various professions that it employs. Job advertisements for positions in the Cabinet Office are posted on our website and at [www.recruitment.gov.ky](http://www.recruitment.gov.ky).

## **Frequently Asked Questions**

### **Q. What is the Cabinet?**

A. The Cabinet is composed of two official members and seven elected Ministers, one of whom is designated Premier. The official members are the Deputy Governor and Attorney General. They are appointed by the Governor in accordance with Her Majesty's instructions, and although they have seats in the Legislative Assembly, under the 2009 Constitution they do not vote. The seven Ministers are voted into office by the 18 elected members of the Legislative Assembly. One of the ministers, the leader of the majority political party, is appointed Premier by the Governor. After consulting the Premier, the Governor allocates a portfolio of responsibilities to each Cabinet member. Under the principle of collective responsibility, all ministers are obliged to support any measures approved by Cabinet.

### **Q. How do Cabinet members and their roles fit within the Government?**

A. The Government organisational chart details the responsibilities of all Cabinet members.

### **Q. Are there any rules and procedures governing the operations of the Cabinet?**

A. The Cabinet Operating Guidelines contain all the procedures relevant to the operation of Cabinet. It is expected this document will soon be declassified and made available.

### **Q. How do I find out the key policy directions that shape the actions of the government and the development of the public service?**

A. Each year, the present governor outlines in full the direction that government policy will take in the Throne Speech at the state opening of the Legislative Assembly (read the 2015 Throne Speech). At the same meeting, the Premier expands on Cabinet's commitment to these developments in the Response to the Throne Speech (read the 2015 response). Halfway through the budget year the Premier delivers the Strategic Policy Statement (SPS), which outlines how far Government has advanced towards the same goals and objectives (read the address on the 2014/15 SPS and the 2015/16 SPS).

**Q. Where can a Government entity obtain advice on policy development and implementation good practice?**

A. The Policy Coordination Unit of the Cabinet Office – contact Robert Lewis at extension 244-3602.

**Q. What is a tax exemption certificate and how do I apply for one for my company?**

A. A special section of the Cabinet Secretariat deals exclusively with the tax exemption certificates that Cabinet approves to protect exempted companies in the event that the Cayman Islands government introduces taxation.

**Q. How do I complain about a work permit board decision?**

A. The Immigration Appeals Tribunal (IAT) holds weekly meetings to hear appeals against Immigration decisions, including in regards to the grant, renewal or amendment of work permits. Any person who is dissatisfied with any decision of a Board must submit an appeal to the IAT within twenty-eight (28) days of the communication of the decision. Decisions of the IAT can only be appealed to the Grand Court on a point of law.

**Q. What is Protocol?**

A. Protocol has been defined as ‘ “*The set of rules prescribing good manners in official life and in ceremonies involving governments and nations and their representatives. It is the recognised system of international courtesy*”. *Protocol: The Complete Handbook of Diplomatic, Official and Social Usage* by Pauline Innis, Mary Jane McCaffree & Richard M. Sand, Esquire.

**Q. What is the Order of Precedence?**

A. It is the ceremonial order of rank or preference used by individuals and organisations. The Order of Precedence for a country lists the rank of senior government officials. View the Cayman Islands Order of Precedence.

[http://www.gov.ky/portal/page?\\_pageid=1142,2680233&\\_dad=portal&\\_schema=PORTAL](http://www.gov.ky/portal/page?_pageid=1142,2680233&_dad=portal&_schema=PORTAL)

**Q. What is the proper way to display the Cayman Islands flag?**

A. The Cayman flag should be placed in the position of honour which is on the right (on the left from a spectator's point of view). All other country flags should be placed alphabetically to the left of the Cayman flag. The exception is the UK flag, which, if used, would take the place of honour with the Cayman flag immediately on its left.

**Q. Where can I purchase a Cayman Islands flag?**

A. Flags of various sizes can be purchased from the Cayman Islands National Museum.

**Q. Do I need permission to use the Cayman Islands Flag or Coat of Arms?**

A. Yes. Under the Coat of Arms, Flag and National Song Law (2005 Revision) and Coat of Arms and Flag Regulations, 2004, permission must be granted by the Governor-in-Cabinet. Unauthorised use is an offence and liable to a fine of up to \$5000.

**Q. During official events, what is the procedure for platform announcements of officials in attendance?**

A. The Chairman or Master of Ceremonies should recognise individuals at the beginning of the ceremony. All subsequent speakers should not repeat the names and can shorten their salutations such as: “Your Excellency, Distinguished Guests, Ladies and Gentlemen.”

**Q. What are post-nominal letters?**

A. Post-nominal letters, or post-nominal initials, or post-nominal titles, are letters placed after the name of an individual to indicate that the person holds a position, office or honour. Example: Honourable John



A. Doe, MBE, JP.

**Q. What is the correct order to place letters after the name?**

A. Debrett's Correct Form ([www.debretts.com/forms-address](http://www.debretts.com/forms-address)) outlines the order in which post-nominal letters should be placed.

**Q. Is it correct to say the letters after the name in a platform introduction?**

A. No, one should not state the letters in a verbal address (i.e. MBE, JP, CPA)

**Q. Who should be invited to official events? Can invitations be sent electronically?**

A. When inviting officials to take part in an event it's important to remember to invite those who have been associated with the event in some way. Email invitations are perfectly acceptable.

**Q. What is the correct time frame to provide an RSVP?**

A. Within three (3) days of receipt of the invitation.

**Q. Where can I obtain official gifts?**

A. Official gifts should represent Caymanian culture and people. Other considerations include cost, occasion and appropriateness of the item. Every attempt should be made to purchase official gifts from the Museum, National Trust, Post Office, and other Government entities.

**Q. How was the European Grant administered?**

A. The Manager of the Temporary Housing Initiative (Office closed on 30<sup>th</sup> June 2013 and responsibility transferred to the Ministry of Housing) headed the National Hurricane Recovery Committee, which supervised the recommendations for assistance. Applications were put forward by district committees, working on a points based system that considered age, family, disability, accommodation status, income and other criteria. The committee submitted recommendations to the National Recovery Fund Board of Directors, which is undertaking the process of providing permanent homes and improving hurricane-readiness of other residences.

**Q. Can civil servants make a Freedom of Information request?**

A. Yes, the law applies to *all* persons, regardless of occupation, age, location or other status.

**Q. Is there a limit on the amount of information a person can ask for?**

A. No, there is no limit on the amount of information a person can ask for. However, if a request is so voluminous that it would divert the resources of a public authority and prevent it from carrying out its mandate, the request may be refused.

**Q. Will it be more difficult to get documents from the Government after FOI?**

A. No, public authorities will continue to provide information as before. An FOI request is only required if the record is not available in the public domain or through other procedures.

**Q. Is there a charge for making an FOI request?**

A. There is no fee for making a request. Fees may be charged to access disclosed records, but these fees cannot exceed the actual cost of reproduction, formatting and transmission.

## **STRATEGIC MANAGEMENT**

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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.*

### **Constitutional Mandate**

The Cabinet Secretary heads the Cabinet Office portfolio. His role and that of his office are laid out in the Cayman Islands Constitution Order 2009, section 48.

48. — (1) There shall be—

- (a) a Cabinet Office, which shall be an office in the Government; and
- (b) a Cabinet Secretary, whose office shall be a public office, who shall be a person who is a Caymanian and who shall be appointed by the Governor, acting after consultation with the Premier.

(2) The Cabinet Secretary shall have charge of the Cabinet Office

(3) The responsibilities of the Cabinet Secretary shall include—

- (a) providing frank and politically neutral advice to the Governor, the Cabinet and the Premier on matters of policy;
- (b) co-ordinating the development and implementation of policy between departments and ministerial portfolios and across the wider Government sector to ensure that Government policy is developed coherently;
- (c) providing for administrative and secretarial support for the Cabinet and the Premier in order to allow high-quality and effective government;
- (d) arranging the business for, and keeping the minutes of, the meetings of the Cabinet or any Cabinet committee and conveying the conclusions reached at the meetings to the appropriate person or authority; and the Cabinet Secretary shall have such other functions as the Governor, after consultation with the Premier, may from time to time direct.

(4) The Cabinet Secretary shall also—

- (a) transmit copies of all papers submitted for consideration by the Cabinet or any Cabinet committee to the Governor and all members of the Cabinet;
- (b) inform the Governor and all members of the Cabinet of the summoning of any meeting of the Cabinet or any Cabinet committee and of the matters to be discussed at any meeting of the Cabinet or any Cabinet committee; and
- (c) furnish the Governor and all members of the Cabinet, as soon as practicable after each meeting of the Cabinet or any Cabinet committee, with a copy of the confirmed minutes of the previous meeting showing the matters discussed and the conclusions reached at the meeting.

## Governance

The following laws and regulations govern activities of, or are applied by, the Cabinet Office.




-  Public Service Management Law (2010 Revision)
-  Personnel Regulations, 2006
-  Personnel (Amendment) Regulations, 2009
-  Public Management and Finance Law (2013 Revision)
-  Public Management and Finance (Amendment) Law, 2012
-  Financial Regulations (2008 Revision)
-  Financial (Amendment) Regulations, 2009
-  Labour Law (2011 Revision)
-  Public Holidays Law (2007 Revision)
-  Health Insurance Law (2005 Revision)
-  Health Insurance Regulations (2005 Revision)
- ❖ Public Service Pensions Law (2004 Revision)
- ❖ Public Service Pensions Regulations (2004 Revision)
- ❖ Public Service Pensions (Ex-gratia Pensions) Regulations, 2004
-  Freedom of Information Law (2015 Revision)
-  Freedom of Information (General) Regulations, 2008
-  National Archive and Public Records Law, 2007
-  Computer Misuse Law, 2000
- ❖ Electronic Transactions Law (2003 Revision)
-  The Coat of Arms, Flag and National Song Law (2005 Revision)

Hard copies of all legislation are available from the Legislative Department upon request and payment of a fee. Requests may be made in person or sent by post, fax or email to:

**Clerk of the Legislative Assembly  
33 Fort Street, George Town  
PO Box 890  
Grand Cayman KY1-1103  
CAYMAN ISLANDS  
Tel: (345) 949-4236  
Fax: (345) 949-9514  
Email: [indianna.watson@gov.ky](mailto:indianna.watson@gov.ky)**

## **Tax Undertaking**




The following laws prescribe the process of granting tax exemption certificates to certain companies, trusts and limited partnerships, including fees.

-  Exempted Limited Partnership Law, 2014
  - ❖ Exempted Limited Partnership Regulations (2002 Revision)
  - ❖ Tax Concessions Law (2011 Revision)
-  Trusts Law (2011 Revision)
-  Government Fees Law (2007 Revision)

Fees for tax undertakings are outlined in the Government Fees Law as \$1,500 for a new application, renewal or duplicate and \$150 for an endorsement or certified copy.

## **Appeals to Cabinet**


Individuals may make appeals to Cabinet under specific circumstances in accordance with the following laws.

-  Trade and Business Licensing Law (2007 Revision)
-  Firearms Law (2008 Revision)
  - ❖ Firearms Regulations (1999 Revision)
  - ❖ Marine Conservation Law (2007 Revision)
  - ❖ National Conservation Law
-  Immigration Law (2013 Revision)
  - ❖ Immigration (Amendment) (Immigration Appeals Tribunal) Law, 2002
  - ❖ Education Law (2010 Revision), Section 34 (2)

In accordance with the above legislation, Trade and Business Appeals are \$100; Immigration Appeals are \$1,000; Firearms Appeals are \$10 (refundable if the appeal is successful).

## **Codes of Practice**

The Deputy Governor has issued the following Codes in accordance with the FOI Law, which are to be adhered to by all public authorities.

-  The Chief Secretary's Code of Practice on Records Management, 30th January 2008
  - ❖ The Chief Secretary's Code of Practice on Publishing, 30th June 2009

## Corporate Management

### General Nature of Activities

Providing support for The Premier and the Cabinet; providing for a well-informed populace through the communication of information relating to the activities of Government agencies and the maintaining of Freedom of Information legislation; providing advice and support to Government agencies with responsibility for protocol services; providing educational, cultural, entertainment and religious programming for the public of the Cayman Islands.

### Scope of Activities

- Support for the Cabinet in coordinating the collection and dissemination of information regarding the decisions of the Cabinet.
- Developing, coordinating and monitoring the policy initiatives of the Government and providing secretarial, administrative and policy support for The Premier.
- Providing for the support of Government agencies in communicating proactively and responsively with the public, utilising the mass media as primary partners.
- Providing advice, training and coordination of services through the management of formal and informal Government ceremonial, protocol and diplomatic events and activities.
- Facilitating the further administration of freedom of information and data protection coordination.
- Providing on air broadcasting of government bulletins, commercials, news, public affairs programmes, entertainment and public service announcements as well as educational, cultural and religious programmes.
- Facilitating policy training for senior and mid-management civil servants, Statutory Authorities and Government Companies.
- Development of an E-Government strategy that focuses on customer service and improving the ease and speed by which government can interact with customers and the public generally.

The following high-level documents plan and evaluate work of the Cabinet Office and its units.



Annual reports



Audit reports on overall operations or major projects



Continuity of Operations Plan (hazard management and disaster recovery)



[Crime Reduction Strategy Annual Report](#)



Cayman Islands Government Implementation Plan for the Freedom of Information Law, July 2007 – November 2010



Presentation on Freedom of Information Government Wide Implementation Plan



Report on Findings of the Freedom of Information Baseline Assessments, January 2008



Freedom of Information Focus Group Report, May 2008



Training & Records Management Strategy for the Freedom of Information Steering Committee



Communication Plan for the Freedom of Information Steering Committee



Information Technology Plan for the Freedom of Information Steering Committee



Reports on implementation of FOI across all public authorities (monthly Jan – Dec 09)

## **FINANCE & ADMINISTRATION**

*Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.*

### **Financial Management**

The following records relate to the administration of the Cabinet Office's monetary resources, including projected and actual income and expenditure, tendering, procurement and contracts.



Annual budget statements

- ❖ Consultancy Contracts
- ❖ Contract to provide 24-hour security at the Premier's residence
- ❖ Tribunal member allowances and expenses (\$100 per member, per meeting)

### **Administration**

The following documents relate to administrative functions, including buildings, equipment, vehicles, human resources and information & technology management.



Press releases



Job vacancies



Staff grading structure (Government-wide)



Staff salary scale and hourly wages (Government-wide)

- ❖ Human Resources Guidelines
- ❖ Ownership and maintenance of Protocol Office vehicles



### **Records Management**

- ❖ Cabinet Office File Survey and File Plan
- ❖ Constitutional Review Secretariat File Plan
- ❖ Freedom of Information Unit File Plan
- ❖ Protocol Office File Plan

## **POLICIES & PROCEDURES \***




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*Current written protocols used by the authority for carrying out functions, activities and delivering services.*

-  Internal Complaints Procedure
-  Freedom of Information Request Procedures
  - ❖ Human Resources Policy and Procedures
  - ❖ Cayman Islands Disability Policy 2014-2015
  - ❖ VIP Lounge Booking Process
  - ❖ Airport Chaperone Policy
  - ❖ Protocol Officer Procedures
  - ❖ National Symbols
  - ❖ Coat of Arms
  - ❖ Flag Protocol
  - ❖ Official Gifts

## **DECISIONS & RECOMMENDATIONS**









*Information about proposals, resolutions, assessments and results, including decision-making processes.*

- ❖ Minutes and outcomes of meetings\*
- ❖ Cabinet papers and reports\*
-  Consultation Paper on the Freedom of Information Regulations 2008
  - ❖ Review of Statutory Provisions in Cayman Islands Laws which are, or may be considered to be, inconsistent with the Freedom of Information Law
  - ❖ Development of a Model for Data Protection Legislation in the Cayman Islands, May 2009
-  Cayman Islands National Assessment of Living Conditions 2006/2007
-  Private Members Motion on Freedom of Information and Official Information Act




\* Section 19 of the FOI Law exempts specific Cabinet records from public access, including opinions advice or recommendations prepared for Cabinet and records of consultations or deliberations arising in the course of proceedings of Cabinet. Though this exemption does not apply to information of a purely factual nature, many documents held by the Cabinet Office which relate to decisions and recommendations will not be available to the general public. Exempt Cabinet papers may be released if there is an overriding public interest in such disclosure, but FOI requests must be made for these records in all cases, and the Information Manager will make a decision on each application. Please see *section 5: Requests for information outside the publication scheme* for more information.

## **The Constitutional Review Process**

The Constitutional Review Secretariat formed to restart the modernisation process in 2007 and closed office in November 2009. The CRS published documents relating to the process which date back to 2002. The CRS also published position papers from various groups related to constitutional reform.

-  Documents from the 2002 Constitutional Review
-  The Perspective of Non-Governmental Organisations
-  Constitutional Modernisation Public Meeting Transcripts
-  Public Feedback on Constitutional Review Proposals
-  Negotiation Documents from Constitutional Talks 29 September 2008 – 5 February 2009
-  The Electoral Boundary Commission
-  Cabinet Press Briefing Statements
-  Constitutional Comparison Chart of other British Overseas Territory (draft)




## **The Caymanian Bar Association Regarding the 2009 Draft Constitution**

-  Branches of Government: Existing and Proposed
-  New Offices and Commissions
-  Responsibility-Sharing and Greater Accountability, or the Road to Independence?

## **LISTS & REGISTERS**

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*Information held in registers required by law and other lists or registers relating to the functions of the authority.*

-  List of Public Authorities and Information Managers
  -  FOI Disclosure Log
    - ❖ Asset Register
    - ❖ Tax Exempt Companies, Trusts and Limited Partnerships
  -  Order of Precedence
    - ❖ Official Gifts Registry
    - ❖ List of Consults and Honorary Consuls
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## OUR SERVICES

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*This category provides detailed information about the services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities. It describes the services and activities available locally, nationally and internationally. We publish:*

- *documents used by the authority in providing those services;*
- *documents used by clients to obtain those services;*
- *links to web pages where services are available online.*

### **Cabinet Secretariat**

The Cabinet Secretariat provides support to National Security Council, Cabinet and the Premier, issues tax undertaking certificates and hears appeals. The Secretariat does not offer a wide range of services to the general public – almost all of its outputs are intended to service the weekly meetings of Cabinet, meeting of the National Security Council or to coordinate the response of public authorities to these decisions. National Security Council and Cabinet proceedings are also coordinated and disseminated to various entities and for microfilming through the Cayman Islands National Archive, and exemption certificates are reviewed.

### **Administrative Support**

- ❖ Cabinet Agendas, Minutes and Extracts\*
- ❖ National Security Council Agendas and Minutes
- ❖ Code of Conduct for Ministers†
- ❖ Business Guide for Cabinet†
- ❖ Appointment of Boards and Committees
- ❖ Declarations, Regulations and Orders Approved by Cabinet

† These documents are presently not available to the general public, although the Cabinet Office has begun the process of declassifying them.

### **Preparation and Review of Documents**

- ❖ Cabinet Submissions\*
- ❖ National Security Council submissions
- ❖ Ministerial Briefings
- ❖ Responses to Parliamentary Questions
- ❖ Speeches and Presentations by the Cabinet Secretary and Premier
- ❖ Guidance on How to Write a Cabinet Paper

\* Section 19 of the FOI Law exempts specific Cabinet records from public access, including opinions advice or recommendations prepared for, and records of consultations or deliberations arising in the course of, proceedings of Cabinet. However, this exemption does not apply to information of a purely factual nature, and Cabinet papers may be released if there is an overriding public interest in such disclosure. FOI requests must be made for these records in all cases and the Information Manager will make a decision on each application. Please see *section 5: Requests for information outside the publication scheme* for more information.

## **Tax Undertaking**

Tax exemption certificates protect exempted companies, limited partnerships and trusts for periods of twenty (20), thirty (30) or fifty (50) years, in the event that taxation is introduced in the Cayman Islands. Applicants should submit letters of request to the Clerk of the Cabinet Tuesday prior to the following Tuesday Cabinet meeting. Limited partnerships and trusts take about two weeks to fully process, companies take about three weeks. Additional information is available from through the website [www.cabinetoffice.gov.ky](http://www.cabinetoffice.gov.ky) or by contacting Meredith Hew, the Assistant Secretary to the Clerk of the Cabinet, at [meredith.hew@gov.ky](mailto:meredith.hew@gov.ky) or (345) 244-2210.



Submission Guidelines and Fees

- ❖ Tax Exemption Certificates

## **Appeals Processing**

- ❖ Application Form for a Firearms Appeal
- ❖ Trade and Business Licensing Appeal
- ❖ Marine Conservation Board Appeal
- ❖ Education Council Appeal

## **E-Government**

Responsibility for the subject of e-Government has been transferred to the Cabinet Office. A very experienced Director of e- Government has recently been employed and reports directly to the Cabinet Secretary. This important Government initiative is all about making it quicker and easier for residents, visitors and businesses to interact with Government.

## **Policy Coordination Unit**

The Policy Coordination Unit monitors international policy developments, provides technical support and advice on these to Cabinet and liaises with relevant parties concerning policy development and implementation coordination. The Unit also monitors the implementation of policy initiatives by public authorities.

- ❖ Policy Proposals, Actions and Strategies

## **Public Affairs Unit**

The Public Affairs Unit *closed office in June 2011 and is no longer operational*, but the Cabinet Office maintains control of their records. The Public Affairs Unit provided public affairs advice and assistance to public authorities, coordinates public relations and community services and develops strategies to promote and monitor public engagement with policy.



Encouraging Public Participation in Policy Work



Improving Internal Communications



Guidelines for Incorporating Community Research into Policy



### Brochures

- ❖ The Work of the Cabinet Office
- ❖ Careers in the Cabinet Office
- ❖ Freedom of Information
- ❖ Protocol
- ❖ Immigration Appeals
- ❖ Tax Exemptions









### Posters

- ❖ The Branches of Government
- ❖ How Laws are Made
- ❖ How Policies are Made






### The Cayman Islands Youth Assembly (CIYA) Position Newsletter

-  The Work of the CIYA and its Objectives
-  Past and Present Meet at National Hero's Home

### Job of the Week Newsletter

-  Customs Liaison Officer II – Department of Employment Relations
-  Research Officer – Constitutional Review Secretariat
-  Research Officer II – Department of Environment
-  Senior Detective Constable – Criminal Investigation Department
-  Firefighter – Cayman Islands Fire Service
-  Court Reporters – Judicial Administration
-  Expanded Programme on Immunisation Manager – Public Health Department
-  Financial Administrator – Recreational Parks and Cemeteries Unit

### Community Insights Newsletter

-  Economics and Statistics Office Survey Team
-  Keeping Cayman Clean – Hard Work for Government and Community
-  Always the Right Time to Eat Smart
-  George Town Afterschool Programme Watches Kids While Mums Work
-  Spirit of Enterprise Meet Sustainability at Salon and Beauty School

## Appeals Tribunal

The Secretaries to the Immigration Appeals Tribunal (IAT) are employees of the Cabinet Office and provides administrative and secretarial support for the processing of appeals and complaints against decisions of the Immigration Department involving:

- Work Permits,
- Caymanian Status,
- Permanent Residence,
- Business Staffing Plans, and
- Political Asylum.

The IAT holds weekly meetings to hear appeals and appellants may request to be heard personally or by a representative at a hearing date which would be set by the Tribunal and communicated to the appellant. Any person aggrieved by or dissatisfied with any decision of a Board may appeal to the IAT within twenty-eight (28) days of the communication of the decision, though the Chairman of the IAT may allow a longer period for good reason. Decisions of the IAT may be appealed to the Grand Court on a point of law only.



### Guidelines for Applying for an Immigration Appeal Hearing

The majority of the documents held by the IAT are exempt under section 23(1) of the FOI Law, as releasing applications, minutes and outcomes of meetings and other reports would amount to an unreasonable disclosure of personal information. Individuals have a statutory right under the FOI Law to view their own personal information held by public authorities, and such information may be released to a third party if there is overriding public interest in the disclosure, but FOI requests must be made for these records in all cases and the Information Manager will make a decision on each application. Please see *section 5: Requests for information outside the publication scheme* for more information.

## Constitutional Review Secretariat

The Constitutional Review Secretariat (CRS) was launched 1 March 2007 to restart the constitutional modernisation process in the Cayman Islands with a view to achieving national consensus on areas of constitutional reform upon which the Cayman Islands Government could negotiate a new constitution for the Cayman Islands with the United Kingdom. Having completed their mandate, the CRS ***closed office in November 2009 and is no longer operational***, but the Cabinet Office maintains control of their records and their website is still active.

The CRS carried out many activities to supervise the latest initiative, which culminated with the passage of the Cayman Islands Constitution Order 2009. The Secretariat also published documents relating to the constitutional review process dating back to 2002. Please see “DECISIONS & RECOMMENDATIONS” above for more information related to the CRS.

The Constitutional Modernisation Initiative 2007 comprised of a four part programme:

- Phase 1: Research
  - Identify viable areas of constitutional reform
  - Publication and distribution of a Public Discussion Paper
- Phase 2: Consultation
  - Public education on constitutional issues raised in Public Discussion Paper
  - Public consultation period

- Phase 3: Negotiation
  - Negotiations between the Cayman Islands and the United Kingdom
- Phase 4: Referendum
  - National referendum on constitutional reform
    - Enactment of Referendum Law
    - Training of Referendum Officers
    - Public education on referendum process
    - Preparation of the referendum ballot



Did You Know?



Cayman Islands Constitution Order 1972 (Informal Consolidation)



The 1972 Constitution and Companion Guide



The Cayman Islands Constitution: A Reflection of Who We Are



The Cayman Islands Constitution: A Reflection of Who We Are (Explanatory Notes)



Revised Proposals for Constitutional Modernisation



Final Draft Constitution 10 February 2009



2009 Draft Constitution Explanatory Guide



The Cayman Islands Constitution Order 2009



Explanatory Memorandum to the Cayman Islands Constitution Order 2009



Referendum (Constitutional Modernisation) Law, 2009



Why is a Bill of Rights Important?



Bill of Rights: Round Table Discussion Questions and Answers Session

### Our Constitutional History



The Cayman Islands, a Colony of a Colony



Bucking the Trend and Who to Join?



The Cayman Islands and the West Indies Federation 1959 - 1962



The First Cayman Islands Constitution 1959 - 1962



Our Resolution to Remain British!



The 1972 Constitution – A Quest for Internal Self Control?

### Supplements









Children Rights in the Bill of Rights







The Power of the Constitution During National Disasters





### A Constitution in Modern Times Supplements

-  Preamble to the Constitution
-  Striking the Balance in a Bill of Rights Charter
-  The Balance of Power
-  Checks and Balances
-  Independence of the Judiciary and Civil Service
-  Accountability through Freedom of Information

### Human Rights Committee Supplements

-  Children Rights in the Bill of Rights
-  Why Rights are Fundamental
-  Why Rights are Universal
-  Absolute and Qualified Rights






### Newsletters and Media

-  “Constitutional News” Newsletter
-  “Constitutional News” Newsletter Teen Spot
-  Constitutional Conversation call-in radio and television show
-  Constitutional Milestones audio files; GIS Spotlight, Issues 27 and other video files

### Informative Advertisements

-  Human Rights (Part I)
-  Human Rights (Part II)
-  Human Rights (Part III)
-  Knowing the Issues
-  Accountability in Government
-  Understanding Your Constitutional Rights
-  The Governor
-  Section 16 of the Bill of Rights
-  The Executive (a)
-  The Executive (b)
-  Voting in the Upcoming Referendum




## Cabinet Press Briefings

-  Public Consultation
-  Launch of Revised Proposals
-  The Way Forward (Part I)
-  The Way Forward (Part II)
-  Constitutional Negotiations

## **Freedom of Information Unit**











The Freedom of Information Unit (FOI Unit) facilitates and coordinates the implementation of Freedom of Information by providing advice, assistance and training to public authorities and promoting awareness across the whole of the public sector. The Unit also reviews statutory, regulatory and policy requirements and monitors and reports on implementation.




## Training Courses

-  Sensitisation of Civil Servants
-  Sensitisation of Boards and Committees
  - ❖ Introduction to the FOI Law for Civil Servants
  - ❖ Information Manager Basic Training
-  Introduction to JADE, the FOI Tracking and Monitoring System
  - ❖ FOI and Internal Review for Managers



The material for many of the sensitisation sessions and courses taught by the FOI Unit is tailored to specific needs and will often evolve and improve, so some documents may not be available or immediately updated on the website at [www.foi.gov.ky](http://www.foi.gov.ky). Please contact the FOI Analyst Nadira Lord at the FOI Unit at [foi@gov.ky](mailto:foi@gov.ky) or [nadira.lord@gov.ky](mailto:nadira.lord@gov.ky) or telephone (345) 244-3609 to learn more about these courses or to request materials used for training of various groups.

## Guidance Documents

-  Guidance Manual on the Freedom of Information Law 2007
-  Preparation of an FOI Provisional E-Publication Scheme
-  Release of Commercial Information (draft)
-  Release of Human Resources Information (draft)
-  Provision of Assistance to Persons with Disabilities (draft)
-  The FOI Tracking and Monitoring System (JADE)
-  Delegation of Information Manager Responsibilities
-  Processing Freedom of Information Requests
-  Authentication of Documents
-  Clarifying Freedom of Information Requests





-  Transferring Freedom of Information Requests
-  Confidentiality of an FOI Applicant's Name and Personal Details
- ❖ Freedom of Information Request Outcomes
-  Frequently Asked Questions and General Advice for Boards and Committees

#### Meetings, Conferences and Retreats

-  Information Manager Network Meetings
-  Chief Officer Briefings
- ❖ Freedom of Information Steering Committee Retreats
- ❖ Freedom of Information Steering Committee Legal Retreats





The FOI Unit holds regular Information Manager Network Meetings where practitioners come together to discuss issues, share experiences, identify problems, answer queries and ensure that their public authority is in compliance with the FOI Law. Agendas, presentations made and handouts distributed to attendees should be available [www.foi.gov.ky](http://www.foi.gov.ky). If you would like to enquire about these meetings or request materials that may not be available online, please contact the FOI Unit Senior Administrative Assistant [foi@gov.ky](mailto:foi@gov.ky) or (345) 244-3609.

#### Yes, You Can! Newsletter

-  Volume 1, Issue 1, September 2007
-  Volume 1, Issue 2, December 2007
-  Volume 2, Issue 1, July 2008
-  Volume 3, Issue 1, July 2009

#### Public Awareness

Before the appointment of the Information Commissioner and establishment of her Office in January 2009, the FOI Unit carried out some of the general functions of this oversight agency by promoting public awareness of FOI and the rights conferred to individuals.











-  FOI Public Users Guide
-  General FOI Brochure
-  Sunshine Week 2007
-  Sunshine Week 2008



The Information Commissioner is appointed by the Governor to monitor and enforce the FOI Law, independent from Government and responsible to the Legislative Assembly. Her duties include public awareness of FOI requirements and rights of individuals and more information on these initiatives can be obtained from the Information Commissioner's Office (ICO).

**3rd Floor, Anderson Square Building  
64 Shedden Road, George Town  
PO Box 1375  
Grand Cayman, KY1-1108  
CAYMAN ISLANDS  
Tel: (345) 747-5402  
Fax: (345) 949-2026  
Email: [info@infocomm.ky](mailto:info@infocomm.ky)  
Website: [www.infocomm.ky](http://www.infocomm.ky)**

#### Forms, Templates and Checklists

-  Freedom of Information Application Form
-  Application for Amendment or Annotation of Personal Information
-  Public Authority Baseline Assessment Form
-  Checklist of Minimum Requirements to Prepare for Freedom of Information
-  Model Action Plan Template
- ❖ Model Publication Scheme Template
-  Generic Information Manager Job Description
- ❖ Generic Records Officer Job Description
-  Task List for Fulfilling a Request for Information
-  E-Publication Scheme Template
-  Freedom of Information Internal Policy and Procedures Template
-  Template for Reporting to Chief Officer or Principal Officer
- ❖ Internal Review Checklist


The Freedom of Information Unit reports to Cabinet, including through the FOISC. Though these documents may be exempt or partially exempt under section 19(1)(a) of the FOI Law, requests for Cabinet submissions may be made under the FOI Law and the Cabinet Office Information Manager will make a decision on each application for access. Please see *section 5: Requests for information outside the publication scheme* for more information

In 2009 the FOI Unit began initial research for the introduction of Data Protection in the Cayman Islands, and is currently providing secretarial and administrative support for and steering the project to develop legislation which will protect privacy and personal data.

## **Protocol Office**

The Protocol Office advises government on the handling of local and foreign dignitaries, trains civil servants and other civil society groups in protocol and etiquette, and is working to bring together and modernise existing government procedures in areas of protocol. The Office also organises official events, focusing on the structure of ceremonial occasions and the roles officials play, oversees airport liaison and protocol intervention for travelling dignitaries and owns two sports utility vehicles which it uses to transport local and visiting dignitaries.

### Guidance

- ❖ Diplomatic Privileges
- ❖ Protocol Guidelines
- ❖ Forms of Address
-  Precedence of Letters after the Name

### Event and Site Management

- ❖ Official Funerals
- ❖ Queen's Birthday
- ❖ Remembrance Day
- ❖ National Heroes Day
- ❖ Constitutional Commencement
- ❖ Arrival and Departure of Governors
- ❖ Heroes Square Bookings