



Department of Counselling Services

Cayman Islands Government

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;



Department of Counselling Services

Cayman Islands Government

- 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 redacted¹ 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.

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



Department of Counselling Services

Cayman Islands Government

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.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
3rd 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



Department of Counselling Services

Cayman Islands Government

relevant contact details will be provided in that section. To arrange an appointment to view information in person, please contact the Director at 949-8789.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Judith Seymour, Director, Department of Counselling Services at 949-8789.

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

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

4. Fees and charges

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

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

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

Reproduction costs

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

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

Postage costs

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

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

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



Department of Counselling Services

Cayman Islands Government

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
3rd Floor, Royal Plaza Building, Cardinal Ave.
P.O. Box 10142
George Town, Grand Cayman,
KY1 – 1102
Cayman Islands

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

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

Office of the Ombudsman,
5th floor, Anderson Square
64 Shedden Road
George Town
Grand Cayman, Cayman Islands
P.O. Box 2252
Grand Cayman, KY1-1107
CAYMAN ISLANDS
Telephone: 345 946 6283
Email: info@ombudsman.ky



Department of Counselling Services

Cayman Islands Government

7. Categories of information

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

ABOUT US

Name of public authority

Department of Counselling Services

Ministry

Ministry of Sustainability & Climate Resiliency and Wellness

Government Administration Building

133 Elgin Avenue, George Town

Grand Cayman, KY1-9000

CAYMAN ISLANDS

Key staff

Chief Officer, Ministry of Sustainability & Climate Resiliency and Wellness – Ms. Nellie Pouchie

Director, Department of Counselling Services – Ms. Judith Seymour

Programme Coordinator, The Counselling Centre – Mr. Brendon Malice

Clinical Supervisor, Caribbean Haven Residential Centre – Ms. Kimberly Febres

Clinical Supervisor, The Family Resource Centre – Mrs. Charmaine Miller

The Freedom of Information website www.foi.gov.ky



Department of Counselling Services

Cayman Islands Government

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 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

Website address: N/A



Department of Counselling Services

Cayman Islands Government

Location and hours	Matters handled
<p>The Counselling Centre Adonis House 75 Fort Street George Town</p> <p>Hours of Operation: Mon/Wed/Fri - 8:30 a.m. to 5:00 p.m. Tu/Th – 8:30am – 7:00pm with additional opening hours for group therapy.</p>	<p>Individual, Couples, Family & Group Therapy Clinical assessments and reports Driving under the Influence Programme Treatment Services to clients in Drug Rehabilitation Court</p>
<p>Caribbean Haven Residential Centre 2049 Bodden Town Road Breakers</p> <p>Hours of Operation: 24 hours a day, 365 days a year</p> <p>Personal visits by appointment only</p>	<p>Residential Treatment Programme for Men Non-medical detoxification services Residential Treatment Programme for Women</p>
<p>The Family Resource Centre Adonis House 75 Fort Steet George Town</p> <p>Hours of Operation: 8:30 a.m. to 5:00 p.m. with additional opening hours during evening for specific client services.</p>	<p>Parent Coaching Parenting Programmes Family Programmes Public Awareness Initiatives Legal Befrienders Clinic Workshops and Presentations Aimed to Empower and Educate Crisis Intervention & Victim Advocacy Case Management Services</p>
<p>Brac Haven – Sister Islands Counselling Centre Services available weekly by appointment, contact 948-2354 or 949-8789.</p>	<p>Counselling, Parenting Support and skill development programmes, & Public Awareness activities to the Sister Islands</p>



Department of Counselling Services

Cayman Islands Government

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 to your treatment 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 continuing 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, conducts parent coaching, delivers educational workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and conducts public awareness campaigns aimed at



Department of Counselling Services

Cayman Islands Government

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 from 9:00 a.m. to 4:00 p. m., 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?**
- **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 clients length of stay at the treatment centre is determined in collaboration with the staff and



Department of Counselling Services

Cayman Islands Government

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:** At this time, services are provided only for residents of the Cayman Islands.

▪ **Question: Are your Counsellors qualified to engage in clinical counselling?**

▪ **Answer:** Yes, all of our counsellors are qualified to either a Master's or Bachelors degree level or hold certification in relevant disciplines. Additionally, counsellors receive clinical supervision on a weekly basis to ensure the quality of the services provided.

STRATEGIC MANAGEMENT

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

Governing Legislation and Regulations

- Personnel Regulations (2013)
- Public Service Management Law (2013 Revision)
- Public Management and Finance Law (2013 Revision)
- Financial Regulations (2010 Revision)
- Freedom of Information Law (2007 Revision)



Department of Counselling Services

Cayman Islands Government

- 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' 2017 Continuity of Operations Plan (updated annually)
- Annual reports link to

<http://www.gov.ky/portal/page/portal/ig/home/business/business/reports/Papers-Reports-Petitions-2017-2018/CI%20Gov%20Annual%20HR%20Report%202014-%202015.pdf>

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

- 2018 – 2019 Budget
<http://www.gov.ky/portal/page/portal/cighome>

Administration

Communications

- Press Releases

Human Resources

- Departmental Job Descriptions
- Directory of Departmental staff
- Performance Agreement Templates



Department of Counselling Services

Cayman Islands Government

- Job vacancies
- 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

Approved policies and procedures:

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

Reports

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

LISTS & REGISTERS

- Fixed Asset Register
- FOI disclosure log

OUR SERVICES

The Department of Counselling Services is responsible for providing quality cost-effective, evidenced-based treatment services within the Cayman Islands.

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



Department of Counselling Services

Cayman Islands Government

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.