



# THE JAMAICA HIV ANTI-DISCRIMINATION REPORTING AND REDRESS DIRECTORY

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Reducing **HIV**-related Stigma and Discrimination  
Effecting Redress Through Partnership

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## 2018



NATIONAL  
FAMILY PLANNING  
BOARD





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The Jamaica HIV Anti-Discrimination Reporting and Redress Directory is a publication of the Enabling Environment and Human Rights (EEHR) Unit of the National Family Planning Board (NFPB) in partnership with the Jamaican Network of Seropositives (JN+).

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## MESSAGE

# National Family Planning Board



**LOVETTE BYFIELD**  
*Executive Director*

**T**he Jamaica HIV Anti-Discrimination Reporting and Redress Directory is an initiative of the National Family Planning Board (NFPB) and the Jamaican Network of Seropositives (JN+). It is part of the thrust to reduce HIV-related stigma and discrimination. The funding for this document was provided by the Global Fund to Fight AIDS, Tuberculosis and Malaria, as well as the United States Agency for International Development (USAID).

This Directory is aimed at encouraging: (i) persons who face HIV-related discrimination to seek redress, thereby reducing stigma and discrimination; and (ii) effectiveness and efficiency in service delivery to all Jamaicans.

Reducing HIV-related stigma and discrimination is important to national development. As such, all Jamaicans are encouraged to play their part toward this end.

In 2013, aspects of the National HIV/STI Programme (NHP) were integrated into the NFPB to create a Sexual Health Agency. This integration was aimed at enabling all Jamaicans to achieve optimal sexual reproductive health in an environment where their family planning and sexual health rights are respected, protected and fulfilled.

Discrimination often acts as a barrier to accessing much needed health care services particularly by vulnerable populations who also bear the double burden of being the most in need of such services. In April 2015, multi-sectoral partners expressed a commitment to widening the existing reporting and redress mechanisms to include a focus on human rights violations and gender-based violence

through mutual cooperation and collaboration.

The cooperation/partnership will involve the referral of reported complaints for redress to partner entities that are already equipped with the required resources to effectively address these reported cases.

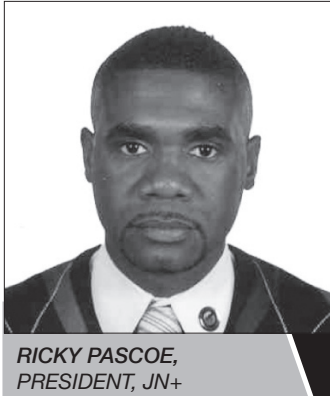
The partnership between the NFPB and the JN+ with the participating reporting and redress entities is important to ensuring that the rights of all Jamaicans are respected regardless of age, religion, socio-economic status, gender and sexual orientation.

We record our appreciation to the Steering Committee comprising Genice Wright, Sue-Anne Wallace Brown, Nadine Lawrence, Winston McIntosh, Judy-Ann Nugent, Nicola Cousins, Rachel Morrison and Devon Gabourel; and to Marsha Nathalee Martin who provided administrative support in completing this Directory. The NFPB recommends this Directory for use in efforts to reduce HIV-related stigma and discrimination.



## MESSAGE

# Jamaican Network of Seropositives



*RICKY PASCOE,  
PRESIDENT, JN+*



**T**he effects of HIV are cross cutting, affecting every aspect of human life. For those infected and affected by HIV-related stigma and discrimination have proven to be not just about health issues, but also affect productivity and national development issues, but also affect productivity and national development issues.

Recognising the impact of HIV-related stigma and discrimination in the lives of our members, the JN+ has been documenting reported cases since 2005 and officially launched the National HIV-related Discrimination Reporting and Redress System (now called The Jamaica Anti-Discrimination System for HIV - JADS) in 2007. On its own, the JN+ cannot provide redress, however, working in collaboration with existing redress entities, we can sanction the discriminatory practices that hinder the right of PLHIV to be treated with dignity and respect.

The JN+ therefore lauds and fully supports this attempt to bring together in one directory, all the key organisations that can assist in preserving the rights and dignity of those impacted by HIV-related stigma and discrimination.

# Introduction

It is estimated that there are approximately 34,000 persons living with HIV (PLHIV) in Jamaica. The effects of HIV are far reaching and evident in every setting: at home, within the community, in educational institutions, at work sites, in health care facilities and in churches.

The Jamaica HIV Anti-Discrimination Reporting and Redress Directory seeks to provide persons with contact and organisational information regarding the redress entities listed that can effect sanctions in matters related to HIV-Related Discrimination in Jamaica. It is noteworthy to mention that the reporting and redress entities are guided by their organisational mandate and/or the Laws of Jamaica.

The opportunity to seek redress is important to national development as it ensures effectiveness and efficiency in service delivery from businesses and their employees.

The reporting and redress entities listed in the Directory are divided into two (2) main headings, namely, Government and Non-government Organisations. The organisations are then listed in alphabetical order under these respective headings. In addition, the Directory outlines the contact details for each entity and the nature of the support offered.

It is anticipated that with the passing of time, the information pertaining to some entities may change. The National Family Planning Board intends to update the information accordingly and make the updated Directory available online at [www.jnfpb.org](http://www.jnfpb.org) and [www.jnplus.org](http://www.jnplus.org)

# Rationale for Redress Directory

The national HIV response is aimed at providing effective and efficient prevention, treatment care and support services backed by sustainable social development interventions. The national HIV response is aimed at providing effective and efficient prevention, treatment care and support services backed by sustainable social development interventions. Nevertheless, several factors, including policy and legislative barriers, human rights violations and stigma and discrimination, severely curtail the uptake of sexual and reproductive health (SRH) services including those for HIV. This in turn negatively impacts adherence and viral suppression among those infected and stymie efforts to end AIDS.

It is therefore imperative that measures be implemented to ensure that all groups in society, particularly the vulnerable and marginalised, have equal access to available, accessible, affordable, efficient, effective, quality and responsive services in an environment where they feel safe, accepted and valued.

As such the Jamaica HIV Anti-Discrimination Reporting and Redress Directory:

- Is designed to be of benefit to those individuals and communities whose human rights are threatened or violated and who can depend upon the assistance that may be offered through organisations outlined in this Directory;
- Is intended to increase awareness among Staff/Officers within reporting and redress entities of their role in protecting and promoting human rights and their potential to improve the human rights landscape;
- Will be useful to the Officers within government organisations that are responsible for providing follow-up and referrals on issues related to human rights violations experienced by their customers/

## Rationale for Redress Directory cont'd.

clients, including that of marginalised and vulnerable members of the population.

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*It is therefore imperative that measures be implemented to ensure that all groups in society, particularly the vulnerable and marginalised, have equal access to available, accessible, affordable, efficient, effective, quality and responsive services in an environment where they feel safe, accepted and valued.*

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- May assist non-governmental organisations engaged in advocacy and human rights work. It will also serve as reference material to be utilised in human rights sensitisation sessions geared at improving awareness of existing reporting and redress organisations.

The mandates of the entities represented are different and vary as much as the human rights problems and experiences that require redress.

# The Importance of Reporting and Seeking Redress

WHEN YOU REPORT THAT YOU EXPERIENCED HIV- RELATED DISCRIMINATION...

you help to ensure that the employees at your service provider offer the best, non-judgmental service

you share in developing employees personally as well as for their organisation

you help employers design sensitization and education strategies as well as capacity building programmes for their employees



obtain justice



hold accountable government, service providers and individuals who perpetuate stigma and discrimination

REDRESS HELPS TO ...

# DISCRIMINATION

is any form of distinction, exclusion or restriction toward or affecting a person that results in an unfair or unjust treatment



**Have you faced  
discrimination  
due to your  
HIV status?**

## **You can help reduce HIV-related stigma and discrimination**

- Ask your service provider for his/her name
- Ask to speak to a supervisor or manager
- Report the incident to the appropriate authority or contact Jamaica Anti-Discrimination System (JADS) for HIV at 876-929-7340

# The Legal Framework for HIV-Related Discrimination in Jamaica

The legal framework for HIV-related discrimination is not based on any one law or policy. Neither is it enshrined in any single institution or body. The entities in this Redress Directory recognise the importance of promoting and protecting the rights and dignity of all citizens of Jamaica. This recognition is not only based on the existing legal framework but also includes Jamaica's International Human Rights obligations and commitments.

Recognising that Jamaica currently possesses this hierarchy of detailed laws and policies that compose the legal framework, it is important that the user of this Directory is aware of these and the guidance they provide to the respective State institutions and non-governmental agencies. They are:

- The Universal Declaration of Human Rights, 1948
- 2011 Political Declaration on HIV and AIDS
- International Covenant on Civil and Political Rights (ICCPR), 1966
- International Covenant on Economic, Social and Cultural Rights (ICESCR) 1966
- Declaration on the Elimination of Violence against Women (DEVAW), 1993
- Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), 1979
- The Sexual Offences Act, 2009
- The Offences against the Person Act, 1864
- The Domestic Violence Act, 2004
- The Maintenance Act, 2005
- The Property (Rights of Spouses) Act, 2004
- The Child Care and Protection Act, 2004
- The Child Pornography (Prevention) Act, 2009
- The Sexual Harassment Act, 2015
- The Public Health Act, 1985
- The Law Reform (Age of Majority) Act, 1979
- The Towns and Communities Act, 1843
- The Constabulary Force Act, 1976
- Occupational Safety and Health Bill, 2017

## **The Legal Framework for HIV-Related Discrimination in Jamaica cont'd.**

- National Plan of Action for Orphans and Other Children made Vulnerable by HIV/ AIDS (2003-2006)
- National Policy for HIV/AIDS Management in Schools, 2001
- National HIV/AIDS Policy, 2005
- National Workplace Policy on HIV and AIDS, 2012
- National Integrated Strategic Plan for Sexual and Reproductive Health & HIV (2014-2019)



# Government

## GOVERNMENT Cabinet Office

**ADDRESS:** 1 Devon Road, Kingston 10  
**TELEPHONE:** (876) 929-8880-5 or (876) 946-4507  
**FAX:** (876) 929-0473  
**WEBSITE:** www.cabinet.gov.jm  
**EMAIL:** wayne.robinson@cabinet.gov.jm  
**SOCIAL MEDIA:** N/A

### REPORT AND OR REDRESS ENTITY

Report     Redress     Both

### ORGANISATIONAL/UNIT/BRANCH MANDATE

**ORGANISATIONAL BRANCH:** Public Sector Transformation and Modernisation Division  
**ORGANISATIONAL UNIT:** Modernisation Programme Implementation Unit  
**PROGRAMME:** Public Sector Customer Service Programme

### VISION

*'...a public sector organised around the needs of its customers, directly accountable to them through guarantees of service that is of the highest quality, accessible, convenient, easy to use, integrated, responsive and cost effective, and which assures redress when things go wrong.'*

Ministry Paper No. 56/02

### MANDATE

The mandate of the Public Sector Customer Service Programme is to promote efficient and effective delivery of services in public sector entities, facilitate the creation of a positive business environment, as well as to satisfy the needs of the citizenry by engendering an enduring culture of service excellence across the public sector.

Customer service principles, measures and standards have been developed to guide organisations in configuring their operations within a well-functioning customer service monitoring and evaluation framework.

The Programme also operates as a reporting and redress entity. Public sector organisations are guided in developing key performance indicators and targets and achievements against these are reported to the Office of the Cabinet.

Members of the public have the right to elevate complaints against public sector entities to the Modernisation Programme Implementation Unit, and that Unit that facilitates resolution of such complaints if they have not been resolved after exhausting the complaint procedures in the relevant entity.

#### **POLICY AND LEGISLATIVE FRAMEWORK**

There is currently a customer service policy for the public sector that is being developed.

The Programme is also in line with Vision 2030 that outlines the ways in which Jamaica should be developed to become the "...the place of choice to live, work, raise families and do business." Vision 2030 recognises that customers of the public service are 'more informed, educated and have higher expectations for the quality, efficiency and effectiveness of public services delivered.'

#### **COMPLAINTS, SETTINGS & REDRESS OPTIONS**

##### **Types of Complaints Addressed**

All types of service delivery complaints are addressed by the Office of the Cabinet, with the proviso that the complaints procedure at the local entity level must have been exhausted.

##### **Steps to Complaint Resolution**

1. Submit complaint by telephone, email or facsimile

**GOVERNMENT Cabinet Office cont'd.**

2. Toll Free Line: 1-888-991-2752 Complaint details are recorded and logged for follow up.
3. The Office of the Cabinet will contact the named entity against with the complaint has been made to share the details of the complaint and to facilitate resolution of the complaint.
4. Contact is maintained with the member of the public until the complaint has been resolved.

The records of complaints and other feedback are utilised in designing capacity building programmes for entities of government.

**Report and Redress Options**

Verbal/Written Apology

Dismissal

Retirement

Compensation (after evaluation by the Attorney General's Chambers)

**GOVERNMENT  
MINISTRY OF EDUCATION, YOUTH & INFORMATION**

# Curriculum and Support Services Division

**ADDRESS:** 37 Arnold Road, Kingston 5

**TELEPHONE:** (876) 948.7938

**WEBSITE:** www.moe.gov.jm **EMAIL:** annakay.magnuswatson@moe.gov.jm

## REPORT AND OR REDRESS ENTITY

- Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

To support the vision of the National Policy for HIV/AIDS Management in Schools by protecting the rights of all students, educators and staff, including those infected and affected by HIV and AIDS; to foster an enabling environment free from stigma and discrimination in each learning institution.

## POLICY AND LEGISLATIVE FRAMEWORK

- The Education Act
- The Child Care and Protection Act
- National Policy for HIV/AIDS Management in Schools
- National Policy for the Reintegration of School-Age Mothers into the Formal School System

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Complaints Addressed

- Human Rights Violation
- Discrimination

### Steps to Compliant Resolution

1. Receive report to Ministry of Education of HIV-related discrimination against student
2. Investigation
3. Referral

### Report and Redress Options

- Student Transfer
- Advice

**GOVERNMENT****MINISTRY OF EDUCATION, YOUTH & INFORMATION****Youth and Adolescent Policy  
Division Report & Redress Options****ADDRESS:** 4- 6 Trafalgar Road (Advantage General Building), Kingston 5**TELEPHONE:** (876) 978.7654**WEBSITE:** www.youthjamaica.com**EMAIL:** info@youthjamaica.com**SOCIAL MEDIA:****FACEBOOK:** facebook.com/youthjamaica**TWITTER:** @youthjamaica**INSTAGRAM:** @youthjamaica**REPORT AND OR REDRESS ENTITY**

- Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To facilitate the coordination and integration of programmes, services and activities geared towards youth development and recommending and designing programmes to enhance and propel youth development in Jamaica.

**POLICY AND LEGISLATIVE FRAMEWORK**

- National Youth Policy
- The Child Care and Protection Act
- Labour Laws of Jamaica
- National HIV/AIDS Policy
- Vision 2030

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Complaints Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

**Steps to Compliant Resolution**

1. Receive and Assess complaint
2. Referral

**REPORT AND REDRESS OPTIONS**

- COUNSELLING AND ADVICE
- REFERRAL
- ADVOCACY



**GOVERNMENT**  
**MINISTRY OF EDUCATION, YOUTH & INFORMATION**  
**Office of the Children's**  
**Registry**

**ADDRESS:** 12 Carlton Crescent, Kingston 10  
**TELEPHONE:** (876) 908.2132 or (876) 908.2143 or (876) 908.1690  
**FAX :** (876) 908.0246  
**WEBSITE:** www.ocr.gov.jm **EMAIL:** info@ocr.gov.jm  
**SOCIAL MEDIA: FACEBOOK:** facebook.com/children'sregistry **TWITTER:** @OCRJA

#### REPORT AND OR REDRESS ENTITY

- Report     Redress     Both

#### ORGANISATIONAL/UNIT/BRANCH MANDATE

The main role of the Children's Registry is to receive reports of children who have been, are being or are likely to be abandoned, neglected, physically or sexually ill-treated, or are otherwise in need of care and protection.

#### POLICY AND LEGISLATIVE FRAMEWORK

- The Child Care & Protection Act 2004
- The Child Care and Protection (Children's Registry) Regulations, 2007
- The Sexual offences Act 2009

#### COMPLAINTS & SETTINGS & REDRESS OPTIONS

##### Types of Compliants Addressed

- Rights Violation
- Discrimination
- Gender-Based Violence
- Abuse of children/Missing children

##### STEPS TO COMPLAINT RESOLUTION

- Report of incident received
- Matter reported to Child Development Agency (CDA) and the Office of the Children's Advocate (OCA) for their investigation and action
- Assessment of incident

##### REPORT AND REDRESS OPTIONS

- Receiving report
- Referral



**GOVERNMENT**  
**MINISTRY OF CULTURE, GENDER, ENTERTAINMENT & SPORT**

# Bureau of Gender Affairs

**ADDRESS:** 5-9 South Odeon Avenue, Kingston 10  
**TELEPHONE:** 876-754-8576-8      **FAX:** 876 -929-0549  
**WEBSITE:** [www.mcges.gov.jm](http://www.mcges.gov.jm)      **EMAIL:** Sharon Robinson      [srobinson@mcges.gov.jm](mailto:srobinson@mcges.gov.jm)  
**SOCIAL MEDIA:** **FACEBOOK:** [facebook.com/Bureau-of-Gender-Affairs-Jamaica](https://www.facebook.com/Bureau-of-Gender-Affairs-Jamaica)  
**TWITTER:** @jawomensaffairs      **INSTAGRAM:** @bwagovjm

## REPORT AND OR REDRESS ENTITY

Report       Redress       Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

The Bureau of Gender Affairs is a division in the Ministry of Culture, Gender, Entertainment and Sport (MCGES) seeking to empower Jamaicans and to mainstream gender throughout Jamaica towards the development of human capital and the achievement of gender equality and social justice.

## POLICY AND LEGISLATIVE FRAMEWORK

- National Policy for Gender Equality
- Vision 2030 National Development Plan-Gender Sector Plan
- The Domestic Violence Act
- The Offences Against the Person Act
- The Sexual Offences Act
- The Trafficking in Persons (Prevention, Suppression and Punishment) Act
- Draft Sexual Harassment Bill
- Draft National Strategic Action Plan to Eliminate Gender-based Violence in Jamaica
- Draft Sexual Harassment Policy

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

#### **Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination

#### **STEPS TO COMPLAINT RESOLUTION**

- Persons experiencing (directly or indirectly) may call-in or walk-in
- A Face incident sheet is completed
- First Level Intervention – Individual/group
- Information is provided and referral, if needed

#### **REPORT AND REDRESS OPTIONS**

- Information
- Referral

GOVERNMENT  
PUBLIC SERVICES COMMISSION

# Ministry of Finance & the Public Service

ADDRESS: 2nd Floor G-Block  
Ministry of Finance and Planning Complex  
30 National Heroes Circle  
Kingston 4

TELEPHONE: 876-932-5153 or 876-932-5100 FAX: 876-932-5985

WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm) EMAIL: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)

## REPORT AND OR REDRESS ENTITY

Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

### Vision

To be recognised and respected as the key partner in ensuring that merit becomes the cornerstone for human resource management decisions in the Jamaica Government Service.

### Mission

To uphold the principle of merit in the appointment, development and discipline of public servants through processes that are transparent and fair.

## POLICY AND LEGISLATIVE FRAMEWORK

- Public Service Regulations 1961
- The Municipal Service Commission Act
- The Parish Council (Unified Service) Act
- Staff Orders for the Public Service
- National Workplace Policy on HIV and AIDS

**GOVERNMENT PUBLIC SERVICES COMMISSION**  
**Ministry of Finance & the Public Service cont'd.**

**COMPLAINTS & SETTINGS & REDRESS OPTIONS**

**Types of Complainants Addressed**

- Human Rights Violation
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

- Receive recommendation from the Commission  
Submissions made to Appropriate Service Commission
- Deliberation
- Decision

**REPORT AND REDRESS OPTIONS**

- Dismissal
- Reinstatement
- Retirement
- Appeals
- Interdiction

**GOVERNMENT  
INVESTIGATION AND ENFORCEMENT BRANCH**

# Ministry of Health

**ADDRESS:** 45 – 47 Barbados Avenue, Kingston 5

**TELEPHONE:** 876-633-7433 or 876-633-7771 or 876-633-8172

**FAX:** 876-633-3630

**WEBSITE:** [www.moh.gov.jm](http://www.moh.gov.jm) **EMAIL:** [myexperience@moh.gov.jm](mailto:myexperience@moh.gov.jm)

**SOCIAL MEDIA: FACEBOOK:** [facebook.com/themohgovjm](https://facebook.com/themohgovjm) **TWITTER:** [@themohgovjm](https://twitter.com/themohgovjm)

**INSTAGRAM:** [@themohgovjm](https://www.instagram.com/themohgovjm)

## REPORT AND OR REDRESS ENTITY

Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

### MINISTRY OF HEALTH

**Mission:**

To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices

**Vision:**

Healthy People, Healthy Environment

### INVESTIGATION AND ENFORCEMENT BRANCH

**Mission:**

To facilitate the timely investigation and resolution of clinical and non-clinical complaints from clients and other users of the public health sector and to use complaint data for evidence- based decision making.

**Vision:**

To improve the quality of service delivery and increase client satisfaction through efficient and innovative management of complaints in the public health sector.

## GOVERNMENT INVESTIGATION AND ENFORCEMENT BRANCH

### Ministry of Health cont'd.

#### POLICY AND LEGISLATIVE FRAMEWORK

- Complaint Management System
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- 28 Laws of MOH

#### COMPLAINTS & SETTINGS & REDRESS OPTIONS

##### TYPES OF COMPLAINTS ADDRESSED

- Human Rights Violation
- Breach of Confidentiality
- Discrimination

##### STEPS TO COMPLAINT RESOLUTION

- Receive Complaint (phone, letter, fax, email, complaint form, social media, etc.)
- Acknowledge letter, email, etc.
- Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude
- Client informed of findings and indicates if satisfied or not with investigation
- If not satisfied, complaint escalated/referred to appropriate authority within MOH
  1. Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process
- If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

##### REPORTING AND REDRESS OPTIONS

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorney General's Chambers)

**GOVERNMENT****North East Regional  
Health Authority**

**ADDRESS:** Shops 34-38, Ocean Village Shopping Centre,  
Ocho Rios, St. Ann

**TELEPHONE:** 876-795-3107 or 876-795-2747 **FAX:** 876-795-2747

**WEBSITE:** [www.nerha.gov.jm](http://www.nerha.gov.jm)

**EMAIL:** [publicrelations@nerha.gov.jm](mailto:publicrelations@nerha.gov.jm) or [webmaster@nerha.gov.jm](mailto:webmaster@nerha.gov.jm)

**REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE****Mission**

The Mission of the North East Regional Health Authority is, in partnership with other stakeholders, to promote the physical, mental, social and spiritual well-being and enhanced quality of life for the residents of St. Ann, St. Mary and Portland. This by empowering individuals and communities and ensuring access to adequate health care through the provision of cost effective, promotive, preventive, curative and rehabilitative services.

**Vision**

Healthy People, Healthy Environment

**POLICY AND LEGISLATIVE FRAMEWORK**

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- 28 Laws of MOH

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Breach of Confidentiality
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

1. Complaints are made to the Ministry of Health or the Regional Office or the Health Care Facility (Health Centre or Hospital)
2. The Complaints Receivable Officer completes the Client Complaint Form which is signed by the complainant OR The Client Complaint Form is downloaded from the website, completed and signed
3. The Complaint Form is sent to the Chief Executive Officer of the facility or the Senior Medical Officer or the Hospital Administrator or the Medical Officer
4. Complaints are acknowledged within 1 to 3 days following receipt
5. The process of investigation and resolution begins within 1 to 3 days after the receipt of the complaint
6. The complainant is kept informed of the status of the investigation
7. The agreed resolution is implemented
8. If the complainant is not satisfied with the outcome, the matter is referred to a higher level within the organisation or to the Ministry of Health
9. The process can be stopped at any time by writing to the person to whom the complaint was sent.

**REPORT AND REDRESS OPTIONS**

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorney General's Chambers)



## GOVERNMENT

# South East Regional Health Authority

**ADDRESS:** The Towers, 25 Dominica Drive, Kingston 5

**TELEPHONE:** 876 –754-3439-43 or 1-888-429-5013

**WEBSITE:** [www.serha.gov.jm](http://www.serha.gov.jm)

**EMAIL:** [patientcare@serha.gov.jm](mailto:patientcare@serha.gov.jm)

**SOCIAL MEDIA:** **FACEBOOK:** [serha.jamaica](https://www.facebook.com/serha.jamaica)

**INSTAGRAM:** [theserhajam](https://www.instagram.com/theserhajam)

## REPORT AND OR REDRESS ENTITY

Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

### Mission

To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices.

### Vision

Healthy People, Healthy Environment

## POLICY AND LEGISLATIVE FRAMEWORK

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- Laws governing the health services and public health
- Other laws of Jamaica

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Quality of service
- Breach of Confidentiality
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

1. Receive Complaint (phone, letter, fax, email, complaint form, social media, etc.) .
2. Acknowledge letter, email, sent to client; standard: to be sent within 5 working days from receipt.
3. Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude.
4. Client informed of findings and indicates if satisfied or not with investigation.
5. If not satisfied, complaint escalated/referred to appropriate authority within MOH.
6. Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process.
7. If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

**REPORT AND REDRESS OPTIONS**

- Verbal/Written Apology
- Compensation (after evaluation by Attorney General's Chambers)
- Mediation

**GOVERNMENT**

# Southern Regional Health Authority

**ADDRESS:** Brumalia Road, Mandeville, Manchester

**TELEPHONE:** 876-625-2110 or 876-962-9491

**WEBSITE:** [www.srha.gov.jm](http://www.srha.gov.jm)

**EMAIL:** [southernregionalhealthauthority@srha.gov.jm](mailto:southernregionalhealthauthority@srha.gov.jm)

**REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE****Mission**

To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices

**Vision**

Healthy People, Healthy Environment

**POLICY AND LEGISLATIVE FRAMEWORK**

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- Laws governing the health services and public health
- Other laws of Jamaica

## GOVERNMENT

# Southern Regional Health Authority cont'd.

### COMPLAINTS & SETTINGS & REDRESS OPTIONS

#### Types of Compliants Addressed

- Human Rights Violation
- Breach of Confidentiality
- Discrimination

#### STEPS TO COMPLAINT RESOLUTION

1. Receive Complaint (phone, letter, fax, email, complaint form, social media, etc.)
2. **Acknowledge letter, email, etc.**
3. Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude.
4. **Client informed of findings and indicates if satisfied or not with investigation**
5. If not satisfied, complaint escalated/referred to appropriate authority within MOH.
6. **Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process.**
7. If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

#### REPORT AND REDRESS OPTIONS

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorney General's Chambers)

**GOVERNMENT****Western Regional  
Health Authority**

**ADDRESS:** Regional Office, Lot 31B, Fairview Shopping Centre, P. O. Box  
900, Montego Bay, St James

**TELEPHONE:** 876-979-8575-6, 876-971-8965-6, 876-952-5100,  
876-684-9279, 876- 684-9776

**FAX:** 876-979-852, 876- 684-9279

**WEBSITE:** [www.wrha.gov.jm](http://www.wrha.gov.jm)

**EMAIL:** [info@wrha.gov.jm](mailto:info@wrha.gov.jm)

**REPORT AND OR REDRESS ENTITY**

Report       Redress       Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE****Mission**

To provide quality preventative, curative and rehabilitative health services in an environment conducive to the promotion of health with a high calibre of staff performing at optimal capacity.

**Vision**

Healthy families living in healthy communities

**POLICY AND LEGISLATIVE FRAMEWORK**

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- Laws governing the health services and public health
- Other laws of Jamaica

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination
- Breach of Confidentiality
- Quality of service issues or concerns - customer service or medical/ service care related

**STEPS TO COMPLAINT RESOLUTION**

1. Receive Complaint (phone, letter, fax, email, co mplaint form, social media, etc.)
2. Acknowledge letter, email, sent to client; standard: to be sent within 5 working days from receipt.
3. Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude. Investigation period initially to be within 2 weeks, client to be updated if this is to be longer than 2 weeks and updated on progress of investigation.
4. Client informed of findings and indicates if satisfied or not with investigation
5. If not satisfied, complaint escalated/referred to appropriate authority within MOH.
6. Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process.
7. If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

**REPORT AND REDRESS OPTIONS**

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorneys General's Chambers)

## GOVERNMENT

# Pharmacy Council

**ADDRESS:** 91 Dumbarton Avenue, Kingston 10  
**TELEPHONE:** 876-926 - 2637 or 876-926-4353      **FAX:** 876-926-6935  
**WEBSITE:** www.pcoj.org  
**EMAIL:** rxcounciljm@yahoo.com  
**SOCIAL MEDIA:** **FACEBOOK:** m.facebook.com/pharmacycouncilofjamaica/

**REPORT AND OR REDRESS ENTITY**

Report       Redress       Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

- Regulatory (quasi-Government Body)- The Pharmacy Council of Jamaica:
- Regulates the practice of pharmacy in Jamaica
- Ensures that the best possible pharmaceutical care is offered and replicated
- Sees to the enforcement of the provisions of the Pharmacy Act and Regulations
- The Pharmacy Council is tasked with responsibility to:
- Register pharmacists, pharmaceutical students, pharmacies, owners of pharmacies and persons as authorised sellers of poisons.
- Ensure the maintenance of proper standards of conduct by persons registered under the Pharmacy Act
- Regulate the training of pharmaceutical students
- Ensure compliance with the requirements of the Pharmacy Act

**POLICY AND LEGISLATIVE FRAMEWORK**

- Pharmacy Act and Pharmacy Regulations: Condition of sales of drugs legislations

## GOVERNMENT Pharmacy Council cont'd.

### COMPLAINTS & SETTINGS & REDRESS OPTIONS

#### Types of Compliants Addressed

- Human Rights Violation
- Gender-Based Violence
- \* Discrimination

#### STEPS TO COMPLAINT RESOLUTION

1. Submission of complaint
2. Initiation of investigation
3. Liaise and give feedback as required

#### REPORT AND REDRESS OPTIONS

- Standardised processes
- Established processes



**GOVERNMENT  
MINISTRY OF JUSTICE**

# Victim Support Unit

**ADDRESS:** 47E Old Hope Road, Kingston 5

**TELEPHONE:** 876-946-0663 or 876-946-9287

**FAX:** 876-927 -8416

**WEBSITE:** [www.moj.gov.jm](http://www.moj.gov.jm)

**EMAIL:** [vsd.moj@gmail.com](mailto:vsd.moj@gmail.com)

## REPORT AND OR REDRESS ENTITY

- Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

The Victim Support Unit of Jamaica (VSU), operated by the Ministry of Justice, is intended to assist persons against whom certain offences have been committed. The Victim Support Unit is committed to the best interests of victims of crime by actively supporting them, identifying their needs and advocating their rights. The Unit, through its parish offices island-wide, assists victims of crime to manage the emotional trauma associated with and caused by crime. Victims of crimes (both major and minor) fare better whenever the Victim Support Unit intervenes.

## POLICY AND LEGISLATIVE FRAMEWORK

- Victims Charter

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Compliants Addressed

- Human Rights Violation
- Discrimination
- Gender-Based Violence

### STEPS TO COMPLAINT RESOLUTION

- Referrals from: Police, schools, medical professionals, family, church, Court, Friends etc. and walk-ins
- Assessment
- Intervention
- Follow-Up
- Evaluation

**REPORT AND REDRESS OPTIONS**

- Emotional Support
- Training
- Networking and Victim Rights Promotional Component
- Court Orientation and Support
- Crisis Intervention
- Advocacy

**GOVERNMENT  
MINISTRY OF JUSTICE**

# Attorney General's Chambers

**ADDRESS:** NCB Towers, 1st Floor North Tower, 2 Oxford Road, Kingston 5

**TELEPHONE:** 876 – 906 - 2414

**FAX:** 876-754-5158

**WEBSITE:** www.moj.gov.jm

**EMAIL:** attorneygeneral@agc.gov.jm

## REPORT AND OR REDRESS ENTITY

Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

Constitutionally mandated to be the principal legal advisor to the Government of Jamaica. Our mission is to provide legal services of the highest standard in an efficient, timely and professional manner.

## POLICY AND LEGISLATIVE FRAMEWORK

- The Constitution of Jamaica
- The Laws of Jamaica
- Government of Jamaica Policies

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Compliants Addressed

- Human Rights Violation
- Discrimination

## STEPS TO COMPLAINT RESOLUTION

1. Receive report of dispute from Central Government, Statutory Bodies and Government Companies.
2. Determine appropriate legal advice
3. Disseminate legal advice to organisation

## REPORT AND REDRESS OPTIONS

- Legal Advice in respect of options for dispute resolution
- Representation of Government

**GOVERNMENT  
MINISTRY OF JUSTICE**

# Kingston Legal Aid Clinic

**ADDRESS:** 131 Tower Street, Kingston

**TELEPHONE:** 876-922-3761/92      **FAX:** 876-948-9288

**EMAIL:** kgnlegaid@yahoo.com

## REPORT AND OR REDRESS ENTITY

Report       Redress       Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

To provide high quality legal service to persons who, because of poverty, are in danger of having their legal rights infringed.

## POLICY AND LEGISLATIVE FRAMEWORK

- The Legal Aid Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Constitution of Jamaica
- The Laws of Jamaica

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Compliants Addressed

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Human Rights Violation</li> <li>• Civil Suits</li> <li>• Divorce</li> </ul> | <ul style="list-style-type: none"> <li>• Power of Attorney</li> <li>• Declarations</li> <li>• Estate Matters</li> </ul> |
|--|---|

### STEPS TO COMPLAINT RESOLUTION

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Visit to the Office/Consultation</li> <li>• Pay retainer fees</li> </ul> | <ul style="list-style-type: none"> <li>• Assessment of the case</li> <li>• Follow up</li> </ul> |
|---|---|

### REPORT AND REDRESS OPTIONS

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Advice</li> </ul> | <ul style="list-style-type: none"> <li>• Legal Representation</li> </ul> |
|--|--|

**GOVERNMENT  
MINISTRY OF JUSTICE**

# Kingston Legal Aid Council

**ADDRESS:** 72 Harbour Street (Ground Floor), Kingston

**TELEPHONE:** 876-948-6999 or 876-945-7275

**FAX:** 876-948-7597

**WEBSITE:** www.moj.gov.jm

**EMAIL:** aid.legal@moj.gov.jm

## REPORT AND OR REDRESS ENTITY

Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

### Mission

To fulfil the directives of the Legal Aid Act by providing and administering an efficient legal aid system in harmony with the justice transformation agenda thereby providing improved public access to justice.

### Vision

To give justice a human face and make it accessible to all Jamaicans.

## POLICY AND LEGISLATIVE FRAMEWORK

- The Legal Aid Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Constitution of Jamaica
- The Laws of Jamaica

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Complainants Addressed

- Human Rights Violation

### STEPS TO COMPLAINT RESOLUTION

- Submit complaint
- Interview
- Needs assessment
- Complete application for Legal representation

**GOVERNMENT MINISTRY OF JUSTICE**  
**Kingston Legal Aid Council cont'd.**

- Assignment of Attorney to Case
- Advising client regarding assigned Attorney
- Follow up

**REPORT AND REDRESS OPTIONS**

- Duty Council at the Station
- Duty Council at Court
- Legal Advice

**GOVERNMENT  
MINISTRY OF JUSTICE**

# **Office of the Public Defender**

**ADDRESS:** 22 - 24 Duke Street, Kingston

**TELEPHONE:** 876-922-4159, 876-922-7089-90, 876-922-7109

**FAX:** 876-922-9830

**WEBSITE:** [www.opd.gov.jm](http://www.opd.gov.jm)

**EMAIL:** [publicdefender@opd.gov.jm](mailto:publicdefender@opd.gov.jm)

## **REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

## **ORGANISATIONAL/UNIT/BRANCH MANDATE**

To protect and enforce the rights of citizens.

To investigate the actions of all authorities within Ministries, Departments or Agencies of Central and Local Government including Parish Councils, statutory bodies and companies registered under the Companies Act and in which the Government holds not less than fifty-one percent of the ordinary shares.

## **POLICY AND LEGISLATIVE FRAMEWORK**

- The Public Defender (Interim) Act;
- The Constitution of Jamaica, particularly Chapter 3
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- All other statutes, subsidiary legislation, case law and international treaties.

## **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

### **Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination

**GOVERNMENT MINISTRY OF JUSTICE**  
**Office of the Public Defender cont'd.**

**COMPLAINTS & SETTINGS & REDRESS OPTIONS**

- Receipt of complaint in writing
- Interview of complainant (and witnesses) and assessment of case
- On site visit and photographing where necessary
- Estimation of time for completion
- Communication with the alleged offender
- Presentation to the complainant, of the initial response from alleged offender
- Receiving complainants reaction and further answer
- Follow-up interviews and taking deposition where necessary
- Report writing including recommendations and redress
- Final report to complainant and offending authority
- Presentation of reports to Parliament in certain cases

**REPORT AND REDRESS OPTIONS**

- Apology
- Monetary compensation
- Reversal of initial decision which was the subject of the complaint  
Correcting an action or omission
- Submitting special reports to Parliament
- Making recommendations for change in law or policy
- Referrals to attorneys-at-law or other professionals as appropriate and to Agencies of Government
- Making specific recommendations to Parliament arising out of investigations of issues of national concern



**GOVERNMENT  
MINISTRY OF LABOUR & SOCIAL SECURITY**

# **Occupational Safety and Health Department (OSHD) (HIV Unit)**

**ADDRESS:** 1F North Street, Kingston

**TELEPHONE:** 876-922-9500-12

**FAX:** 876-967-5859

**WEBSITE:** www.mlss.gov.jm

**EMAIL:** mlsshivunit@gmail.com

## **REPORT AND OR REDRESS ENTITY**

- Report     Redress     Both

## **ORGANISATIONAL/UNIT/BRANCH MANDATE**

To help organisations manage HIV in the workplace.

## **POLICY AND LEGISLATIVE FRAMEWORK**

- National Workplace Policy on HIV and AIDS
- Life Threatening Illnesses Policy
- Voluntary Compliance Programme Manual
- Occupational Safety and Health Bill (Draft)

## **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

### **Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

### **STEPS TO COMPLAINT RESOLUTION**

- Contact the PCEB
- Organisational Needs Assessment
- Agreement on Sensitisation and Education Programme
- Execution of Sensitisation and Education Programme

### **REPORT AND REDRESS OPTIONS**

- Training/Capacity Building
- Referral

**GOVERNMENT  
MINISTRY OF LABOUR & SOCIAL SECURITY**

# **Pay and Conditions of Employment Branch (PCEB)**

**ADDRESS:** 1F North Street, Kingston

**TELEPHONE:** 876-922-8500-12

**FAX:** 876 – 967 – 5859

**WEBSITE:** [www.mlss.gov.jm](http://www.mlss.gov.jm)

**EMAIL:** [pceb@mlss.gov.jm](mailto:pceb@mlss.gov.jm)

## **REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

## **ORGANISATIONAL/UNIT/BRANCH MANDATE**

To treat with Labour Relations matters in accordance with National Labour Legislations and core Labour Standards as set out in ILO Conventions.

## **POLICY AND LEGISLATIVE FRAMEWORK**

- Jamaica's Labour Laws:
- Employment (Termination and Redundancy) Payments Act and Regulations
- The Holidays with Pay Order
- The Maternity Leave Act
- The Minimum Wage Act (Etc.)

## **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

### **Types of Compliants Addressed**

Complaints in relation to workers' pay and conditions of employment.

### **STEPS TO COMPLAINT RESOLUTION**

1. Contact the PCEB
2. Interview conducted
3. Formal complaint taken (if necessary)
4. Advice given (if necessary)

5. Investigation conducted to determine outstanding entitlements, if any.
6. Further follow-up action taken towards resolution.

#### **REPORT AND REDRESS OPTIONS**

- Visit or call the PCEB
- Improvement in compensation or employment conditions.
- Referral

**GOVERNMENT  
MINISTRY OF LABOUR & SOCIAL SECURITY**

# **Industrial Disputes Tribunal**

**ADDRESS:** 4 Ellesmere Road, Kingston 10

**TELEPHONE:** 876 – 920 - 4497

**FAX:** 876 – 908 - 0182

**WEBSITE:** www.mlss.gov.jm

**EMAIL:** mlss\_idt@cwjamaica.com

## **REPORT AND OR REDRESS ENTITY**

- Report   
  Redress   
  Both

## **ORGANISATIONAL/UNIT/BRANCH MANDATE**

To determine and settle industrial disputes by striving for equality, justice and fair play for all.

## **POLICY AND LEGISLATIVE FRAMEWORK**

- The Labour Relations and Industrial Disputes Act (1975)
- The Labour Relations Code
- Employment (Termination and Redundancy Payments) Act and Regulations
- The Holidays with Pay Act and Maternity Leave Act

## **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

### **Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

### **STEPS TO COMPLAINT RESOLUTION**

- The dispute is referred to the Ministry of Labour and Social Security (Cancelation Unit).
- If the dispute is not resolved it is referred to the Industrial Disputes Tribunal by the Minister of Labour to be determined and settled.
- The dispute is referred to the Tribunal by way of a letter containing the terms of reference.
- The parties are written to and asked to provide Briefs outlining the matter

- Dates are set for hearings/sittings to begin to hear the matter.
- During the sitting oral and written evidence are presented to a panel consisting of a Chairman and two (2) members by each party in support of their case.
- Once the hearings have been concluded, the panel meets for deliberation at the end of which a decision is taken.
- The decision of the panel is handed down by way of a written document referred to as the Award, which is dispatched to the relevant parties

#### **REPORT AND REDRESS OPTIONS**

- Hearing
  - Ruling (decision)

**GOVERNMENT  
MINISTRY OF LABOUR & SOCIAL SECURITY**

# **Industrial Relations and Allied Services**

**ADDRESS:** 1F North Street, Kingston

**TELEPHONE:** 876-922-4940 **FAX:** 876-922-0996

**WEBSITE:** www.mlss.gov.jm

**EMAIL:** conciliation@mlss.gov.jm

## **REPORT AND OR REDRESS ENTITY**

- Report     Redress     Both

## **ORGANISATIONAL/UNIT/BRANCH MANDATE**

To hear disputes and try to resolve them amicably through the conciliation process.

## **POLICY AND LEGISLATIVE FRAMEWORK**

- The Labour Relations and Industrial Disputes Act (1975)
- The Labour Relations Code
- Employment (Termination and Redundancy Payments) Act and Regulations
- The Holidays with Pay and The Maternity Leave Act

## **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

### **Types of Compliants Addressed**

- Wage Negotiations
- Interpretation of Labour Laws and Agreements
- Termination of Employment      • Dispute Resolution (Conciliation)
- Disciplinary action                      • Representational Rights Polls

### **STEPS TO COMPLAINT RESOLUTION**

- The dispute is referred to the Ministry of Labour and Social Security (Conciliation Unit).
- If the dispute is not resolved through the conciliation process it is

referred to the Industrial Disputes Tribunal by the Minister of Labour to be determined and settled.

#### **REPORTING AND REDRESS OPTIONS**

- Chair meetings
- Resolve disputes amicably by using the conciliation process.

**GOVERNMENT  
MINISTRY OF LABOUR & SOCIAL SECURITY**

# **Jamaica Council for Persons with Disabilities**

**ADDRESS:** 18 Ripon Road, Kingston 5

**TELEPHONE:** 876 -968-8373 or 876-926-9374/75 or 876-968-0623 or  
876-618-1133

**WEBSITE:** www.mlss.gov.jm

**EMAIL:** jcpd@mlss.gov.jm

## **REPORT AND OR REDRESS ENTITY**

- Report     Redress     Both

## **ORGANISATIONAL/UNIT/BRANCH MANDATE**

To promote the protection of the rights of persons with disabilities in accordance with national policies and programmes within a legislative framework. The Jamaica Council for Persons with Disabilities has a social protection responsibility for persons with disabilities.

## **POLICY AND LEGISLATIVE FRAMEWORK**

- The National Policy for Persons with Disabilities
- The Disabilities Act
- Convention on the Rights of Persons with Disabilities

## **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

### **Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

### **STEPS TO COMPLAINT RESOLUTION**

- Receive and Log complaint/s
- Referral
- Counselling

### **REPORT AND REDRESS OPTIONS**

- Counselling
- Referral



**GOVERNMENT****MINISTRY OF LOCAL GOVERNMENT AND COMMUNITY DEVELOPMENT****Kingston and St. Andrew  
Municipal Corporation (KSAMC)****ADDRESS:** 24 Church Street, Kingston**TELEPHONE:** 876-967-4195 or 876-922-8647-8**FAX:** 876-967-5072**WEBSITE:** www.ksamc.gov.jm **EMAIL:** townclerk@cwjamaica.com**SOCIAL MEDIA:****FACEBOOK** facebook.com/kingstonandst&andrewcorporation**TWITTER:** @KSACOR **INSTAGRAM:** @ksacorp**REPORT AND OR REDRESS ENTITY**

Report
  Redress
  Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To meet the needs of the citizens of Kingston and St. Andrew by providing effective and efficient services to enhance their quality of life.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Laws of Jamaica
- The KSAC Act
- The Parish Councils Act
- The Local Governance Bill
- The Parliament (Membership Questions) Act
- The Parochial Roads Act
- The Jamaica National Heritage Trust Act
- The Registration of Titles Act
- The Municipal Service Commission Act
- The Town and Country Planning Act
- The Urban Development Corporation Act

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation

**STEPS TO COMPLAINT RESOLUTION**

- Receive and log the complaint
- Compensation (as is necessary)
- Investigation
- Referral

**REPORT AND REDRESS OPTIONS**

- Counselling
- Referral
- Compensation

**GOVERNMENT****Ministry of Local Government  
and Community Development**

**ADDRESS:** 85 Hagley Park Road, Kingston 10  
**TELEPHONE:** 876-906-8195 or 876 -754-0992-9 **FAX:** 876-754-8991  
**WEBSITE:** [www.localgovjamaica.gov.jm](http://www.localgovjamaica.gov.jm)  
**EMAIL:** [communications@mlge.gov.jm](mailto:communications@mlge.gov.jm)  
[permanentsecretaryoffice@mlge.gov.jm](mailto:permanentsecretaryoffice@mlge.gov.jm)  
**SOCIAL MEDIA:** **FACEBOOK:** [facebook.com/mlgcd](https://facebook.com/mlgcd) **TWITTER:** @LocalGovJa

**REPORT AND OR REDRESS ENTITY**

- Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To provide a sound policy, legal, technical and administrative framework that supports excellent service delivery and operational management by the Local Authorities and portfolio agencies, in a manner that advances the ideals of effective local governance and the goals of sustainable community development, through a purpose-driven and competent work force.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Local Governance Act
- The Local Government (Financing and Financial Management) Act
- The Parish Councils (Unified Service) Act
- The Financial Administration and Audit Act
- Performance Management and Evaluation System
- Staff Orders for the Public Service
- National HIV/AIDS Policy

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

- Receive complaint
- Referral

**REPORT AND REDRESS OPTIONS**

- Advice
- Referral

**GOVERNMENT****MINISTRY OF NATIONAL SECURITY****Community Safety  
and Security Branch****ADDRESS:** 1st Floor South Tower Building, 2 Oxford Road, Kingston 5**TELEPHONE:** 876-754-0600**FAX:** 876 -929 -0226**WEBSITE** www.jcf.gov.jm**EMAIL:** communitysafety@jcf.gov.jm**REPORT AND OR REDRESS ENTITY**

- Report
  Redress
  Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

The Mission of the Jamaica Constabulary Force and its Auxiliaries is to Serve, Protect and Reassure the people in Jamaica through the delivery of impartial and professional Services aimed at maintenance of law and order, protection of life and property, prevention and detection of crime and the preservation of peace.

**POLICY AND LEGISLATIVE FRAMEWORK**

- Policies of the Jamaica Constabulary Force and the Ministry of National Security
- The Constitution of Jamaica
- The Laws of Jamaica

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

1. Submit report/complaint
2. Investigation
3. Appropriate intervention determined  
Complainant advised on the action to be taken and the implications
4. Appropriate action taken
5. Referral (as is necessary)

GOVERNMENT  
MINISTRY OF NATIONAL SECURITY  
**Community Safety and Security Branch cont'd.**

**REPORT AND REDRESS OPTIONS**

- Counselling/Mentorship
- Sensitisation and Education
- Referral

**GOVERNMENT  
MINISTRY OF NATIONAL SECURITY**

# Office of the Commissioner of Police

**ADDRESS:** c/o Chaplaincy Services Branch HQ, 2nd Floor 45 East Queen Street, Kingston, CSO, (beside Kingston Central Police compound)

**TELEPHONE:** 876-948-0100 or 876-948-0101

**WEBSITE:** [www.jcf.gov.jm](http://www.jcf.gov.jm)

**EMAIL:** [chaplaincy@jcf.gov.jm](mailto:chaplaincy@jcf.gov.jm)

## REPORT AND OR REDRESS ENTITY

- Report
  Redress
  Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

To offer holistic care that focuses on the psychological, emotional, moral and spiritual aspects of all members of the Jamaica Constabulary Force, its auxiliary and their families, within the context of trust and confidentiality.

## POLICY AND LEGISLATIVE FRAMEWORK

- Force Orders
- Staff Orders for the Public Service
- Book of Rules for the Guidance and General Direction of the Jamaica Constabulary Force
- The Offences Against the Person Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Constabulary Force Act

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Complainants Addressed

- Human Rights Violation
- Discrimination
- Gender-Based Violence

## STEPS TO COMPLAINT RESOLUTION

1. Receive complaint

2. Advise complainant on the options available

**STEPS TO COMPLAINT RESOLUTION**

3. Counsel with complainant
4. Referral (as necessary)

**REPORT AND REDRESS OPTIONS**

- Counselling
- Mentorship
- Referral



**GOVERNMENT  
MINISTRY OF NATIONAL SECURITY**

# **Independent Commission of Investigations (INDECOM)**

**- formerly Police Public Complaint Authority**

**ADDRESS:** Headquarters, 1 Dumfries Road, New Kingston, Kingston 10, Jamaica

**TELEPHONE:** 876-968-8875 or 876-968-1932 or 876-920 - 2324

**TIP LINES:** bb1 888-991-5555 (Flow) or 1 888-935-5550 (Digicel)

**FAX:** 876-960-4767

**WEBSITE:** [www.indecom.gov.jm](http://www.indecom.gov.jm)

**EMAIL:** [info@indecom.gov.jm](mailto:info@indecom.gov.jm)

**SOCIAL MEDIA**

**FACEBOOK:** [facebook.com/independentcommissionofinvestigations](https://facebook.com/independentcommissionofinvestigations)

**TWITTER:** @indecom\_jamaica

**INSTAGRAM:** @indecomjamaica

## **REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

## **ORGANISATIONAL/UNIT/BRANCH MANDATE**

The Independent Commission of Investigations is to undertake investigations concerning actions by members of the Security Forces and other agents of the State that result in death or injury to persons or the abuse of the rights of persons; and for connected matters.

## **POLICY AND LEGISLATIVE FRAMEWORK**

- The Independent Commission of Investigations Act 2010
- The Laws of Jamaica
- The Constitution of Jamaica
- The Common Law (Case Law)
- Jamaica Constabulary Force human Rights and Police Use of Force and Fire Arms Policy
- Jamaica Constabulary Force Policies
- Grievance Policy for the Public Sector

**COMPLAINTS & SETTINGS & REDRESS OPTIONS**

**Types of Compliants Addressed**

- Human Rights Violation
- Violence

**STEPS TO COMPLAINT RESOLUTION**

- Receive Report/Statement
- Investigate
- Results of Investigation submitted to Commission for ruling
- Decision (Commission's Report)
- Advising Parties of Outcome
- Follow Up

**REPORT AND REDRESS OPTIONS**

- Ruling
- Investigation

**GOVERNMENT****MINISTRY OF NATIONAL SECURITY****Centre for the Investigation  
of Sexual Offences and  
Child Abuse (CISOCA)****ADDRESS:** 3 Ruthven Road, Kingston 10**TELEPHONE:** 876-926-7318 or 876 -926-4079**WEBSITE:** www.jcf.gov.jm**EMAIL:** cisoca@jcf.gov.jm**REPORT AND OR REDRESS ENTITY**

- Report       Redress       Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

- To investigate all reported offences of a sexual nature.  
To investigate all offences of physical abuse against children.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Sexual Offences Act
- The Child Care and Production Act
- The Committal Proceedings Act
- The Evidence Act
- The Bail Act
- The Child Pornography (Prevention) Act
- The Trafficking in Persons (Prevention, Suppression and Punishment) Act

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Gender-Based Violence
- Physical Abuse of Children

**STEPS TO COMPLAINT RESOLUTION**

1. Receive and log report
2. Interview
3. Referral (as necessary)
4. Investigate

**GOVERNMENT  
MINISTRY OF NATIONAL SECURITY  
Centre for the Investigation of Sexual Offences and  
Child Abuse (CISOCA) cont'd.**

5. Prosecute
6. Follow Up (Counselling and support)

**REPORT AND REDRESS OPTIONS**

- Counselling
- Medical Examination
- Prosecution

The image features a teal background with several overlapping, semi-transparent geometric shapes in various shades of teal and green, creating a layered, abstract effect. A grey tab is visible on the left edge. The text 'PROFESSIONAL BODIES' is centered in a bold, white, sans-serif font.

# **PROFESSIONAL BODIES**

## PROFESSIONAL BODIES

**The Medical Council of Jamaica**

**ADDRESS:** 37 Windsor Avenue, Unit 5, Kingston 5

**TELEPHONE:** 876-978-8538 or 876-978-2159

**FAX:** 876-978-2118

**WEBSITE:** [www.jamaicamedicalcouncil.org](http://www.jamaicamedicalcouncil.org)

**EMAIL:** [medcojam@cwjamaica.com](mailto:medcojam@cwjamaica.com)

**REPORT AND OR REDRESS ENTITY**

Report       Redress       Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

The primary duty of the Medical Council of Jamaica is to protect the public by regulating the conditions of medical practice across Jamaica.

**POLICY AND LEGISLATIVE FRAMEWORK**

The Medical Act

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Neglect or abandonment of duty
- Misconduct

**STEPS TO COMPLAINT RESOLUTION**

- Submit complaint
- Investigation
- Hearing
- Deregistration (as necessary)
- Re-entry of name in Register

**REPORT AND REDRESS OPTIONS**

- Hearing
- Deregistration
- Re-entry of name to Register

**PROFESSIONAL BODIES****Nursing Council of Jamaica**

**ADDRESS:** 50 Half Way Tree Road, Kingston 10

**TELEPHONE:** 876 -926-6042 or 876-929-5118

**FAX:** 876 -968-7269

**WEBSITE:** [www.nursingcouncil.org.jm](http://www.nursingcouncil.org.jm)

**EMAIL:** [nurs@cwjamaica.com](mailto:nurs@cwjamaica.com)

**REPORT AND OR REDRESS ENTITY**

Report       Redress       Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE****Vision:**

The Council aims to:

Ensure all nursing and midwifery persons, including Support/Health Care/Assistance personnel, interfacing with the public are educated and trained, qualified and licensed to practice;

Keep abreast of information on regulatory/credentialing, education and management trends and issues in furtherance of best practices in the interest of the public;

Be the leading regulatory body for nursing and midwifery in the Caribbean.

**Mission:**

To set and ensure maintenance of standards in the education, practice and discipline of Nurses, Midwives and Enrolled Assistant Nurses and to register or enroll these persons under the Nurses and Midwives Act, 1964, for the protection of the public.

**Core Values:**

The core values of the Council are:

Accountability - The work of the Council is guided by its laws and regulations. It is accountable for its actions and acts with transparency and integrity. It carries out its functions responsibly, in the best interest

of the nursing and midwifery professions and is committed to the safety and wellbeing of the public. It keeps abreast of related issues and trends, updating its functions and improving its performance accordingly.

Professionalism - The Council aims to provide effective and efficient services of consistently high standard; is responsive to diversity and is guided by its laws and the expertise of others. It functions independently and in collaboration with others.

#### **POLICY AND LEGISLATIVE FRAMEWORK**

- The Nurses and Midwives Act, 1964 & Amendments, 2005

#### **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

##### **Types of Compliants Addressed**

Human Rights Violation  
Gender-Based Violence  
Discrimination

##### **STEPS TO COMPLAINT RESOLUTION**

1. Receive complaint
2. Submit case to Disciplinary Committee
3. Committee discusses and makes recommendation/s to Council
4. Hearing or disciplinary procedure
5. Sanctions applied (as necessary)

##### **REPORT AND REDRESS OPTIONS**

- Hearing
- Counselling



# Non-Government

## NON-GOVERNMENT

# Caribbean Vulnerable Communities Coalition

**ADDRESS:** Suite #1 1D-1E Braemar Avenue, Kingston 10

**TELEPHONE:** 876-631-7299 **FAX:** 876-631-7219

**WEBSITE:** <http://www.cvccoalition.org/>

**EMAIL:** [info@cvccoalition.org](mailto:info@cvccoalition.org)

**SOCIAL MEDIA:**

**FACEBOOK:** [facebook.com/caribbeanvulnerablecommunities](https://www.facebook.com/caribbeanvulnerablecommunities)

**TWITTER:** @cvccoalition

## REPORT AND OR REDRESS ENTITY

Report
  Redress
  Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

- To mobilise the voice, visibility and participation of diverse groups to impact the regional HIV response and to create an enabling environment by which to end the conditions and consequences of marginalisation. Specifically, CVC seeks to:
- Strengthen capacity of vulnerable populations to act on their own behalf
- Generate an enabling environment to support human rights and improve the quality of life of vulnerable populations
- Advocate for and facilitate the development of infrastructure to support culturally and contextually appropriate and accessible HIV management for vulnerable populations
- Develop and support culturally appropriate prevention programmes and models geared towards vulnerable populations
- Establish strategic partnerships built on trust
- Monitor and evaluate the impact of projects and programmes on vulnerable populations

## **POLICY AND LEGISLATIVE FRAMEWORK**

- The Companies Act
- The Charities Act
- National Workplace Policy on HIV and AIDS  
National Policy for Gender Equality
- Caribbean Regional Strategic Framework on HIV/AIDS 2014-2018 (PANCAP)

## **COMPLAINTS & SETTINGS & REDRESS OPTIONS**

### **Types of Complainants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

### **STEPS TO COMPLAINT RESOLUTION**

- Assess needs
- Design Programme/Project in response
- Determine the best response

### **REPORT AND REDRESS OPTIONS**

- Training
- Capacity Building

## NON-GOVERNMENT

**Colour Pink Foundation**

TELEPHONE: 876-540-0308

WEBSITE: [www.colourpinkjamaica.wordpress.com](http://www.colourpinkjamaica.wordpress.com)EMAIL: [exec.colourpinkgroup@gmail.com](mailto:exec.colourpinkgroup@gmail.com)

## SOCIAL MEDIA:

FACEBOOK: [facebook.com/colourpinkfoundation](https://facebook.com/colourpinkfoundation)TWITTER: [@colourpinkgroup](https://twitter.com/colourpinkgroup) INSTAGRAM: [@colourpink](https://www.instagram.com/colourpink)**REPORT AND OR REDRESS ENTITY**

Report
  Redress
  Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

The Colour Pink Foundation has a mission of having members of the homeless, sofa surfing, Gays, Men who have sex with men and Transgendered People (GMT) and Men who have Sex with Men (MSM) community live in a society where their human rights and equality are guaranteed. Colour Pink Group's mission is also to guarantee community members access to health, education and employment without discrimination.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Child Care and Protection Act
- The Offences Against the Person Act

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

**STEPS TO COMPLAINT RESOLUTION**

1. Receive and assess complaint

2. Refer to appropriate body
3. Follow-up with client

**REPORT AND REDRESS OPTIONS**

- Mentorship
- Sensitisation and Training
- Advocacy
- Safe House Referrals

## NON-GOVERNMENT

**Eve For Life**

**ADDRESS:** 65 East Street, Kingston

**TELEPHONE:** 876-620 – 0515 or 876-816-1365 **FAX:** 876-620-0515

**WEBSITE:** [www.eveforlife.org](http://www.eveforlife.org)

**EMAIL:** [info@eveforlife.org](mailto:info@eveforlife.org) or [evejamaica@gmail.com](mailto:evejamaica@gmail.com)

**SOCIAL MEDIA:** **FACEBOOK:** [facebook.com/eveforlife](https://facebook.com/eveforlife) **TWITTER:** @eveforlife

**REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To contribute to the national HIV response through innovative interventions that will prevent new infections and improve the quality of life of women and children living with or affected by HIV.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The The Child Care and Protection Act
- Convention on the Rights of the Child
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Sexual Offences Act

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

**STEPS TO COMPLAINT RESOLUTION**

- Submit report of incident
- Session with Psychologist to determine appropriate action
- Counselling regarding the option/s for action

Referral (as necessary)

**REPORT AND REDRESS OPTIONS**

- Counselling
- Referrals

## NON-GOVERNMENT

# Jamaica AIDS Support for Life (JASL)

**ADDRESS:** 3 Hendon Drive, Kingston 20

**TELEPHONE:** 876-925-0021-2

**FAX:** 876-925 -0012

**WEBSITE:** [www.jasforlife.org](http://www.jasforlife.org)

**EMAIL:** [infojasl2010@gmail.com](mailto:infojasl2010@gmail.com)

**SOCIAL MEDIA :**

**FACEBOOK:** [facebook.com/jamaicaaids](https://facebook.com/jamaicaaids)

**TWITTER:** @JasLtweets

## REPORT AND OR REDRESS ENTITY

Report
  Redress
  Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

**Mission:** JASL aims to be a world class leader creating and utilising best practices in the delivery of services to persons living with and affected by HIV and AIDS in Jamaica and participating in the fight against the spread of HIV and AIDS in Jamaica in an enabling environment.

**Vision:** A Jamaican society which celebrates human diversity; preserves the rights and dignity of all; and provides services to all based on Love, Action and Support.

**Goal:** To be the lead civil society partner to the government in the national response to HIV/AIDS through rights based programme implementation, management, monitoring and evaluation for the promotion of universal access to prevention, treatment, care and support services.

## POLICY AND LEGISLATIVE FRAMEWORK

- The Universal Declaration of Human Rights
- Declaration of Commitment on HIV/AIDS
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Rights
- Declaration on the Elimination of Violence against Women



- Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)
- The Sexual Offences Act
- The Offences against the Person Act
- The Domestic Violence Act
- The Maintenance Act
- The Property (Rights of Spouses) Act
- The Child Care and Protection Act
- The Child Pornography (Prevention) Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Sexual Harassment Act
- The Public Health Act
- The Law Reform (Age of Majority) Act
- The Towns and Communities Act
- The Constabulary Force Act
- Draft Occupational Safety and Health Bill
- National Plan of Action for Orphans and other children made vulnerable by HIV/AIDS
- National Policy for HIV/AIDS Management in Schools National HIV/AIDS Policy
- National Workplace Policy on HIV and AIDS
- Tourism Sector HIV and AIDS Workplace Policy
- National HIV/ AIDS Strategic Plan (2011)

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Compliants Addressed

- Human Rights Violation
- Gender-Based Violence
- Stigma and Discrimination

### STEPS TO COMPLAINT RESOLUTION

1. Receive complaint
2. Investigation of the incident
3. Determine course of action
4. Counselling
5. Referral (as necessary)

**REPORT AND REDRESS OPTIONS**

- Counselling
- Medical Clinic
- Referral
- Community Intervention

## NON-GOVERNMENT

# Jamaica Community of Positive Women (JCW+)

**ADDRESS:** Suite # 3, 1 Beechwood Avenue. Kingston 5

**TELEPHONE:** 876 – 906 - 6884

**EMAIL:** advocacyhope@gmail.com or lovepositiveja@outlook.com

## REPORT AND OR REDRESS ENTITY

Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

### Mission:

JCW+ facilitates the leadership and personal development of women living with HIV (WHIV) by raising their consciousness on the issues affecting their lives, through training, advocacy and mentoring, so that they can claim their full rights as productive citizens

### Vision:

JCW+ envisions a world where all women living with HIV are free of gender oppression

## POLICY AND LEGISLATIVE FRAMEWORK

- Promotion of Sexual and Reproductive Rights for HIV positive Women
- Advocacy against the Criminalisation of HIV Transmission
- Advocacy against the sterilisation of HIV Positive Women

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Compliants Addressed

- Human Rights Violation violation
- Sexual Reproductive Rights
- Stigma and Discrimination

**STEPS TO COMPLAINT RESOLUTION**

- Receive complaint/s
- Referral

**REPORT AND REDRESS OPTIONS**

- Counselling
- Referral

**NON-GOVERNMENT****Jamaica Council of Churches  
(JCC)****ADDRESS :** 2B Washington Boulevard, Kingston 20**TELEPHONE:** 876 969 3886**EMAIL:** admin@thejcc.org.jm**REPORT AND OR REDRESS ENTITY**

- Report   
  Redress   
  Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

- The Jamaica Council of Churches is a fellowship of Christian Churches and Christian Agencies which confess the Lord Jesus Christ as God and Saviour according to the Scriptures. The participating Churches and Agencies seek to fulfill together their common calling to the Glory of God, Father, Son and Holy Spirit.
- The Jamaica Council of Churches (JCC), as a Christian Ecumenical Organisation is committed to:
- The visible unity of the Church in Jamaica, the Caribbean and the Global Community in the execution of the ministry and mission of Jesus Christ;
- The equipping of the people of God;
- The pastoral care of all, especially those who are hurting and marginalised, and the prophetic witness of the Gospel of Jesus Christ in all aspects of life.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Member Churches of the Council operate under their own denominational constitution, polity and policies
- JCC Workplace Policy (draft)
- National Workplace Policy on - HIV and AIDS
- The Child Care and Protection Act
- Workplace Policy of the Caribbean Conference of Churches

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

- Receive complaint/s
- Counselling
- Referral

**REPORT AND REDRESS OPTIONS**

- Counselling
- Referral

**NON-GOVERNMENT****Jamaica Employers Federation****ADDRESS:** 2A Ruthven Road, Kingston 10**TELEPHONE:** 876-926-6762 or 876-926-5524**FAX:** 876-968-4576 or 876-754-2132**WEBSITE:** www.jamaicaemployers.com**EMAIL:** info@jamaicaemployers.com**SOCIAL MEDIA:****FACEBOOK:** facebook.com/Jamaica.employers**TWITTER:** @jaemployers**REPORT AND OR REDRESS ENTITY**

- Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To remain the premiere employers Organisation in the region, by continuously providing valuable services to our members, thereby assisting them in achieving global competitiveness.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Labour Relations and Industrial Disputes Act
- The Jamaica Business Council on HIV and AIDS (JaBCHA)

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Complainants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

**STEPS TO COMPLAINT RESOLUTION**

- Call in/Walk in with report
- Counselling/Coaching
- Investigation
- Referral

**REPORT AND REDRESS OPTIONS**

- Mediation
- Coaching
- Counselling
- Referral



**NON-GOVERNMENT****Jamaica Forum for Lesbians  
All Sexuals and Gays (JFLAG)****TELEPHONE:** 876-631-8654 or 876-631-8641 **FAX:** 876-946 -2114**WEBSITE:** [www.jflag.org](http://www.jflag.org)**EMAIL:** [admin@jflag.org](mailto:admin@jflag.org) or [cio.jflag@gmail.com](mailto:cio.jflag@gmail.com)**SOCIAL MEDIA:****FACEBOOK:** [facebook.com/jflagcommunity](https://facebook.com/jflagcommunity)**TWITTER:** @equality\_ja **INSTAGRAM:** @equalityja**REPORT AND OR REDRESS ENTITY**

- Report
  Redress
  Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

The creation of a Jamaican society that respects and protects the human rights and inherent dignity of all individuals irrespective of their sexual orientation and gender identity. A Jamaica where there is the freedom to be, for all people.

To promote social change by empowering the Jamaican lesbians, gays, bisexuals and transgendered (LGBT) community and build tolerance for and acceptance of the LGBT community by the wider Jamaican society.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Universal Declaration of Human Rights

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination - homophobia, gender identity, sexual orientation related

**STEPS TO COMPLAINT RESOLUTION**

**NON-GOVERNMENT****Jamaica Forum for Lesbians All Sexuals and Gays  
(JFLAG) cont'd.**

- Document incident
- Advise client of options
- Follow through with option chosen by client

**REPORT AND REDRESS OPTIONS**

- Counselling
- Advice
- Referrals

## NON-GOVERNMENT

# Jamaican Network of Seropositives (JN+)

ADDRESS: 3 Trevennion Park Road, Kingston 5  
 TELEPHONE: 876-929-7340 or 876-839-8000 FAX 876-929-7340  
 WEBSITE: www.jnplus.org EMAIL: jnplus@hotmail.com  
 SOCIAL MEDIA: Facebook: facebook.com/jnplus TWITTER: @jnSero

## REPORT AND OR REDRESS ENTITY

Report     Redress     Both

## ORGANISATIONAL/UNIT/BRANCH MANDATE

To advocate for the rights and concerns of persons living with and affected by HIV and AIDS through resource mobilisation, partnership and empowerment.

## POLICY AND LEGISLATIVE FRAMEWORK

- The JN+ Constitution and Operations Manual
- The Global Network of Persons living with HIV and AIDS
- The Caribbean Regional Networks
- The Enabling Environment and Human Rights Technical Working Group

## COMPLAINTS & SETTINGS & REDRESS OPTIONS

### Types of Compliants Addressed

- Human Rights Violation
- Discrimination
- Gender-Based Violence

### STEPS TO COMPLAINT RESOLUTION

- Report incident
- Investigation
- Interview
- Intervention

**REPORT AND REDRESS OPTIONS**

- Sensitisation
- Information on access to care and support
- Referrals
- Counselling

## NON-GOVERNMENT

**Jamaica Red Cross**

**ADDRESS:** Central Village, Spanish Town, St. Catherine

**TELEPHONE:** 876-984-7860-2      **FAX:** 876-984-8272

**WEBSITE:** [www.jamaicaredcross.org](http://www.jamaicaredcross.org)      **EMAIL:** [info@jamaicaredcross.org](mailto:info@jamaicaredcross.org)

**REPORT AND OR REDRESS ENTITY**

- Report       Redress       Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To prevent and alleviate suffering, improve the lives of vulnerable people by developing capacity, mobilising critical resources and promoting humanitarian activities.

**POLICY AND LEGISLATIVE FRAMEWORK**

- The Jamaica Red Cross Society Act 1964
- Act of Parliament No. 40 – 1964

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

- Report incident
- Investigation
- Determine course of action
- Counselling
- Take appropriate action
- Referral (as - necessary)

**STEPS TO COMPLAINT RESOLUTION**

- Counselling
- Advocacy

**NON-GOVERNMENT****Jamaica SW Coalition**

**TELEPHONE:** 876 - 805-2566 or 876 - 320 - 0150

**WEBSITE:** [www.sexworkassociationja.wix.com/swaj](http://www.sexworkassociationja.wix.com/swaj)

**EMAIL:** [sexworkassociationjamaicca@gmail.com](mailto:sexworkassociationjamaicca@gmail.com)

**SOCIAL MEDIA: FACEBOOK:** [facebook.com/sexworkassociationjamaica](https://facebook.com/sexworkassociationjamaica)

**REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To advocate for and preserve the fundamental human and workers rights of sex workers in Jamaica regardless of race, class, colour, gender/sexual identity, while empowering sex workers through creating and sustaining an enabling environment.

The Jamaica SW Coalition envisions a Jamaica where sex work is work; where the dignity of Sex Workers is restored. Where policies put in place are in keeping with the fundamental principles of human rights.

**POLICY AND LEGISLATIVE FRAMEWORK**

- Sex Worker Implementation Tools
- SWAJ Human Rights Manual
- Workers Rights

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

- Report the incident/s to a Field Officer

- Complete the Incident Report Form
- Investigation
- Referral

**REPORT AND REDRESS OPTIONS**

- Counselling
- Referral

## NON-GOVERNMENT

**Panos Caribbean**

**ADDRESS:** 22 Westminster Road, Kingston 10  
**TELEPHONE:** 876-920-0070-1 **FAX:** 876 -920-0071  
**WEBSITE:** www.panoscaribbean.org  
**EMAIL:** jamaica@panoscaribbean.com  
**SOCIAL MEDIA:**  
**FACEBOOK:** facebook.com/panos.caribbean **TWITTER:** @panoscaribbean

**REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To promote sustainable development and social justice in the wider Caribbean Region by empowering people, especially the poor and vulnerable, to produce information and share their perspectives on development issues across language and political borders.

**POLICY AND LEGISLATIVE FRAMEWORK**

- Protocol to Prevent, Suppress and Punish Trafficking in Persons
- National HIV/AIDS Policy

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

**STEPS TO COMPLAINT RESOLUTION**

- Hear the complaint
- Assess the complaint
- Arrange media engagement as appropriate
- Referral



**REPORT AND REDRESS OPTIONS**

- Advice
- Referral
- Organisation of Media Engagement

## NON-GOVERNMENT

**RISE Life Management Services**

**ADDRESS:** 57 East Street, Kingston

**TELEPHONE:** 876 -967 3777-8 or 1 888 -991-4146 **FAX:**876 -967-3779

**WEBSITE:** www.risejamaica.org

**EMAIL:** rise@cwjamaica.com

**REPORT AND OR REDRESS ENTITY**

- Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

A Jamaica society where young people and other vulnerable populations are empowered to make healthy lifestyle choices in a supportive and rehabilitative environment.

**POLICY AND LEGISLATIVE FRAMEWORK**

National Workplace Policy on HIV and AIDS

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

**STEPS TO COMPLAINT RESOLUTION**

- Receive complaint
- Referral

**REPORT AND REDRESS OPTIONS**

- Counselling
- Education and Sensitisation

**NON-GOVERNMENT****University of Technology Legal  
Advice Centre for Community**

**ADDRESS:** 237 Old Hope Road, Kingston 6  
**TELEPHONE:** 876 – 927 – 1680 or 876 – 970 – 5299  
**WEBSITE:** www.utechjamaica.edu.jm  
**EMAIL:** corporatecomm@utech.edu.jm  
**SOCIAL MEDIA:** **FACEBOOK:** facebook.com/utechjamaica  
**INSTAGRAM:** @utexchjamaica **TWITTER:** @uTechJamaica

**REPORT AND OR REDRESS ENTITY**

Report     Redress     Both

**ORGANISATIONAL/UNIT/BRANCH MANDATE**

To stimulate positive change in Caribbean society through the provision of high quality learning and research opportunities and service to our communities.

**POLICY AND LEGISLATIVE FRAMEWORK**

- Code of Ethical Conduct and Whistle Blowing
- Occupational Safety and Health Bill
- UTECH HIV/AIDS Policy

**COMPLAINTS & SETTINGS & REDRESS OPTIONS****Types of Compliants Addressed**

- Human Rights Viola tion
- Gender-Based Violence
- Discrimination
- Discipline, dismissal, grievance
- Possession of firearms and other weapons

**STEPS TO COMPLAINT RESOLUTION**

- Written statement by complainant
- Investigation beginning at the Departmental level with relevant

**NON-GOVERNMENT  
University of Technology Legal Advice Centre for  
Community cont'd.**

supervisor

- Supervisor submits written report to HR within five days of complaint
- Matter referred to next senior officer
- If unresolved, a Grievance committee is established by the Registrar or President for consideration
- The Grievance Committee determines its own procedures for resolution

**REPORT AND REDRESS OPTIONS**

- Compensation
- Confidential Counselling
- Reinstatement

# APPENDICES

# APPENDIX 1



## HIV-related Discrimination & GBV Complaint Form

This form may be completed by, or for, anyone who has experienced discrimination including: mistreatment; denial of services; breach of privacy or confidentiality; violence because of their real or perceived HIV status. If the complainant is under the age of 18 or otherwise unable to complete the form, an adult may be designated to file the complaint on his or her behalf. Please complete all sections of this form and return to the Jamaican Network of Seropositives (JN+) using the contact information at the end of this form. **Your Identity And Personal Information Will Be Kept Confidential.**

|  |  |  |  |
|--|--|--|--|
| <b>1. TODAY'S DATE:</b>  |  | Day/ Month/ Year                                       |  |
| <b>2. NAME OF PERSON FILING REPORT:</b> _____  |  |  |  |
| 2a <input type="checkbox"/> I was mistreated or abused <input type="checkbox"/> I saw someone being mistreated or abused <input type="checkbox"/> Someone told me about the incident <input type="checkbox"/> I am reporting on behalf of: Name: _____ Tel: _____ (If you are reporting on behalf of someone else please get permission to fill in his/her name and contact information).  |  |  |  |
| <b>3a. ADDRESS OF PERSON FILING REPORT:</b>  |  | <b>3b. TELEPHONE NUMBER/S OF PERSON FILING REPORT:</b> |  |
|  |  | 1. (876) _____   |  |
|  |  | 2. (876) _____   |  |
| <b>3c. E-MAIL ADDRESS OF PERSON FILING REPORT:</b>   |  |  |  |
| <b>4. GENDER (of Person who experienced the discrimination or abuse)</b>   |  |  |  |
| <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender Female <input type="checkbox"/> Transgender Male <input type="checkbox"/> Other _____   |  |  |  |
| <b>5. DATE OF BIRTH: (of Person who experienced the discrimination or abuse)</b>   |  |  |  |
| _____ Day / Month / Year   |  |  |  |
| <b>6. WHERE DID THE INCIDENT TAKE PLACE? (tick the one which applies)</b>  |  |  |  |
| <b>Workplace:</b> <input type="checkbox"/> Government Entity <input type="checkbox"/> Private Company/Business <input type="checkbox"/> NGO  |  |  |  |
| <b>Business Place:</b> <input type="checkbox"/> Government Entity <input type="checkbox"/> Private Company/Business  |  |  |  |
| <b>Health Facility:</b> <input type="checkbox"/> Government Clinic <input type="checkbox"/> Government Hospital <input type="checkbox"/> Private Hospital <input type="checkbox"/> Private Clinic<br><input type="checkbox"/> Private Pharmacy <input type="checkbox"/> Government Pharmacy <input type="checkbox"/> NGO   |  |  |  |
| <b>Police Station:</b>   |  |  |  |
| <b>Court:</b>  |  |  |  |
| <b>Community (where in community):</b>   |  |  |  |
| <b>Church (which church):</b>  |  |  |  |
| <b>School (which school):</b>  |  |  |  |
| <b>Other (please write):</b>   |  |  |  |
| <b>7. NATURE OF MISTREATMENT OR ABUSE</b>  |  |  |  |
| <b>Breach of Confidentiality</b> <input type="checkbox"/> Information was shared without prior knowledge or consent  |  |  |  |
| <b>Denied Employment</b> <input type="checkbox"/> Not Hired <input type="checkbox"/> Forced To Leave Job <input type="checkbox"/> Unequal treatment at workplace   |  |  |  |
| <b>Denied Services</b> <input type="checkbox"/> Did Not Get Healthcare <input type="checkbox"/> Did Not Get Housing <input type="checkbox"/> Poor Customer Service<br><input type="checkbox"/> Not Accepted Into School <input type="checkbox"/> Forced To Leave School <input type="checkbox"/> Unequal treatment at school   |  |  |  |
| <b>Mistreatment /Violence</b> <input type="checkbox"/> Physical Attack <input type="checkbox"/> Home break-in <input type="checkbox"/> Raped or Attacked Sexually<br><input type="checkbox"/> Stalked <input type="checkbox"/> Kidnapped <input type="checkbox"/> Harassed/Verbally Abused<br><input type="checkbox"/> Mistreatment of Relative <input type="checkbox"/> Forced To Leave Home <input type="checkbox"/> Forced to Leave The Community |  |  |  |
| <b>Other (please specify)</b> _____  |  |  |  |



**HIV-related Discrimination & GBV Complaint Form**

8. DID ANYONE ELSE SEE OR HEAR WHAT HAPPENED?  Yes  No  I Don't Know  
 (If Yes, please write the name, address, position or description of the person)

|           |                                    |
|-----------|------------------------------------|
| Name:     | Description: (physical appearance) |
| Address:  |                                    |
| Position: |                                    |

9. PLEASE PROVIDE A DETAILED DESCRIPTION OF THE INCIDENT (What, Which date, Where, By whom, Was it reported, To whom it was it reported ).

10. WHAT WOULD YOU LIKE TO SEE HAPPEN AFTER YOU MAKE THIS REPORT?

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Receive an Apology         | <input type="checkbox"/> Conflict Resolution       | <input type="checkbox"/> Go To Court                              |
| <input type="checkbox"/> Receive Social Assistance  | <input type="checkbox"/> Referral for Medical Care | <input type="checkbox"/> Report To Police                         |
| <input type="checkbox"/> Receive Counseling         | <input type="checkbox"/> Refer Case for Redress    | <input type="checkbox"/> No Action (I just want to file a report) |
| <input type="checkbox"/> Other (explain here) _____ |  |   |

11. PLEASE SIGN IN THE SPACE BELOW: By signing here you consent to have JN+ initiate an investigation and refer this complaint to the relevant redress entity.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Please fill in all sections of this form and return to JN+. Your identity and personal information will be kept **CONFIDENTIAL**

# APPENDIX 1 cont'd.



## HIV-related Discrimination & GBV Complaint Form

DATE REPORT SUBMITTED: \_\_\_\_\_  
Day/Month/Year

WHERE WAS REPORT SUBMITTED: \_\_\_\_\_

REPORT RECEIVED BY: \_\_\_\_\_  
Name of Officer Receiving Complaint      Signature of Officer Receiving Complaint

**THANK YOU FOR YOUR REPORT.**  
If you do not receive a response within 30 days please call 929-7340 or 839-8000 and ask to speak with a Redress Officer you may also send an email to [jnplus@hotmail.com](mailto:jnplus@hotmail.com).



KEEP THIS PART OF THE FORM, THIS IS YOUR RECEIPT.



## HIV-related Discrimination & GBV Complaint Form

DATE REPORT SUBMITTED: \_\_\_\_\_  
Day/Month/Year

WHERE WAS REPORT SUBMITTED: \_\_\_\_\_

REPORT RECEIVED BY: \_\_\_\_\_  
Name of Officer Receiving Complaint      Signature of Officer Receiving Complaint

**THANK YOU FOR YOUR REPORT.**  
If you do not receive a response within 30 days please call 929-7340 or 839-8000 and ask to speak with a Redress Officer you may also send an email to [jnplus@hotmail.com](mailto:jnplus@hotmail.com).

| Address :  | Telephone:   | E-Mail Address   |
|--|--|--|
| Redress Officer<br>Jamaican Network of Seropositives<br>Ground Floor<br>Ministry of Health In-Service Education Building<br>3 Trevennion Park Road<br>Kingston 5 | Tel/Fax: (876)-929-7340<br>Cell: (876) 839-8000<br>(also accepts SMS and WhatsApp) | <a href="mailto:jnplus@hotmail.com">jnplus@hotmail.com</a> |

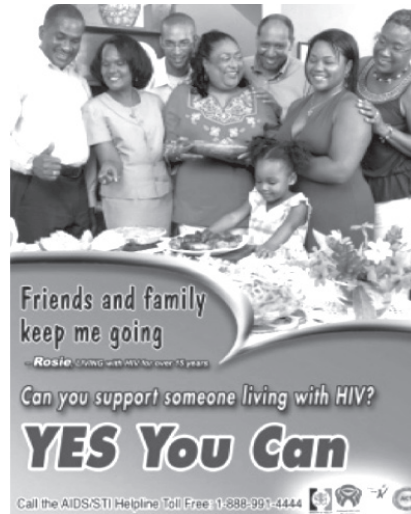
Please fill in all sections of this form and return to JN+. Your identity and personal information will be kept **CONFIDENTIAL**



# APPENDIX 2

## THE JAMAICA ANTI-DISCRIMINATION SYSTEM (JADS) FOR HIV

The National HIV-Related Discrimination Reporting and Redress System (NHDRRS) began in 2004 when the Global Fund grant to strengthen prevention, treatment and policy efforts in Jamaica was approved for Jamaica. It was established to document and record complaints about discrimination by setting and ensure redress to persons affected. Now renamed the Jamaica Anti-Discrimination System (JADS) for HIV since November 2017, the JADS is multi-sectoral in nature.



Its operation is guided by a mix of civil society and governmental organisations, chief among which is the Jamaican Network of Seropositives (JN+), with technical support from international development partners such as USAID, UNAIDS and the Global Fund to fight Tuberculosis, AIDS and Malaria (GFTAM). The System is designed to collect complaints about HIV-related discrimination, investigate them and to operate as a focal point for redress. Preliminary steps have been taken to integrate the JADS into existing systems within government bodies and non-governmental organisations.

Complaints may be filed on behalf of or by a person who has experienced HIV-related discrimination. A person who has witnessed HIV-related discrimination may also file a complaint.

The JADS is designed to operate within five steps:

- Submission of an initial complaint to the Jamaican Network

## **APPENDIX 2** *cont'd.* **THE JAMAICA ANTI-DISCRIMINATION SYSTEM (JADS) FOR HIV**

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of Seropositives via telephone, on-line or by completing a complaint form.

- An interview is conducted with the complainant to collect more information.
- An investigation of the complaint is conducted to verify the information.
- Redress - This is action such as referral, advice, counselling, community or industry-wide sensitisation, professional sanctions or legal action designed to resolve the issues presented through the complaint.
- Closure - The case is closed as appropriate.

# APPENDIX 3

## DEALING WITH STIGMA AND DISCRIMINATION

**H**IV-related stigma begins as a prejudicial thought. It is usually a thought which devalues an individual or group on the basis of HIV status or other related perceived “differences”.

HIV-related discrimination occurs when action or omission results in a person being treated unfairly or unjustly because of HIV status, perceived HIV status or association with HIV.



**HIV cannot be  
transmitted through  
everyday casual  
contact.**

Fear of discrimination often prevents people from getting tested for HIV. Fear can also prevent people from seeking treatment or admitting their health status publicly.

Discriminatory treatment in the workplace can lead to loss of employment. Loss of employment is, in most cases, a loss of the productive and income earning capacity of individuals and the nation. There is no justification for HIV-related discrimination.

- HIV screening for the purpose of exclusion from employment or from participation is a form of discrimination.
- Action that breaches confidentiality and privacy is also a form of discrimination.
- Limited education about HIV modes of transmission and prevention can also facilitate discriminatory action.

If you have experienced or witnessed discrimination, contact the Human Rights Desk at 876 - 929-7340.

# APPENDIX 4

## DEFINITION OF KEY TERMS

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### **Accountability**

Accountability refers to how duty bearers and or service providers are answerable to users/clients (the rights holders). Rights holders can use a variety of instruments to get or demand accountability. These include but are not limited to: (i) exposing the violation of a right or the failure to fulfill a duty through media; (ii) using community or peer pressure (iii) collecting and publishing data,

(iv) complaining to an authoritative body or person; and (v) evaluating and reporting.

### **Discrimination**

It refers to any form of distinction, exclusion or restriction toward or affecting a person that result in an unfair or unjust treatment of an individual. A person is discriminated against if treated less favourably than another person.

### **Duty Bearer**

A duty-bearer is the person(s) or institution(s) who or which have obligations and responsibilities in relation to the realisation of the right or rights of a rights holder. Duty bearers have an obligation or responsibility to respect, promote, fulfil and ensure human rights and to abstain from human rights violations.

As party to human rights instruments, the State, through its agents, is the principal duty-bearer but non-state actors can also be considered duty bearers.

### **Harassment**

This refers to a broad number of behaviours that are subject to both criminal punishment and civil liability. These behaviours include continuous unwanted, unwelcomed, uninvited actions to an individual or group of persons deemed as threatening, annoying, demeaning, and offensive and result in a hostile environment.

Harassment is often portrayed through: derogatory comments; name calling; vulgar propositions; assault; unwelcomed touching; interfering with movement or work; as well as verbal, physical and visual abuse.

### **Human Rights**

Human rights are entitlements of everyone, simply by being human beings, irrespective of nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status. Human rights also include sexual and reproductive health. All humans are equally entitled to human rights without discrimination. Human rights recognize and promote dignity, fairness and opportunity for all people. Universal human rights are often expressed and guaranteed by law. Human rights entail both rights and obligations. Human rights define people as rights-holders and States/Jurisdictions as duty-bearers. States/Jurisdictions assume obligations and duties under international law to respect, protect and to fulfil human rights.

At the individual level, while persons are entitled their human rights, the human rights of others should also be respected.

### **Human Rights Based Approach (HRBA)**

A Human Rights Based Approach (HRBA) is a conceptual framework for the process of human development that is based on international human rights standards and principles aimed at promoting and protecting human rights.

The objective of the HRBA is to empower, develop the capacity of people (rights-holders) to claim and realize their rights and strengthen the State (duty-bearers) to fulfill their human rights commitments/obligations and duties. The principles that form the fundamental basis of a HRBA are: universality, inalienability, and indivisibility of human rights; interdependence and inter-relatedness; equality and non-discrimination; participation and inclusion; accountability and rule of law. A HRBA is strengthened by analyzing and addressing inequalities, discriminatory practices (intentional and non-intentional) and unequal power relations.

# APPENDIX 4

## DEFINITION OF KEY TERMS *CONT'D.*

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### **Key Population**

This refers to populations that are vulnerable to infections and diseases. These populations often suffer from punitive laws or stigmatizing policies, and they are among the most likely to be exposed to HIV. Their engagement is critical to a successful HIV response everywhere—they are key to the epidemic and key to the response.

### **Limitations On The Exercise Of Rights**

It is the duty of all citizens to respect the rights of others and to observe the lawful and necessary requirements of maintaining public order in a democratic society. In general, limitations and restrictions are those which are determined by law and which are necessary to: (i) ensure respect for the rights and freedoms of others, and (ii) meet the just requirements of morality, public order and general welfare in a democratic society.

### **Marginalised/Vulnerable Groups**

This refers to individuals or entire communities of people who are denied full access to opportunities, and resources. It refers to persons who are excluded or prevented from participating in economic, social and political life, such as employment, health care, and democratic participation. Persons often referred to as ‘marginalized/vulnerable group’ include: persons considered deviant of society’s norms; persons with a disability; street children; persons living with HIV and AIDS; persons in detention or living in extreme poverty; illiterate adults; members of the LGBT community; sex workers; drug users; persons in institutional facilities; as well as the elderly and the young.

### **Redress**

Redress is defined as a means of obtaining a remedy; relief from distress, a wrong or loss. The primary goal is to ensure that persons whose rights have been violated (rights holders) feel that justice has been administered. Redress can include monetary compensation, information, or action not limited to, advice, counselling, litigation, termination, reinstatement, advocacy or remedial intervention, example, training to address the shortcoming.

**Rights Holder**

In the human rights-based approach, every human being is inherently a right holder – by virtue of being a human being each person is entitled to human rights and as such are ‘rights holders’ who should enjoy guaranteed universal human rights. Persons need to be aware of their rights/entitlements, this strengthens their capacity to claim their rights in legitimate ways and demand accountability of duty bearers.

**Sexual Orientation**

This refers to a person’s sexual identity in relation to the gender to which they are attracted; the fact of being heterosexual, homosexual, or bisexual.

**State**

A state is a type of polity that has an organized political community living under a single system.

State is used here to refer to Jamaica.

**Stigma**

A negative thought, feeling and attitude towards an individual or group because of a particular trait, attribute, association, behaviour or the presence of disease considered shameful.

Stigmatisation is often characterized by rejection, ostracism, denial, discrediting, disregarding, devaluing and social distance.

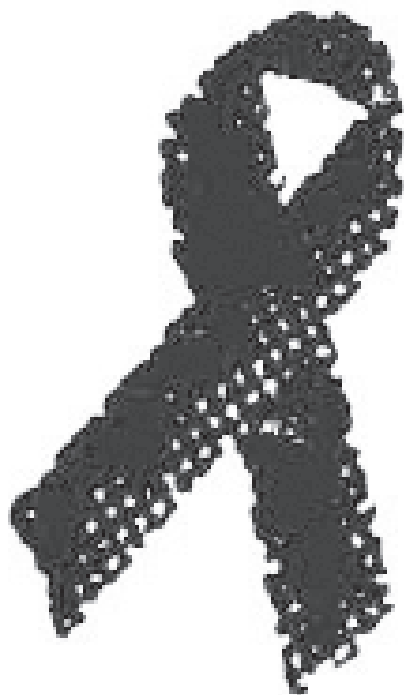
Persons who perceive themselves to be members of a stigmatized group, whether it is obvious to those around them or not, feel different and devalued and it affects their behaviour, generally negatively. The stigmatized often start to act in the manner expected by their naysayers. It not only changes their behaviour, but it also shapes their emotions and beliefs. Stigmatization can happen in the workplace, educational settings, health care, the justice system, church, and even in the family. In turn the stigmatized experience discrimination, gossip, insults, and attacks.

# APPENDIX 5

## ACRONYMNS AND ABBREVIATIONS YOU SHOULD KNOW

|                     |   |
|---------------------|---|
| <b>AIDS</b>         | Acquired Immunodeficiency Syndrome  |
| <b>ART</b>          | Antiretroviral Therapy  |
| <b>ARVs</b>         | Antiretrovirals   |
| <b>CISOCA</b>       | Centre for the Investigation of Sexual Offences and Child Abuse                           |
| <b>CITC</b>         | Client-Initiated Testing and Counselling  |
| <b>HIV</b>          | Human Immunodeficiency Virus  |
| <b>HRBA</b>         | Human Rights-Based Approach   |
| <b>HTS</b>          | HIV Testing Services  |
| <b>JASL</b>         | Jamaica AIDS Support for Life   |
| <b>J-FLAG</b>       | Jamaica Forum for Lesbians, All Sexuals and Gays call Dane Lewis                          |
| <b>JN+</b>          | Jamaican Network of Seropositives   |
| <b>JNFPB</b>        | Jamaica National Planning Board   |
| <b>LGBTI</b>        | Lesbian, Gay, Bisexual, Transgender and Intersex people                                   |
| <b>MSM</b>          | Men who have Sex with Men   |
| <b>MTCT</b>         | Mother-to-Child Transmission  |
| <b>OCA</b>          | Office of the Children's Advocate   |
| <b>OCR</b>          | Office of the Children's Registry   |
| <b>PITC</b>         | Provider-Initiated Testing and Counselling  |
| <b>Seronegative</b> | A person who is HIV-negative i.e. shows no evidence of HIV in a blood test                |
| <b>Seropositive</b> | A person who is HIV-positive i.e. has had antibodies against HIV detected in a blood test |
| <b>SRGBV</b>        | School-Related Gender-Based Violence  |
| <b>WSW</b>          | Women who have Sex with Women   |





# **STAMP OUT STIGMA**

**Challenging HIV and  
AIDS discrimination**

Source: <https://www.google.com.jm/search?q=hiv-related+stigma>

~~DISCRIMINATION~~  
must stop!



# [ Reject it-Report it-Address it ]

Are you being  
treated badly  
because of your  
HIV status?

Call **JADS**  
Its your right

*A Reporting and Redress System by the Jamaican  
Network of Seropositives (JN+) for persons  
Experiencing HIV Related Discrimination.*

📍 3 Trevennion Park Road  
Kingston 5, Jamaica

🌐 [www.jnplus.org](http://www.jnplus.org)  
✉ [www.jnplus@hotmail.com](mailto:www.jnplus@hotmail.com)

☎ 1 876 929-7340  
📠 1 876 839-8000

📘 jnplus  
📺 jnsero  
📺 jamplus

**JN+**  
Jamaican Network of Seropositives



