

Strengthening the Role and Performance of the Ombudsman and Human Rights Institutions in the Caribbean and Latin America

CAROA 10TH BIENNIAL CONFERENCE BERMUDA 2019

DRAFT AGENDA

TUESDAY, 28 TH MAY, 2019	
DRESS CODE: BUSINESS ATTIRE	
OPENING & INTRODUCTIONS & GENERAL SPEECHES	
8:00 – 8:45am	Registration at Fairmont Southampton Hotel
8:00 – 8:45am	Breakfast
9:00 – 10:00am	<p>Welcome Remarks & Introduction of Council Ms. Victoria Pearman President of CAROA</p> <p>Goodwill Message President of IOI or Representative</p> <p>Opening Remarks Premier the Hon. E. David Burt, JP, MP</p>
10:00 – 10:10am	OFFICIAL PHOTOS
10:15 – 10:45am	<p>Keynote – After 20 years, what is the role of CAROA in the observance and protection of Human Rights in the Caribbean and Latin American region? <i>Speaker: Dr. Victor Ayeni, Director GMSI UK</i></p>
10:45 – 11:00am	COFFEE BREAK
CONFERENCE PROCEEDS IN CLOSED SESSION	
11:00am – 12:00pm Session One	<p>Ombudsman in the Caribbean and Latin America: 50 Years of Progress and Continuing Challenges <i>Session Chair</i> –</p> <ul style="list-style-type: none"> ▪ An overview ▪ Selected Ombudsmen to make short presentations on performance and challenges facing their office <p><i>(An alternative model will be to have an overview presentation raising key issues to which offices/ Ombudsmen in the meeting can speak to in Q&A.)</i></p>

	Q&A and Discussions
12:00 – 1:00pm Session Two	<p>Maximising Ombudsman Effectiveness: Sharing Lessons of Good Practices <i>Session Chair – TBC</i> <i>Panelists - TBC</i></p> <p><i>(A possible model for this session is have up to five speakers individually sharing their experience of what offices have done well and how)</i></p> <p>Q&A and Discussions</p>
1:00 – 2:00pm	LUNCH
2:00 – 2:10pm	<p>Remembering M. Elton Georges, CMG OBE (1943-2018) <i>Ms. Sheila Brathwaite, Complaints Commissioner, British Virgin Islands</i></p>
2:10 – 3:15pm Session Three	<p>Panel Discussion - Strengthening Relationships: <i>Session Chair – TBC</i> <i>Panelists – TBC</i></p> <p>With Authorities and Other Oversight Bodies</p> <ul style="list-style-type: none"> ▪ Ms. Heather Thomas, Auditor General ▪ Ms. Gitanjali Gutierrez, Information Commissioner ▪ Ms. Lisa Reed, Human Rights Commissioner <p>Media as a resource for promoting the Ombudsman’s message and as a stakeholder of accountability <i>Speaker –</i></p> <p>Q&A and Discussions</p>
3:15 – 3:30pm	COFFEE BREAK
3:30 – 4:30pm Session Four	<p>Special CAROA 10th Anniversary Session <i>Session Chair –</i></p> <p>CAROA Anniversary Reflections <i>Speaker: Dr. Marion Blair – Ombudsman for Antigua & Barbuda and</i> <i>Speaker 2: TBC</i></p> <p>Q & A and Discussion on the topics of the day</p>
5:30pm	Depart from Fairmont Southampton (Transportation provided)
6:00 – 7:30pm	Welcome Reception

7:45 – 9:00pm	<p><i>Government House</i> Hosted by H.E. Governor of Bermuda, Mr. John Rankin, CMG</p> <p>Dinner at Ascots</p>
<p>END OF DAY ONE</p>	

<p>WEDNESDAY, 29TH MAY, 2019</p> <p>DRESS CODE: BUSINESS ATTIRE</p>	
<p>WORKSHOP DAY 2</p>	
8:15 – 9:00am	<p>Breakfast</p>
<p>9:00 – 10.30am Session Five</p>	<p><u>Climate Change and Ombudsmanship</u> <i>Session Chair –</i></p> <p>What is really happening to our environment? Understanding issues and challenges <i>Dr. Mark Guishard – Bermuda Institute for Ocean Science</i></p> <p>What can ombudsmen do to help small island states reduce the impact of climate change? <i>Proposed Speakers: TBC</i> <i>The 5Cs</i></p> <p>Integrity of the Government’s Process of Public Tender in the Wake of Natural Disasters <i>Panelists TBC</i></p> <ul style="list-style-type: none"> ▪ Mr. Keursly Concincion, Ombudsman for Curaçao ▪ Ms. Gwendolein Mossel, Ombudsman for Sint Maarten ▪ Mr. Graham Simmons, Office of Project Management and Procurement, Bermuda <p>Addressing the Public’s Needs and Learning Experiences following natural disasters. <i>Panelists TBC</i></p> <ul style="list-style-type: none"> ▪ Ms. Sheila Brathwaite, Complaints Commissioner for British Virgin Islands ▪ Ms. Gwendolein Mossel, Ombudsman for Sint Maarten/Dr. Nilda Arduin, former Ombudsman for Sint Maarten ▪ Mr. Renan Hédouville, Public Protector for Haiti ▪ Representative from Caricom/The 5Cs/CDEMA

	Q&A and Discussions
10:30 – 10:45am	COFFEE BREAK
10:45am – 12.00pm Session Six	Looking to the Future <i>Session Chair –</i> Review and discussions of key outcomes of conference and statement (Could be called “The Bermuda Statement on...”. <i>Confirm Drafting Committee to work on this ahead of time)</i> Q&A and Discussions
12:00 – 1:00pm	LUNCH
1:00pm	General Meeting of CAROA (In-room coffee break station) <i>General Meeting for CAROA Voting and Individual Members in good financial standing</i> Leisure Time for non-CAROA Members
4:30pm	Depart Fairmont Southampton for Island Tour Activity followed by
8:00 – 9:30pm	Conference Dinner at Aquarium Hall <i>Attire: Lounge Suit or National Dress</i>
END OF DAY TWO	

ADVANCING THE OMBUDSMAN'S IMPACT: ROLES, SERVICES AND PERFORMANCE

FACILITATOR: DR. VICTOR AYENI
DIRECTOR GMSI, UK

MAY 30TH & 31ST

DRAFT TRAINING AGENDA

THURSDAY, 30 TH MAY, 2019	
DRESS CODE: BUSINESS CASUAL	
7:45 – 8:45am	Breakfast
9:00am – 12:30pm	Morning Sessions
<p>Overview:</p> <p>The Ombudsman is increasingly diverse in its operations, more so in the range of services it provides and the stakeholders it is accountable to. It must rise up to an ever-growing pressure to perform to the highest standard possible. Prevailing expectation is that the role will be delivered not just effectively but innovatively. At the same time, the Ombudsman's lack of binding authority remains a challenging issue for the concept, and the inability to implement this feature effectively continues to threaten the operation of many offices around the world. How do offices reconcile these conflicting expectations and make a real difference in their respective environments?</p> <p>Drawing on GMSI's accredited courses, the following sessions will cover the following key dimensions:</p> <ul style="list-style-type: none">• Fundamental principles and changing nature of the Ombudsman;• Ombudsman's multi-dimensional services;• Ombudsman complaints handling and investigations;• Clients and stakeholders management, external image, reporting and the public accountability of the office; and• Roles and performance of Ombudsman's deputies and staff <p>The sessions will be highly interactive and facilitated through a combination of presentations, lectures, case studies and practical exercises. Participants will draw [upon] lessons, identify concrete issues for implementation, and be empowered on how to advance their office's overall governance and development impact sustainably. At the conclusion of the programme, participants will each receive a Certification of Participation accredited by the British Accreditation Council for Independent Further and Higher Education in attestation of their successful completion of the required components.</p>	

12:45 – 2:00pm	LUNCH
2:00 – 4:30pm	Afternoon Sessions
5:30 - 9:00pm	Island Activity/ Dinner
END OF DAY THREE	

FRIDAY, 31ST MAY, 2019	
DRESS CODE: BUSINESS CASUAL	
7.45 – 8:45am	Breakfast
9:00am - 12:30pm	Morning Sessions
12:45 – 2:00pm	LUNCH
2:00 – 4.30pm	Action Planning Programme Evaluation Presentation of Certificates
7.00 – 9:00pm	Farewell Dinner
END OF DAY FOUR	