

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

CAROA 10TH BIENNIAL CONFERENCE
BERMUDA 2019
Fairmont Southampton Bermuda Beach Resort
Mid-Ocean Amphitheatre
28th – 31st May

AGENDA

| TUESDAY, 28 TH MAY, 2019 | |
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| DRESS CODE: BUSINESS ATTIRE | |
| 8:00 – 8:45am | Registration – Lower Lobby |
| 7:45 – 8:45am | Breakfast |
| 9:00 – 10.00am Opening Session | <p>Procession</p> <p>Blessing <i>Chaplain Kevin Santucci</i></p> <p>Welcome Remarks & Introduction of Council <i>Ms. Victoria Pearman – Ombudsman for Bermuda; CAROA President; IOI Regional President for Latin America & Caribbean</i></p> <p>Goodwill Message <i>Ms. Diane Welborn – Ombudsman for Dayton & Montgomery County, Ohio; First Vice President, International Ombudsman Institute</i></p> <p>Opening Remarks <i>The Hon. Walter H. Roban, JP MP, Deputy Premier and Minister of Home Affairs</i></p> |
| 10:00 – 10:10am | OFFICIAL PHOTOS |
| 10:15 – 10:45am | <p>Introduction of Keynote Speaker <i>Mr. Lamumba Tucker – Manager, Finance & Administration, Office of the Ombudsman for Bermuda</i></p> <p>After 20 years, what is the role of CAROA in the promotion of ombudsmanship and strengthening of human rights in the Caribbean and Latin American region? <i>Dr Victor Ayeni – Director, GMSI UK</i></p> |

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| 10:45 – 11:00am | COFFEE BREAK |
| 11:00am – 12:00pm Session One | <p>STRENGTHENING RELATIONSHIPS WHILE MAINTAINING INDEPENDENCE <i>Session Chair – Mr. Patrick Mark Wellington, Ombudsman Trinidad & Tobago</i></p> <p>Panelists:</p> <ul style="list-style-type: none"> ▪ Mr. Jonathan Bell – <i>Senior Reporter, The Royal Gazette</i> ▪ Ms. Gitanjali Gutiérrez – <i>Information Commissioner of Bermuda</i> ▪ Ms. Venous Memari – <i>Managing Director, Centre for Justice</i> ▪ Mr. Gary Moreno – <i>News Reporter, Bermuda Broadcasting Co.</i> ▪ Ms. Lisa Reed – <i>Executive Officer, Human Rights Commission</i> <p>Q&A and Discussions</p> |
| 12:00 – 12:15pm | <p>Introduction of Speaker <i>Ms. LaKai Dill – Investigations Officer, Office of the Ombudsman for Bermuda</i></p> <p>Remembering Mr. M. Elton Georges CMG, OBE (1943-2018) <i>Ms. Sheila Brathwaite – Complaints Commissioner British Virgin Islands</i></p> |
| 12:15– 1:15pm | LUNCH |
| 1:15 – 2:00pm Session Two | <p>SPECIAL CAROA 10TH ANNIVERSARY SESSION <i>Session Chair – Ms. Allison Audain-Miller, Ombudsman for Grenada</i></p> <p>CAROA Anniversary Reflections: Reflections and Discussion on the Next Steps <i>Dr. Victor Ayeni – Director, GMSI UK</i></p> |
| 2:00 – 3:00pm Session Three | <p>OMBUDSMAN IN THE CARIBBEAN AND LATIN AMERICA: 50 YEARS OF PROGRESS AND CONTINUING CHALLENGES <i>Session Chair – Dr Rachnilda Arduin, Former Ombudsman for Sint Maarten; Former IOI Regional President Latin America & Caribbean</i></p> <p>Since 1966: Progress and Challenges <i>Justice Winston Patterson – Ombudsman for Guyana</i></p> <p>Independence: A Fundamental Principle of the Ombudsman <i>Ms. Diane Welborn – Ombudsman for Dayton & Montgomery County, Ohio</i></p> <p>A Latin American Perspective <i>Ms. Alba Martijn – Institute of Latin-American Ombudsmen (ILO) Board Member; Former Ombudsman for Curaçao</i></p> <p>Q&A and Discussions</p> |

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| 3:00 – 3:15pm | COFFEE BREAK |
| 3:15 – 4:15pm Session Four | <p>MAXIMISING OMBUDSMAN EFFECTIVENESS: SHARING LESSONS OF GOOD PRACTICES</p> <p><i>Session Chair – Dr Rosemarie Husbands-Mathurin, Parliamentary Commissioner for St. Lucia</i></p> <p>Panelists:</p> <ul style="list-style-type: none"> ▪ Mr. Keursly Concincion – <i>Ombudsman for Curaçao</i> ▪ Ms. Catherine Hay – <i>Deputy Ombudsman for Bermuda</i> ▪ Ms. Sandy Hermiston – <i>Ombudsman for Cayman Islands</i> ▪ Mr. Reinier van Zutphen, <i>Ombudsman for the Netherlands and BES Islands (Bonaire, Sint Eustatius and Saba)</i> <p>Q&A and Discussions</p> |
| 4:15 – 4:30pm | Session Chairs to give summary of observations of the day |
| 5:30pm 6:00 – 7:30pm 7:45 – 9:00pm | <p>Depart from Fairmont Southampton (Transportation provided)</p> <p>Welcome Reception - Government House Hosted by H.E. Governor of Bermuda, Mr. John Rankin, CMG</p> <p>Dinner - Ascots <i>Attire: Business</i></p> |
| END OF DAY ONE | |

WEDNESDAY, 29TH MAY, 2019

DRESS CODE: BUSINESS ATTIRE

WORKSHOP DAY 2

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| 7:45 – 8:45am | Breakfast |
| 9:00 – 10.30am Session Five | <p>CLIMATE CHANGE AND OMBUDSMANSHIP <i>Session Chair – Mr. George Kirnon – Chairman, Monserrat Complaints Commission</i></p> <p>What is Really Happening to our Environment? Understanding Issues and Challenges <i>Dr. Mark Guisbard – Bermuda Institute for Ocean Science</i></p> <p>What Can Ombudsmen Do to Help Small Island States Reduce the Impact of Climate Change? <i>Ms. Amrikha Singh – CARICOM Secretariat</i></p> <p>Integrity of Government Processes of Public Tender in the Wake of Natural Disasters <i>Mr. Reinier van Zutphen – Ombudsman for the Netherlands and BES Islands</i></p> <p>Addressing the Public’s Needs and Learning Experiences Following Natural Disasters Panelists:</p> <ul style="list-style-type: none">▪ Dr. Rachnilda Arduin, <i>Former Ombudsman for Sint Maarten, Former IOI Regional President for Latin America & Caribbean</i>▪ Mr. Julian Daniel, <i>Monserrat Complaints Commissioner</i>▪ Mr. Renan Hédouville, <i>Public Protector for Haiti</i> <p>Q&A and Discussions</p> |
| 10:30 – 10:45am | COFFEE BREAK |
| 10:45 – 12.00pm Session Six | <p>LOOKING TO THE FUTURE <i>Session Co-Chairs:</i> <i>Ms. Victoria Pearman – Ombudsman for Bermuda, CAROA President</i> <i>Mr. Keursly Concincion – Ombudsman for Curaçao, CAROA Vice President</i></p> <p>Review and Discussions of Key Outcomes of Conference</p> |
| 12:00 – 1:00pm | LUNCH |

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| <p>1:00pm – 3:30pm</p> | <p>CAROA General Membership Meeting and Election of new Council for 2019-2021 <i>General Meeting for CAROA Members</i></p> <p>Leisure Time for non-CAROA Members</p> |
| <p>6:30pm</p> <p>7:00 - 8:00pm</p> <p>8:00 – 9:30pm</p> | <p>Depart Fairmont Southampton (Transportation Provided)</p> <p>Visit to the City of Hamilton – Experience “Harbour Nights” with local arts & crafts shopping</p> <p>Dinner – The Terrace <i>Attire: Smart Casual</i></p> |
| <p style="text-align: center;">END OF DAY TWO</p> | |

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

FACILITATOR: DR. VICTOR AYENI
DIRECTOR GMSI, UK

30TH & 31ST MAY

TRAINING AGENDA

Overview:

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?

Drawing on GMSI's accredited courses, the training sessions will cover the following key dimensions:

- 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.

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.

THURSDAY, 30TH 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

Afternoon Sessions

5:00pm

Depart Fairmont Southampton (Transportation Provided)
Narrated sightseeing bus tour

6:00 – 8:00pm

Historic Walking Tour of the Town of St. George
(UNESCO World Heritage Site)

8:00 – 9:30pm

Dinner – Tempest Bistro
Attire: Smart Casual

END OF DAY THREE

| FRIDAY, 31 ST MAY, 2019 | |
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| 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 |
| 6:30pm | Depart Fairmont Southampton (Transportation Provided) |
| 7.00 – 9:00pm | Farewell Dinner - Aquarium Hall <i>Attire: Cocktail or National Dress</i> |
| END OF DAY FOUR | |

| SATURDAY, 1 ST JUNE, 2019 | |
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| 5:45am | Checkout for early flights |
| 6:00am | Departure from Fairmont Southampton Hotel to L.F. Wade International Airport (BDA) for early morning flight departures |
| END OF DAY FIVE | |