

Cayman Islands
Older Persons Policy
2016-2035



Advancing the Well-being of Older Persons

Approved by Cabinet, 21st October 2016

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FOREWORD

Hon. Osbourne Bodden

Ministry of Community Affairs, Youth & Sports

The Cayman Islands Older Persons Policy ("CIOPP") advocates for the rights of older persons to live with dignity and have the opportunity to participate in all aspects of life. We must recognize that our older citizens are vital resources who should be valued, respected and empowered to live dignified, secure and fulfilling lives.

The initial work of the Department of Children and Family Services in 2010-2011 established a strong foundation for identifying older persons' needs and the "CIOPP" was informed by this previous work. This Policy promotes for older persons to benefit from protection in accordance with our society's system of cultural values and norms, including legal, social mores, religious beliefs, financial and environmental concerns.

This initiative will further support the Government's efforts to adhere to human rights obligations towards older persons. Hence, the Progressives administration is committed to championing this Policy and enacting the forthcoming accompanying legislation.

The legislation to support the vision of this Policy is to be developed, implemented and maintained throughout the Islands. It is envisioned therefore that the comprehensive, multi-disciplinary approach used in the development of the CIOPP will lead all in our society to embrace opportunities to enhance the quality of life for our older persons, thereby achieving and sustaining the dignity of all our citizens.



Honourable Osbourne Bodden, JP
Minister of Community Affairs, Youth & Sports

INTRODUCTION

Purpose of the Policy

The Cayman Islands Older Persons Policy, 2017-2036 encompasses all aspects of an older person's life, including health, community involvement, legal protection, etc. Effective implementation of this Policy is dependent on partnership between Government, Civil Society and the Private Sector in fulfilling the goals outlined in the Policy.

Given the context within our local jurisdiction and the recent amendments to the retirement age [Public Service Management (Amendment) Law 2016 and Personnel (Amendment) Regulations 2016 and the National Pension (Amendment) Bill 2016], older persons in the Cayman Islands will be recognized as persons who attain 65 years and older.

Vision for the Policy

Advancing the well-being of older persons in the Cayman Islands.

Core Values of the Policy

We believe Older Persons are vital resources who should be valued, respected and empowered to live secure and fulfilling lives with dignity and freedom of choice.

We believe the community (public, private and civil society) has a shared responsibility in achieving the national vision for Older Persons.

Enabling and Supporting Documents

The Bill of Rights, Freedoms and Responsibilities ("the Bill of Rights") in the Cayman Islands Constitution Order 2009 identifies fundamental human rights which are applicable to all persons over the age of 60. With this being acknowledged, the framework of this Constitution informed the development of the Policy.

It must be acknowledged however that older persons are not specifically recognized as a group in the Cayman Islands Constitution Order, 2009. Unlike the rights and protections afforded to children, no current statute exists explicitly addressing the rights of older persons. In the absence of such legislation, the rights of older persons remain vague and at continued risk of infringement.

As an international guide, the United Nations Principles for Older Persons (adopted by General Assembly resolution 46/91 of 16 December 1991) key principles were used to develop goals, strategies and aims for the Policy. These five (5) Key Principles include the following:

- (i) **Independence** - older persons should have access to adequate food, water, shelter and clothing, determine when to withdraw from the workforce, have access to appropriate educational and training programmes, live in environments safe and adaptable to personal preferences and changing needs, and have the opportunity to reside at home for as long as possible.
- (ii) **Participation** - older persons are to remain integrated in society and be actively involved in the formulation and implementation of policies directly affecting their well-being.
- (iii) **Care** - older persons are to benefit from family and community care and protection, have access to health care, have access to social and legal services to enhance their autonomy, protection and care, and maintain their basic human rights while residing in a shelter, care or treatment facility.
- (iv) **Self-fulfillment** - older persons should have access to the educational, cultural, spiritual and recreational resources of society while pursuing opportunities for the full development of their potential.
- (v) **Dignity** - older persons should live in dignity and security while being free of exploitation and any other forms of abuse.

In addition, the development of goals, strategies and aims of the Policy were also guided by the following documents:

- (i) *Family Study on the Status of the Family by Dr. E. Wint, 1996-1997* highlighted the need for small parks and public areas for older persons and for community-based incentives to fulfill their needs.
- (ii) *Cayman Islands National Assessment of Living Condition, 2006-2007* recommended provisions for elderly care, establishing assisted living where the elderly could take care of some of their needs, but would need assistance from time to time, or at regular intervals, and privately and publicly run homes for the elderly, where paid staff provides care 24/7.
- (iii) *Cayman Islands Government 2015/2016 Strategic Policy Statement*, Broad Outcome #12- "Equity and Justice in a society that values the contribution of all." A specific outcome is to develop a National Policy on the elderly and advocate for legislation and resources required to ensure the rights of elderly are protected and their needs are addressed in our community.
- (iv) *Implementation Plan for the Public Service Review of the Department of Children & Family Services – EFF 10*: "For the drafting and enacting of enabling legislation for the elderly".
- (v) *Stakeholder's Workshop* on July 1, 2016 discussions with key stakeholders on issues impacting older persons including identifying the needs of older persons and possible recommended solutions. Relevant information from the workshop was collated to benefit the development of the Policy.
- (vi) *Focus groups* of older persons were held in the districts throughout the islands to identify prevalent issues impacting older persons. Recommendations to effectively address the issues were received.
- (vii) 2015 Labor Force Survey collated data in reference to persons 60+.
- (viii) An "Attitudes Towards Older Persons" Rider survey in conjunction with the 2016 Labor Force Survey.
- (ix) Cayman Islands Disability Policy 2014-2033.

Local legislation and references included the following:

- (i) The Poor Persons (Relief) Law (1997 Revision).
- (ii) Education Law (2010 Revision).
- (iii) University College Law (2012 Revision).
- (iv) Labor Law (2011 Revision).
- (v) Maintenance Law (1996 Revision)
- (vi) Penal Code (2013 Revision)
- (vii) Cayman National Cultural Foundation Law, 2003
- (viii) Domestic Violence Law, 2010

- (ix) Development and Planning Law (2011 Revision) and Regulation (2013 Revision)

Other International legislation and reports included the following:

- (i) National Report – Republic of Trinidad and Tobago at the Third Regional Intergovernmental Conference on Ageing in Costa Rica, May 8-11, 2012.
- (ii) National Policy for Senior Citizens, March 2011 (India).
- (iii) Government of Anguilla, Ministry of Social Development-National Policy for Older Persons, 2009.
- (iv) Madrid International Plan of Action on Ageing, Regional Implementation Strategy, Republic of Ireland National Reports, 2007-12.
- (v) Older Person Act 13 of 2006 (assented to 29 October 2006-The Parliament of the Republic of South Africa.
- (vi) Legislative review of the situation of elderly persons in Belize (September 20, 2003).
- (vii) Political Declaration and Madrid International Plan of Action on Ageing, Second World Assembly on Ageing, Madrid, Spain, April 8-12, 2002.
- (viii) Vienna International Plan of Action on Ageing, United Nations New York, 1983

Specific Benefits of the Policy

This Policy will increase awareness of older persons' needs and bring their concerns to the forefront for action in any national strategic development for the Cayman Islands. Equally important, this Policy will advocate for older persons to remain independent, feel secure, receive appropriate care, and continue to live fulfilling dignified lives.

Maintaining dignity of older persons through access to affordable health care and other social programmes will increase opportunities for the practice of "preventive health care" for this population. A main aspect of preventative approaches would allow institutional care for older persons to be considered as the last resort.

Through the strategic guidance of the Policy, older persons will be recognized as valuable resources for the society. An environment will be created in which older persons will be protected and encouraged to fully participate in all aspects of the society. In regards to the community, all members will become more sensitized to the needs of older persons and advocate for their protection from all forms of discrimination, forms of physical, verbal, emotional, psychological and financial abuse and exploitation.

Broad Benefits of the Policy

The following are expected broad benefits for older persons, key stakeholders and society through the implementation of the Policy goals, strategies and aims:

- Informed policy, legislation and services through the collection, analysis and dissemination of appropriate information regarding older persons.
- Access to the highest standard of quality health care and promotion of lifelong education and training on ageing, and of healthy and active ageing.
- Elimination of violence and other crimes against older persons.
- Policies and programmes should be designed to meet older persons' needs.
- Strengthen support systems toward ensuring the well-being of older persons.
- Provision of appropriate social services and welfare support, and attention to the long term care of older persons while recognizing family and social support to maintain quality lives of older persons.
- Recognition of opportunities for autonomy and self-actualization.

DEFINITIONS

Abuse: Any pattern of behavior causing physical, psychological, emotional, sexual, economic or social harm to an older person.

Access to services: The affordability, physical accessibility and acceptability of services by older persons and not merely adequacy of supply.

Accessible: Easy to approach, reach, enter, speak with, understand or use.

Advocacy: Representing older persons to ensure their needs are appropriately met by relevant resources.

Ageing in place: Older persons who would prefer to age in their homes and other known environments.

Assessment: A process of collecting and interpreting information obtained for determining the abilities of older persons.

Cabinet: The elected Ministers and Official Members of the Executive arm of the Cayman Islands Government, as described in the Cayman Islands Constitution Order 2009.

Care: Physical, psychological, social or material assistance to an older person, and services aimed at promoting the quality of life and well-being of an older person.

Caregiver: Any person who provides care.

Cayman Islands Council for Older Persons: The entity responsible for monitoring the implementation of the National Older Persons Policy and supporting legislation.

Community-based care and support services: Programmes aimed at meeting the social needs of older persons.

Competency: The legal state of a person about their degree of mental soundness necessary to make decisions about specific issues or to carry out specific acts. To be determined by a Court of Law.

Confidential: An exception of privacy or entrusted matters.

Consent of older person: Voluntary and informed decision from an older person.

Cultural and community activities: Pursuits or practices undertaken within the community, reflecting quality of life, traditions and beliefs.

Dementia: The usually progressive deterioration of intellectual functions.

Department: The Department responsible for the welfare of older persons.

Dependent: Needing to rely on or trust somebody or something for help and/or support.

Dignity: The condition of being worthy of respect, esteem and honor.

Disability: Any short term or long term physical, mental, intellectual or sensory impairment which significantly hinders a person's full and effective participation in society, on an equal basis with others.

Types of disability include:

Acquired Disability: A disability a person was not born with because the person has become disabled due to some form of trauma.

Acute Disability: When a person is seriously impaired for a short period of time.

Chronic Disability: A disability affecting a person for either all or a large part of that person's life.

Covert Disability: Any restriction or lack (resulting from impairment) of ability to perform an activity in the manner of within range considered normal for a human being, unobservable to the average person.

Developmental Disability: Having a physical or mental disability becoming apparent in childhood and prevents, impedes, or limits normal development including the ability to learn or to care for oneself.

Physical Disability: Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine.

Discrimination: The treatment or consideration of, or making a distinction for or against, a person based on the group, class, age, or category to which that person or thing belongs, rather than on individual merit.

Equal access: Ensuring older persons have the same opportunities as other members of the society to fully participate in and benefit from programmes, activities, goods and services.

Exploitation: The practice of taking selfish or unfair advantage of one person by another person.

Frail older person: An older person in need of 24 hour care due to physical or mental health conditions prohibiting him or her incapable of taking care of him/herself.

Health care provider: Any individual, institution, or agency providing health services.

Home-based care: The provision of a home service for persons with complex health needs (assistance with activities of daily living).

Inaccessible: Difficult or impossible to reach, approach, understand, or use.

Incident: Any occurrence having a potential to cause harm or place a resident at risk of being harm.

Independence: Freedom from the control, influence, support, and aid of others.

Indigent person: A person assessed and determined to be financially unable to meet his or her daily basic means.

Inpatient: A patient admitted to a hospital, clinic, or associated facility for diagnosis or treatment requiring at least one overnight stay.

Lifelong learning: The process of gaining knowledge and skills throughout your life.

Lifestyles: A way of living and the things that a person or particular group of people usually do.

Mental illness: An illness affecting the mind.

Nutrition: The substances taken into the body as food to influence health.

Older person: Persons 65 years and older.

Participation: To take part in or become involved in an activity.

Personal Care: The supervision and provision of care for daily living of older persons who are ambulatory, semi-ambulatory and non-ambulatory.

Policy: A comprehensive document including vision, goals, strategies, objectives, referencing supportive implementation planning, monitoring, review and evaluation, and change.

Public education on ageing: Creating an awareness and understanding throughout the Islands on the rights of older persons, to strengthen the image and dignity of older persons in society.

Quality of life: The level of satisfaction and comfort a person or group enjoys.

Recreation: Activity which satisfy the needs or desires of people during their leisure.

Rehabilitation: A process by which an older person is enabled to reach and maintain his or her optimal level of independence, functions or competency (physical, sensory, intellectual, psychiatric or social function).

Resident: A person who lives in the residential facility.

Residential facility: A facility providing short to long term care and supervision to indigent persons with physical and developmental disabilities, are unable to provide daily self- care and who are incapable of living independently.

Respect: Admiration felt or shown for someone or something.

Respite care: The provision of planned short-term and time-limited breaks for families/primary care givers of older persons to support and maintain the primary care giving relationship.

Risk: Potential harm to older persons.

Self-fulfillment: A feeling of satisfaction of achieving what was wanted.

Socialization: Exposure to societal and cultural environments.

Social Inclusion: Socially inclusive societies where all people feel valued, differences are respected, and basic needs are met so they can live in dignity.

Stimulation: Positive physical or psychological activity.

Supported living programmes: The provision of services allowing older persons to live where and with whom they want (for as long as they want) with the ongoing support needed to sustain their choice.

Vulnerable older person: Older persons unable to protect themselves from any form of abuse from others.

Justification for the Policy Goals, Strategies and Aims

The concern for an ageing population and the needs of older persons is a growing national and global issue. Often times care, support and well-being for older persons does not exist outside the family, partially due to limited national resources (institutional and economic) to respond to the basic needs of this population.

Under the Cayman Islands Constitution Order 2009, older persons are afforded the same rights and protections of all citizens but unlike the rights and protection of children and persons with disabilities, currently there are no policies or statutes which explicitly address the rights of older persons. Therefore the rights of older persons remain vague and at continued risk of infringement and in 2010-2011, under the auspices of the Ministry of Community Affairs, Gender and Housing, the Department of Children and Family Services began discussions with partnering agencies and members of Civil Society to identify gaps in areas of services to older persons.

Partnering agencies and representatives from Civil Society included the Veterans Association, Business and Professional Women's Club, Lions Club of Grand Cayman, Family Support Unit (Royal Cayman Islands Police Services), Attorney General's Chambers, Government Information Services, Health Services Authority, Faith-based Organizations and a local retired Sea Captain. This Working Group sought and received information from older members of Faith-Based Organizations within each district on their needs within the communities.

Information was also sought and received from Community Development Action Committees (CODAC) and Senior Fellowship groups identifying their level of involvement with service delivery to older persons in their communities; concerns from medical practitioners regarding older persons; and completed surveys with a sample group of older persons who were recipients of Poor Relief assistance.

In 2015, Cabinet supported the Ministry of Community Affairs, Youth and Sports in the creation of a Steering Committee ("the Committee") to advise the Ministry on all matters regarding the development of a draft older person's policy for the Cayman Islands for a twenty year period,

2016-2035. The Steering Committee was guided by the previous work completed in 2010-2011 through the aforementioned multidisciplinary team approach led by the Department of Children and Family Services, coupled with the United Nations Principles of Older Persons, the Cayman Islands Constitution 2009 and other international legislation and regional policies as well as local legislation(s) and reports on the care and welfare of older persons.

In reviewing the local labour force to help determine different aspects of the welfare of older persons, in particular their abilities to maintain themselves, the Steering Committee referenced statistical data from the Economics and Statistics Office, (2015). Of the current Cayman Islands population of 60,413, it is estimated there are 5,832 older persons live in these islands, with 3,687 persons living in households having persons 60 years old and over. Furthermore, national statistics indicate that about 10% of older persons have annual income below \$9,599, and an estimated 1,201 older persons highest grade of educational achievement is of primary level and below, and 2,594 of our older persons remain in the labour force.

In completing local research and meeting with key stakeholders, the following gaps and issues were identified:

- lack of lifelong education and training on ageing, and healthy and active ageing;
- issues of violence and other crime committed against older persons;
- existing policies and programmes were not designed to meet the needs of older persons in the communities;
- family and social support were not being maintained to enhance the quality of lives of older persons;
- limited opportunities for older persons to increase their level of autonomy and self-fulfillment;
- impact of gender issues, specifically on older women;
- physical and social isolation of older persons as they experience loneliness, loss of family and friends, loss of social status, and loss of control of finances;
- no apparent emphasis on special nutritional needs of older persons;
- a significant group of older persons are suffering from dementia related disease(s) requiring specialized care.

- emotional and mental stress due to many losses (death of loved ones and peers, decrease in income, etc.);
- experiences of health related issues associated with the ageing process, for example arthritis, heart disease, diabetes, hypertension, fractures, visual and hearing impairments and cancer;
- experiences of psychological issues due to challenges regarding their personal security, self-esteem, maintaining their sense of identity, being valued, respected and appreciated by other members of the society, and
- lack of public transportation to accommodate their need to remain mobile in their districts and throughout the island(s).

Therefore, the Policy goals, strategies and aims focus on addressing and achieving the following:

- (i) promotion of independence of older persons in their districts and communities while having access to adequate food, water shelter, clothing, family and community support and self-help. The supportive strategies aim to improve and extend access to the health and social needs of older persons, as well as addressing the need for older persons to remain mobile in their communities and the society (Goal 1).
- (ii) advocate for older persons to remain integrated in society while participating actively in the formulation and implementation of policy affecting their well-being. The supportive strategies aim to advocate for expansion of opportunities for older persons to engage in national, cultural and community activities, to remain in the labor force and have opportunities to remain engaged in lifelong learning opportunities (Goal 2).
- (iii) advocate for older persons to benefit from family and community care and protection, to have access to health care, social and legal services to enhance their autonomy and their basic human rights while residing in a shelter, care or treatment facility as well as in their private homes. The supportive strategies aim to identify the need to establish a wellness and preventative care approach for older persons and strengthen the culture of family care (Goal 3).
- (iv) promote the need for older persons to pursue opportunities for achieving their full potential while accessing educational, cultural, spiritual and recreational resources.

The supportive strategies aim to conduct community needs assessment and identify the barriers hindering older persons accessing services (Goal 4).

- (v) this specific goal hopes to achieve the protection, security and dignity of older persons by addressing the financial, physical and social needs of older persons. The supportive strategies aim to address financial security, family values, safe infrastructure, and security for the benefit of older persons. It also aims to address abuse and equitable treatment of older persons (Goal 5).

GOALS, STRATEGIES & AIMS

GOAL 1: TO ENSURE OLDER PERSONS ENJOY THEIR HIGHEST LEVEL OF INDEPENDENCE AND AUTONOMY

Strategies Supporting Goal 1

The following five (5) strategies support Goal 1. The implementation of these strategies and strategic aims will be detailed in the Implementation Action Plan, to be developed.

Goal 1 Strategy 1: *Promote an active, secure and healthy lifestyle for older persons.* It is expected that this will be achieved through the following aims:

- Encourage older persons to maintain their sense of independence in their daily activities, where possible, regardless of their age.
- Provide opportunities within communities for older persons to advocate and promote their interests in politics, social related issues, etc.
- Ensure employment opportunities are available to older persons for as long as they can be employed or volunteer.
- Ensure access to services supporting independence within older persons' homes.
- Develop a national public education campaign promoting the needs of older persons.
- Review existing legislation regarding pensions and retirement benefits to identify gaps and make recommendations to ensure that these benefits provide reasonable security for older persons.
- Ensure interim measures supporting retired older persons unable to maintain reasonable security from their allotted pension payments.
- Create or expand financial wellness and retirement programmes.
- Advocate enhancing financial literacy in the marketplace aimed at providing opportunities for a solid base from which older persons and their families can make life's important financial decisions, for example educational programmes to help older persons navigate the retirement process.
- Promote personal saving for short-term needs and preserve retirement savings for old age.
- Promote, facilitate and encourage research on related ageing issues hindering the level of independence of older persons.

Goal 1 Strategy 2: *Improve accessibility, mobility and affordability of safe transportation for older persons.* It is expected that this strategy will be achieved through the following aims:

- Older persons to have reliable public transportation services within their communities.
- Review public transport routes and facilities toward ensuring older persons can easily access low cost transportation throughout the community.
- Develop and implement public awareness and travel safety training programmes for drivers and users of public transportation services specific to the needs of older persons.
- Provide designated bus stops and seating for older persons.

Goal 1 Strategy 3: *Support older persons training to use internet; and other forms of current information technology.* It is expected that this strategy will be achieved through the following aim:

- Establish training programmes to increase older persons' awareness in information technology services [e.g.: Computer (user) Training Programmes with the communities].

Goal 1 Strategy 4: *Improve accessibility to social and legal services for older persons to enhance their autonomy, protection and care.* It is expected that this strategy will be achieved through the following aims:

- Advocate for older persons to have equal access to legal services, such as arbitration, mediation and mitigation.
- Create a list of detailed key services available to older persons and make this information readily available to family members.

Goal 1 Strategy 5: *Establishment and operation of a Cayman Islands Council for Older Persons.* It is expected that this strategy will be achieved through the following aims:

- The establishment of a Cayman Islands Council for Older Persons ("CICOP") and supporting secretariat in Older Persons legislation.
- The role of the "Council" shall be to oversee the implementation of the new legislation and act as a body through which the needs and concerns of older persons can be communicated to Government and its agencies, and monitor the implementation of the Cayman Islands Older Persons Policy 2016-2035.

- The “Council” shall be an independent body and comprised of equal representation of older persons, professional stakeholders, and experts from the public and private sectors (Civil Servant representatives will be non-officio or non-voting).

GOAL 2: PROVIDE AND PROMOTE OPPORTUNITIES FOR OLDER PERSONS TO PARTICIPATE AND ENJOY FULL INCLUSION IN SOCIETY.

Strategies Supporting Goal 2

The following eight (8) strategies support Goal 2. The implementation of these strategies and strategic aims will be detailed in the Implementation Action Plan, to be developed.

Goal 2 Strategy 1: *Expand opportunities for older persons to engage in national, cultural and community activities.* It is expected that this strategy will be achieved through the following aims:

- Older persons are to have equal opportunity for participation and involvement on national Boards and Committees and, wherever possible, in cultural and community groups.
- Utilize older persons as resources to share their experiences and knowledge of our cultural heritage to young people.
- Undertake a public consultation exercise to determine activities, programmes and services older persons wish to be involved with and available to them.
- Develop and implement a public education campaign to promote the inclusion of older persons' involvement in community activities.

Goal 2 Strategy 2: *Expand opportunities for older persons to remain in the labour market.* It is expected that this strategy will be achieved through the following aims:

- Educate and sensitize employers on value of retaining older employees in the work force.
- Create incentives for employers to hire older persons in their businesses.

Goal 2 Strategy 3: *Ensure older persons have the opportunity to engage in lifelong learning.* It is expected that this strategy will be achieved through the following aims:

- Create a list of available continuing education opportunities for older persons.
- Advocate for older persons to have access to scholarships and other financial support.
- Enact education provisions in disabilities legislation.

Goal 2 Strategy 4: *Promote a culture where older persons' skills and talents are acknowledged in the community.* It is expected that this strategy will be achieved through the following aims:

- Sensitize the wider community to understand and be supportive of older persons' abilities.
- Promote activities in the community to recognize and celebrate the special skill-sets, talents and experiences of older persons.
- Create or enhance programs within the educational system that places emphasis on understanding the contribution of and respect for older persons.

Goal 2 Strategy 5: *Provide information in accessible formats to older persons.* It is expected that this strategy will be achieved through the following aims:

- Government offices and private businesses to provide information and materials in an accessible format for older persons.
- Libraries and educational institutions are to provide information and materials in an accessible format for older persons.

Goal 2 Strategy 6: *Improve accessibility to buildings and facilities.* It is expected that this strategy will be achieved through the following aims:

- Enact accessibility provisions in the forthcoming Disabilities legislation regarding Government and non-Government buildings, as well as public spaces relating to older persons with special needs.
- Review other legislation (e.g.: planning codes and traffic laws) and recommend amendments to improve access for older persons into buildings, houses, etc.
- Ensure special considerations given to include the needs and welfare of older persons in the Cayman Islands National Hazard Management Plans.
- Provide recognition and incentives to private and public entities making provisions for older persons to access their facilities.
- Ensure that Owners/Agencies or service providers abide by building codes and standards enforced by the responsible entities.
- Review gaps in planning legislation to facilitate residential development more appropriate for ageing in place.

Goal 2 Strategy 7: Review current programmes and processes providing subsidies, grants and/or financial assistance to older persons. It is expected that this strategy will be achieved through the following aims:

- Review eligibility criteria for programmes providing subsidies, grants and/or financial assistance to older persons and make appropriate recommended amendments to address gaps in services.
- Advocate for funding opportunities to fill gaps in financial assistance.

Goal 2 Strategy 8: Support the work of non-Government organizations advocating and providing appropriate services to older persons. It is expected that this strategy will be achieved through the following aims:

- Create incentives supporting the work of organizations in the community promoting the interest of older persons.
- Encourage and incentivize the development of businesses that provide services such as supported-living programmes for older persons (as alternative to residential and/or nursing home facilities).

GOAL 3: TO IMPROVE ACCESSIBILITY TO AND AFFORDABILITY OF HEALTH AND SOCIAL CARE FOR OLDER PERSONS

Strategies Supporting Goal 3

The following five (5) strategies support Goal 3. The implementation of these strategies and strategic aims will be detailed in the Implementation Action Plan, to be developed.

Goal 3 Strategy 1: *Older persons should have access to affordable and quality health care to maintain and regain optimum level of physical, mental and emotional well-being, and to prevent or delay the onset of illness.* It is expected that this strategy will be achieved through the following aims:

- Establish a wellness and preventative health care programme.
- Strengthen the delivery of primary health care.
- Encourage existing approved health insurance providers to offer supplemental health care plans at various levels of affordability.
- Encourage the establishment of a National Health Insurance Scheme Plan.
- Encourage insurance providers, wherever possible, to retain the insurance coverage of retirees (at an affordable rate).
- Promote public awareness programmes addressing stigma associated with the aging process, example: senility and dementia.
- Improve the delivery of health care through information technology.
- Improve the home care visitation programme provided by the Health Services Authority.
- Make available a list of relevant healthcare providers.
- Ensure older persons can access these providers.
- Advocate for the availability of health and social programmes and services addressing the complex interaction of physical, mental and social care factors affecting older persons and which can compromise their quality of life.
- Ensure older persons have continuous access to therapy supporting emotional, psychological and spiritual well-being aimed at identifying psychological issues.

Goal 3 Strategy 2: *Older persons residing in their homes and any care or treatment facility can enjoy human rights and fundamental freedoms, including full respect for their dignity, beliefs, needs, privacy and the right to decide about their care and quality of life.* It is expected that this strategy will be achieved through the following aims:

- Create standard of best practice for all residential facilities providing care and treatment for older persons, including registration of these facilities with the Ministry responsible for the subject of Older Persons.
- Provide ongoing monitoring, review and evaluation of the standards of these residential facilities.
- Ensure older persons who are placed in residential facilities, nursing care or nursing homes are able to maintain their level of independence (where possible).
- Encourage and incentivize further development of supported-living programme for older persons (alternative to nursing home care).
- Create a national standard of best practice of care for older persons residing in their homes.

Goal 3 Strategy 3: *Strengthen and promote the culture of family care of older persons in the Cayman Islands.* It is expected that this strategy will be achieved through the following aims:

- Analysis of current provision of educational services to identify gaps in services and make appropriate recommendations for any amendments.
- Provide ongoing family education on how to care for older persons.
- Encourage and support research on ageing issues.

Goal 3 Strategy 4: *To facilitate older persons aging in place.* It is expected that this strategy will be achieved through the following aims:

- Identify a plan for respite care provision for family caregivers.
- Provide consolidated services to older persons in each district.
- Through public and private partnerships, provide respite care supporting caregivers of older persons.

Goal 3 Strategy 5: *To develop disaster and emergency plans to treat older persons with equal importance during evacuation and recovery operations.* It is expected that this strategy will be achieved through the following aims:

- Identify gaps in the *Cayman Islands National Hazard Management Plan* for older persons.
- Ensure older persons have access to food, first aid and medication while residing in an emergency shelter or remaining in their private homes.

GOAL 4: TO IMPROVE ACCESSIBILITY AND ENGAGEMENT OF OLDER PERSONS IN EDUCATIONAL, CULTURAL, SPIRITUAL AND RECREATIONAL ACTIVITIES.

Strategies Supporting Goal 4

The following four (4) strategies support Goal 4. The implementation of these strategies and strategic aims will be detailed in the Implementation Action Plan, to be developed.

Goal 4 Strategy 1: *Conduct a community needs assessment for older persons regarding their educational, cultural, spiritual and recreational needs.* It is expected that this strategy will be achieved through the following aims:

- Conduct a community survey of older persons within seven months of the approval of the policy to get their views on their needs in education, cultural expression, spiritual well-being, and recreational opportunities.
- Provide Cabinet with a report outlining findings and recommendations within three months of the completion of the survey.

Goal 4 Strategy 2: *Using data from community needs assessment work with providers of educational, cultural, spiritual, and recreational opportunities for older persons and see what is available to meet these needs.* It is expected that this strategy will be achieved through the following aim:

- Identify existing barriers amongst current programmes and services and provide appropriate recommendations to improve the delivery of these services.

Goal 4 Strategy 3: *Develop and maintain accessible database of existing programs for older persons.* It is expected that this strategy will be achieved through the following aims:

- Analysis to identify existing programs and services for older persons.
- Create a database capturing information on available resources.
- Promote database through public education.

Goal 4 Strategy 4: *Older persons' are to have access to amenities such as recreation and leisure.* It is expected that this strategy will be achieved through the following aims:

- Establish recreation amenities for older persons within each of the districts, such as in community centers, similar to the concepts of the Nurse Josie's Center and the Bodden Town Heritage House.
- Collaborate with churches, other civil society entities and the private sector to provide amenities in their districts.

GOAL 5: TO ENSURE FAIR, EQUITABLE AND RESPECTFUL TREATMENT OF OLDER PERSONS IS MAINTAINED AND PRESERVED.

Strategies Supporting Goal 5

The following three (3) strategies support Goal 5. The implementation of these strategies and strategic aims will be detailed in the Implementation Action Plan, to be developed.

Goal 5 Strategy 1: *Promote positive family values within the home and in the community.* It is expected that this strategy will be achieved through the following aims:

- Encourage positive family values and establish awareness initiatives regarding older persons as part of the family unit.
- Foster family activities within communities with the support of Community Development Officers, who promote, recognize and celebrate older persons.
- Foster respect of individual values and cultural background of older persons.
- Develop a code of conduct promoting the dignity, privacy and respect for older persons (residing in their private homes, in treatment facilities and/or residential facilities).

Goal 5 Strategy 2: *Support older persons to maintain their dignity.* It is expected that this strategy will be achieved through the following aims:

- Facilitate systems, services and infrastructure, designed with special attention to the needs of older persons.
- Establish programmes/initiatives enhancing the abilities and capabilities of older persons.
- Ensure older persons who are suffering from terminal illnesses are able to live out their lives with dignity.

Goal 5 Strategy 3: *Feel safe and be protected from exploitation and abuse (physical mental, verbal, sexual and neglect).* It is expected that this strategy will be achieved through the following aims:

- Develop and implement legislation and supporting regulations protecting older persons from exploitation and abuse.
- Develop services protecting older persons impacted by exploitation and abuse.

- Establish initiatives and programmes preventing abuse of older persons.
- Facilitate educational and informative measures to empower older persons about safety measures.
- Ensure mandatory reporting of abuse of older persons is included in legislation.
- Create a protective reporting system to ensure older persons are not penalized for reporting personal experiences of exploitation and/or abuse.

AN OVERVIEW OF POLICY IMPLEMENTATION, MONITORING, REVIEW, EVALUATION AND CHANGE

POLICY IMPLEMENTATION

It is important to include the policy implementation, monitoring, review, evaluation and change process for the Cayman Islands Older Persons Policy, 2016-2035. This process provides an opportunity for a guiding map toward the development of a proactive rather than reactive response to the identified goals, strategies, aims and objectives of the Policy.

The establishment of an Implementation Planning Task Force to develop implementation planning for the Cayman Islands Older Persons Policy will ensure a seamless transition from Policy approval to the development of implementation plans to effect the Policy. It should be noted that national policies run the risk of not being effected if implementation planning fails to occur soon after such policies are approved by Cabinet.

Once the action plans are approved, they will be categorized in phases to facilitate the implementing phases of the Policy. The goals, strategies and short, medium and long-term objectives, all aimed at achieving the vision of this Policy will need to be introduced.

In their respective role, the Cayman Islands Council for Older Persons (the Council), as the entity who will be responsible for promoting best practices for the approved Policy will ensure all persons involved in the management and implementation of the Policy will be sure of the policy's intentions and goals. The Council should have access to information held by the Government entities regarding their implementation status of the Policy and should be able to make recommendations on how to increase effectiveness and any other aspect of the implementation process.

POLICY MONITORING

With the approval of the Policy and the formation of the Cayman Islands Council for Older Persons, the Council will develop a monitoring plan. Policy monitoring provides an opportunity to maintain track of the policy implementation process and determines whether the policy actions are being completed within the specific targets (quantitative and/or qualitative).

In doing so, consideration will need to be given to:

- What should be monitored?
- What type of action and what type of monitoring is required?
- When should monitoring occur? Should it be continuous, periodic or one-time?
- What resources are needed?
- What tools will be used to collect data?
- How will the monitoring tools be implemented?

The Cayman Islands Council for Older Persons ("CICOP") should be an independent body empowered by law to monitor implementation of the Policy.

POLICY REVIEW AND EVALUATION

The purpose of the review and evaluation of the Policy will be to enhance implementation, accountability and effectiveness. The factors influencing review and evaluation may include public sentiments from stakeholders, the review of goals and strategies in view of new collated data.

The review and evaluation process will advise the "Council" on the level of effectiveness/ineffectiveness of the implementation of the Policy. This will provide opportunities for any amendments, follow-ups and/or any other action necessary to strengthen the delivery of the Policy's goals, strategies and objectives. For example, the following questions should be considered:

- Who should conduct the review and evaluation?
- What key questions should be asked and answered?
- Will sufficient data be collected to provide those answers?

POLICY CHANGE

The Policy will be informed through ongoing monitoring, review and evaluation processes. As a "living document" this Policy should be subject to change by the Cabinet of the Cayman Islands Government, and this should be subject to identified information collated from the review and evaluation processes.

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Acknowledgements

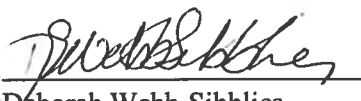
The Chair and Deputy Chair of the Steering Committee, Cayman Islands Older Persons Policy wish to acknowledge the contributions of the following persons who served and provided valuable time toward the development of this Policy:


| | |
|--------------------------|--|
| Mrs. Carmilee Pearson | Representative- East End |
| Mr. Hartwell McCoy | Representative-Bodden Town |
| Mrs. Elsa Scott | Representative- Sister Islands & Community Development Officer |
| Pastor Christopher Payne | Representative-Cayman Islands Minister's Association |
| Mrs. Jennifer Ahearn | Chief Officer, Ministry of Health & Culture |
| Ms. Janett Flynn, | Policy Advisor, Ministry of Health & Culture |
| Mrs. Cassandra Fearon | Social Work Supervisor, Department of Children & Family Services |
| Mr. John Ebanks | Representative-North Side and Lions Club of Grand Cayman |
| Ms. Anne-Marie Rambarran | Crown Counsel, Attorney General's Chambers |
| Mrs. Lynda Mitchell | Manager, Pines Retirement Home |
| Dr. Arline McGill | Psychiatrist, Health Services Authority |
| Ms. Julissa Castillo | Medical Social Worker, Health Services Authority |
| Ms. Dymrna Carten | Community Psychiatric Nurse, Health Services Authority |
| Mrs. Michelle Miller | Detective, Family Support Unit of the Royal Cayman Islands Police Services |
| Mr. Wil Pineau | CEO, Chamber of Commerce |
| Ms. Suzette Ebanks | Director, Government Information Services |
| Mr. Robert Lewis | Director, Policy Coordination Unit (Cabinet Office) |

Appreciation is extended to all of the participants of the Stakeholder's Workshop held on July 1, 2016, the District Focus Groups held during August 1-5, 2016 and the Follow-up Stakeholder's Meeting held during October 5-6, 2016.

Special Recognition to the Members of the 2010-2011 Working Group:

| | |
|---------------------------------------|---|
| Capt. Paul Hurlston | Retired Sea Captain |
| Mrs. Iva Good | Representative of Elmslie Memorial Church |
| Pastor Bentley Robinson | Representative of First Baptist Grand Cayman |
| Ms. Dorline Welcome | Community Development Officer-George Town |
| Mrs. Zemrie Thompson | Former Community Development Coordinator |
| Capt. Dale Banks | Representative of Veterans Association |
| Mrs. Dawn Rankine | Adult Special Needs Coordinator (Retired) |
| Nurse Hazel Brown | Chief Nursing Officer, Health Services Authority |
| Chief Inspector Christsandra Mitchell | Family Support Unit of the RCIPS |
| Mrs. Annie Multon | Business and Professional Women's Club/Business Woman |
| Ms. Kenisha Morgan | Government Information Services |
| Ms. Yvette Cacho | Government Information Services |


Deborah Webb-Sibblies
Chair, Cayman Islands Older Persons
Policy Steering Committee


Stephanie Azan
Deputy Chair, Cayman Islands Older
Persons Policy Steering Committee

APPENDICES

Appendix 1

Summary of Stakeholders' Workshop

BRIEF REPORT ON THE OUTCOME OF THE OLDER PERSONS POLICY STAKEHOLDERS' WORKSHOP

HELD ON FRIDAY, 1ST JULY, 2016 AT THE FAMILY LIFE CENTER

- **Purpose of the Workshop**
 - To sensitize stakeholders on the situations of issues impacting older persons in our society.
 - To elicit the concerns of stakeholders on the issues impacting older persons.
 - To engage key stakeholders (“buy-in”) in identifying the needs of older persons, and collate relevant information that will be beneficial to the successful development of a National Older Persons Policy for the Cayman Islands.
- **Desirable Outcomes**
 - To focus on the issues impacting older persons identified by key stakeholders.
 - To identify recommendations to address the issues impacting older persons.
 - To involve decision-makers in the process of shifting their attitudes and resolving the impacting issues that hinders the rights, freedoms, etc. of older persons.
 - For participants to realize the direct and adverse effect within society of continued failure by society in not acknowledging and addressing issues impacting older persons.
 - To arrive at some level of national ownership of the need to address and promote the rights and welfare of older persons.

Stakeholder's Strategic Analysis

Identification of Stakeholders

Stakeholders with power and interested in addressing the needs of older persons were identified as follows by the Steering Committee, OPP:

- ✓ Players who have high interest and high power
- ✓ Context Setters who have high power and low interest
- ✓ Subjects who have high interest and low power
- ✓ Crowd who have low interest and low power:

The attending participants included representation from the following groups:

- Older persons
- Elected Government
- Ministry of Community Affairs, Youth and Sports including the Ministry of Health and Culture
- Health Care Facilities
- Department of Children and Family Services
- Department of Sports
- Department of Public Transportation
- Economic and Statistics Unit
- University College of the Cayman Island
- Human Rights Commission
- Medical Practitioners
- Faith-based organizations (FBC of GCM, United Church of GCM and JA, Church of God-Savannah, Church of God (Universal), Frank Sound Church of God,
- Media-Government Information Services
- Chamber of Commerce
- Pines Retirement Home
- Service Clubs- Lions Club of Grand Cayman and Rotary Clubs (all associated groups)
- Non-government Organizations (e.g.: Meals on Wheels, Hospice Care)
- Youth
- Middle age adults

ANALYSIS OF THE CURRENT SITUATION and KEY ISSUES DISCUSSED BY THE PARTICIPANTS

Older persons leading independent lives:

- Indigent persons are unable to meet their monthly expenditure with the \$550.00 received from the Needs Assessment Unit.
- The retirement benefits are insufficient to meet the monthly expenditure needs of older persons (retirees).
- Lack of reliable public transportation hinders older persons from moving independently in the communities (for those who have no other form of transportation).

Older persons having access to adequate food and water:

- While the Meals on Wheels is accessible in other districts such as George Town and Bodden Town, it is unavailable in North Side, or the Sister Islands and the need is there for this service throughout the entire Cayman Islands to ensure older persons can benefit from 1 prepared meal per day.

Media and information sharing on matters pertaining to older persons:

- The local media is not effective in promoting and advocating on the issues impacting older persons in the society.

Access to education and information for older persons:

- Older persons would like to increase their learning skills but are unaware of available programmes at the University College of the Cayman Islands and the International College of the Cayman Islands and local churches.
- The Education Services do not make facilities available to facilitate ongoing development programmes for older persons.
- Lack of transportation, funding, access and acceptance hinders older persons from increasing their life skills (e.g.: lack of opportunities for computer training courses).
- Lack of resources and manpower hinders access to educational opportunities for older persons.

Employment opportunities for older persons:

- Older persons do not have full access to employment opportunities.

Active participation in the formulation and implementation of public policies:

- Older persons are not respected and considered “too old”.

- Older persons are being discriminated against as there is no depiction of older persons as the society is seen to be moving toward only promoting the accomplishments of the “younger” generation.
- Older persons are not included on essential policy decisions and not present on boards and committees.
- Lack of inclusivity begat loneliness and marginalization of older persons.
- Older persons are perceived by society as being physically, mentally and socially impaired, which leads to isolation.

Older persons benefit from family care:

- Some caregivers are not providing adequate and quality services to older persons who are in their care, in private homes.
- Family support needs to be improved to ensure older persons are not being exposed to any forms of abuse in their own private homes.

Older persons access to health care:

- Although health care is provided via the district clinics, the issue of affordability of quality care remains an issue.
- Mental capacity legislation is not available to protect the rights and welfare of older person as it relates to their mental capacity.
- A limit exists on the number of available physicians to provide more home visits and support to older persons in their homes.

Older persons enjoyment of human rights and fundamental freedoms when residing in their private homes, emergency shelter, residential care facility or treatment facility (hospital):

- Reported incidents, where older persons were abandoned by their family in shelters.
- Limited access of special accommodation for older persons at businesses, banks, hospitals, pharmacies, etc.

Access to recreational resources, cultural resources and spiritual resources:

- Recreational, cultural and spiritual resources are available in the district, but due to lack of transportation, older persons cannot always attend scheduled activities.

Older persons living in dignity:

- Services may be available, but they are too centralized.
- A lack of community officers working with older persons in the communities.
- Older persons want to hold onto their pride and are uncomfortable asking for assistance.

Older persons living in secure environments, being free from exploitation and abuse, and being treated fairly regardless of age, gender, etc.:

- Older persons are living in fear due to the increase in criminal activities in their respective communities.
- No special legislation exists to protect older persons, and the only existing legislations are the Penal Code, Bill of Rights and the Maintenance Law.
- No established standard policy or no unit within Government exists to take the lead on protecting older persons.
- Older persons are being subjected to physical, sexual, neglect, financial and verbal forms of abuse (they are slapped and pushed, force to engage in sexual acts and raped, their medical needs are not attended to , they are left without adequate food, shelter and they are socially isolated).
- The key perpetrators of abusers against older persons are their family members, including their adult children, caregivers and community members.
- Older persons are forced to sign over their properties to children and do not benefit from the proceeds of sale.
- Relatives are using the older person's pension benefits and Poor Relief Assistance for their own personal benefits.

RECOMMENDATIONS/STRATEGIES BY PARTICIPANTS

Stakeholders' Ownership and list of priorities- Stakeholders identified the following recommendations to address issues impacting older persons in the community and in the larger society:

Participation of Older Persons in the development and implementation of this “Policy”:

- Before formulating the draft policy, effort should be made to engage the wider community on a district by district basis, targeting the opinions, ideas and issues of older persons who may be facing issues regularly.
- The Cayman Islands Government must ensure issues affecting older persons are treated with the highest priority.
- Funding is to be identified and approved for support services and programmes meeting the needs of older persons.
- Government is to ensure the completion of the National Older Persons Policy.
- Legislation needs to be developed and implemented to address the needs of older persons (including care and protection of older persons from any form of discrimination and potential risks of harm and abuse).
- Develop a supportive and reliable public transportation service to assist older persons throughout the districts.
- Promote the independence, dignity, and inclusion of older persons.
- When the policy is draft, share same with the stakeholders present at the workshop to ensure all or most of the information is captured.
- For the efforts of all participants at the workshop to be taken seriously by utilizing all collated information in the development of the “Policy” and for this “Policy” to be implemented.
- For the implemented “Policy” to be monitored and evaluated, as needed, in the attempts to address and promote the needs of older persons.
- Conduct a study of older persons.

Advocacy to promote and address issues impacting older persons:

- Older persons have a voice and they must be given opportunities to exercise their rights as citizens of the Cayman Islands.
- Create a “National Commission for Older Persons” to address and manage the affairs of older persons and for this “Commission” to be led by them.
- Older persons should have representation on Government Boards and Committees to promote the issues impacting older persons in the society.
- The local media to be more involved in promoting the issues impacting older persons and to promote all aspects of healthy ageing.
- Acknowledge the synergy between the needs of older persons and persons with disabilities, and similar policies on provision of parking, use of toilet facilities, discounted benefits, etc. should be considered.
- Develop legislation to support advanced directives and preparation of living wills.
- Older persons should maintain a quality standard of living equal to pre-retirement for retirees.

Promotion of services and programmes with emphasis on older persons:

- Increase partnerships in the community to meet the needs of older persons.
- Develop an education campaign on the needs of older persons.
- Encourage diversity of free programmes and services for older persons and utilize the Community Development Officers to coordinate these programs (e.g.: Art/cultural/religious workshops; intergenerational interactions; opportunities to re-tool skills; education programmes; promote regular services in the communities for older persons).
- Needs Assessment Unit to increase its resources and offer a wider time frame to clients (who are seeking assistance).
- To expand on all services being offered to older persons.
- Strengthen the data base on the needs of older persons in each district.

- Use existing public facilities within communities to run older persons clubs/centers (e.g.: provide a focal point for older persons, introduce education programs such as computer training, and utilize the opportunity to transmit traditions and culture to the younger generation, etc.).
- Provide community day care centers for older persons to interact, brainstorm policy issues affecting them (e.g.: food, shelter, transportation and medical provisions).
- Churches, service clubs, young people associations, financial services, hospitality association, seafarers association, cultural organizations should pull together with other government entities (e.g.: the Department of Children and Family Services) to advocate for and respond to the needs of older persons.

Development of “life-long learning” opportunities for older persons:

- Promote life-long learning opportunities for older persons in their districts.
- Encourage younger seniors to be volunteers and mentors to older seniors.
- MLAs should have a list of opportunities and benefits/services available for older persons at their offices to assist with the education of services.
- Older persons have many years’ experience that can be put to use and benefit the Cayman Islands.

Role and responsibility of the Family in supporting older persons

- Older persons expect to be taken care of by their adult children.
- The values of traditional Caymanian families are being eroded and disappearing due to more modern practices, as a result older persons and their needs will fall further and further through the cracks.
- The younger generation needs to be properly educated and fed more vital information pertaining to older persons-dignity, participation, social and familial, and communal care.
- Families today seem to lack the knowledge of worth and value of older persons. They need to understand older persons need to be loved, respected, needed,

wanted, valued and appreciated for our heritage and building our families and island/communities.

- Develop and implement public education programs to help strengthen the role and responsibilities of family members toward their older relatives.

Safety and Protection of Older Persons

- Due to the increases in community crimes, older persons are experiencing fear for their safety. There should be an increase in community policing programmes from the Community Police Officer to address and alleviate these fears (reduce incidents of crime in the communities).
- Care of older persons needs to be monitored to reduce incidents of abuse by caregivers.
- Develop policies on mandatory reporting of abuse of older persons.
- A responsibility entity needs to be identified and be held accountable for the management of all matters relating to the welfare of older persons, especially for the investigation of abuse referrals.
- Legislation need to address the protection of older persons from any form of discrimination and risk factors associated with abuse, neglect and exploitation.

Available and accessible health services and health insurance coverage:

- Health Insurance and access to proper healthcare: the mandatory health insurance system needs to be overhauled. Payments should be made to the Government instead of private insurance companies. Government would collect all of the revenue (as a tax) and provide free healthcare to everyone. As it now stands, Government has to pick up the tab on the elderly and the uninsurable, so they should be collecting the premiums instead of private insurers who discriminate and refuse coverage.
- There need to be established standard of care criteria for all service providers (e.g.: Hospitals, Hospice Care, Pines Retirement Home, DCFS Adult Special Needs Programmes) to assess effectiveness and quality of service provisions to older persons.
- Promotion of pharmacy discounts for older persons.

- Improve the Standard Health Insurance Coverage (SHIC) plan for older persons.
- Review the National health insurance retirement policy for persons over 60 (including health insurance and social insurance funding).
- Increase the number of available physician(s) to provide more home visit and support to older persons (shut-ins).

Submitted by:

Mrs. D. Webb-Sibblies

Chair of the Steering Committee, Older Persons Policy

Date: July 26, 2016

Appendix 2

Summary Report of District Focus Groups with Older Persons

District: Bodden Town

Facilitator(s): Dr. Arline L. McGill, Vanda Powery, Stephanie Azan, Cassandra Fearon, Dorline Welcome (including Minister Bodden and Chief Officer Dorine Whittaker)

Date: Monday, August 1, 2016

Time: 10am-1pm

Venue: Savannah United Church Hall

Number of participants: 12

Number of Male(s): 2 Female(s): 10

Age Category: 60-69=3 70-79=7 80-89=1 90+=1

Employment Status: 1 employed and 11 unemployed

Key Issues Discussed:

- Opportunity for older person's to participate in the development of public policies that affect them.
- Level of support family members are providing to their older relatives.
- Opportunity for older persons to maintain their independence in the district(s).
- Level of available recreational, cultural and other activities geared toward benefitting older persons in their community.
- The level of respect and value being given to older persons in their community.
- Older persons being exposed to different types of abuse in the community.

Responses and recommendations from participants:

Participation

- (i) Using social and printed media are not effective with older persons and so many do not feel welcome to attend public meetings or other policy related events. They are only encouraged to attend such events when they receive a personal invitation (by way of a letter or a house visit). These house visits provides an opportunity for more detailed explanation on the focus and purpose of the meeting, and the level of expected participation.
- (ii) Different methods and approaches should be implemented to encourage full participation from older persons during the discussion and promotion of any policy that will have a direct

impact on their welfare and well-being. In addition, transportation needs to be made available to increase their level of attendance and participation.

- (iii) A greater focus needs to be placed on increasing the awareness of intergenerational programmes between older and younger persons in the community.
- (iv) Day care facilities in each district would enhance opportunities for more effective communication and involvement of older persons.

Care

- (i) There are some families who are able to take care of their older relatives but due to their own personal commitments and financial constraints, they are unable to fully assume financial responsibility for their older relatives.
- (ii) There are members in the community who believe the government should assume full responsibility in providing care for the older persons.
- (iii) Consideration should be given for liens to be placed on properties if the government assumes full care and responsibility for older persons. Subsequently, the government should exercise this right in lieu of taking care of the older person(s) in the community.
- (iv) Family members need to become more aware of their legal obligation to care for their older relatives (namely grandparents and parents).

Independence

- (i) Older persons would benefit from established neighbourhood watches in the community. Through this efforts, older persons will receive substantial assistance through social visits from neighbours, daily prepared meals and at times assistance with transportation
- (ii) Day care and recreational activities could be provided through joint (partnering) church efforts.
- (iii) Older persons experience difficulty in collecting their prescribed medication(s) from the hospital pharmacy due to the long waiting lines and lack of transportation.
- (iv) "Social Services" and members in the community need to check-in on older persons on a consistent basis.
- (v) The quality of needs assessment should be reviewed and restructured to ensure older persons are able to access and benefit from available services.
- (vi) The services of meals on wheels need to be increased in the district for older persons.

Self-fulfillment

- (i) A community center/recreational facility need to be available in the district for older persons. Available programs could include sewing, computer skills training, arts and craft and other cultural activities.

Dignity

- (i) While there may not be a major problem of older persons not being treated with respect, the participants expressed there is a noticeable change in the culture of how older persons are being valued.
- (ii) Police officers, community development officers, district nurses have a key role to play in visiting and assessing the conditions of the home and interacting with older persons. With this level of close supervision, the welfare of older persons will increase (monitoring of medication and daily care provisions).
- (iii) Legislation need to be implemented and enforce to ensure an effective management of reported incidents of abuse of older persons.

District: George Town
Facilitator(s): Janett Flynn, Hailee Robinson, John Ebanks, Vanda Powery, Cassandra Fearon, Stephanie, Azan, Dorline Welcome

Date: Wednesday, August 3, 2016

Time: 10am-1pm

Venue: South Sound Community Center

Number of participants: 25

Number of Male(s): 4 Female(s): 21

Age Category: 60-69= 6 70-79= 9 80-89= 8 90+= 0 (1 person under age 60)

Employment Status: 4 employed and 15 unemployed

Key Issues Discussed:

- Opportunity for older person's to participate in the development of public policies that affect them.
- Level of support family members are providing to their older relatives.
- Opportunity for older persons to maintain their independence in the district(s).
- Level of available recreational, cultural and other activities geared toward benefitting older persons in their community.
- The level of respect and value being given to older persons in their community.
- Older persons being exposed to different types of abuse in the community.

Responses and recommendations from participants:

Participation

- (i) Older persons are only remembered by the politicians during election campaigns
- (ii) Feedback is only sought during election campaigns by the politicians.
- (iii) Although invitation may have been extended for older persons to attend public meetings, they are unable to attend and participate due to lack of transportation.
- (iv) Older persons are not invited to attend public meetings or other policy related events.
- (v) Older persons fear they are being undermined and their voices are not heard, as no one is listening to them.
- (vi) They feel they are being discriminated (prejudice against) because of their nationality and age.
- (vii) The community needs to be more proactive in providing assistance to other persons.

Care

- (i) Some families are supportive to their older relatives but some participants felt they should not burden their children.
- (ii) Participants said they cared for their older relatives and expect their children to take care of them.
- (iii) Only some children will provide care to their older parents, some may only visit at Christmas
- (iv) Some adult children do not want to support their older parents because they were neglected as children by their parent(s).
- (v) Some family members will provide transportation to medical appointments and provide food on a daily basis.
- (vi) In earlier years when the current older persons were in the workforce, they focused on making life better and easier for their children. This was seen in the increased material wealth and benefits and the traditional cultural values of caring for "people" were lost.
- (vii) Government needs to exercise placing liens on properties in lieu of providing full care to older persons, and collate proceeds from the sale of property after the death of the older person(s).
- (viii) It was shared that foreign cultures and values have influenced changes in the traditional cultural values and norms (this is reinforced through younger Caymanians being exposed to other cultures from other foreign countries during their period(s) of completing their tertiary education).
- (ix) Current community services should be used to include older persons.
- (x) There needs to be a more cohesive community approach which would help to reduce older persons being preyed on in the community. The 'village approach' should be considered in promoting the welfare of older persons.

- (xi) Health care is accessible to older persons but monthly home visits by a community nurse should be implemented. This service should not only be available to those who are “bedridden” but be available for any older person who is unable to get themselves to a hospital/clinic. It is often a tiresome and painful process for some older persons to arrange for transportation and sit in a waiting room for a routine medical check-up and only be seen by a doctor for a few minutes.
- (xii) Although older persons may not feel comfortable talking to family members about their wishes, they should be encouraged to prepare living wills.
- (xiii) Community Development Officers could help with care and monitoring of older persons, and legislation should be put in place for the CDOs to have more “power” to protect older persons.
- (xiv) Legislation needs to be considered to make it mandatory for family to provide care to their older relatives.

Independence

- (i) Some older persons are able to maintain their level of independence, while others are not able to do so (for various reasons).
- (ii) Lack of reliable and affordable transportation hinders older person’s being able to collect their medication(s), attend to scheduled doctor visits and therapy sessions.
- (iii) A ‘senior-assisted living’ programme would be beneficial to older persons who are able to and wish to remain in their own homes but require assistance to prepare their meals, attend medical appointments etc.
- (iv) Family values are being eroded as the strong community spirit that was dominant in the late 60’s has changed. Some persons blamed foreign influences while others blame development and capitalism.
- (v) The government pension is not substantial in meeting the needs of civil servant retirees in their daily expenses.
- (vi) The community needs to embrace opportunities to partner with financial organizations to sponsor bus transportation for older persons; this should include better access for disabled older persons.
- (vii) A hotline should exist for older persons to call for help/assistance or even to arrange transportation.
- (viii) Institute systems to check-in on older persons such as an “older persons’ registry”.

Self-fulfillment

- (i) Once a month, older persons do attend organized gatherings to play games and socialize. On average some 70 people attend these events, but again transportation is a major issue.

- (ii) Use of church halls and other appropriate venues would be of benefit to all seniors or have a Seniors Centre for participation in cultural activities.
 - (iii) The representatives felt that regular senior's fellowships could be more productive by facilitating activities such as cooking meals and baking etc.
 - (iv) Generally there are not enough activities throughout communities for seniors.
 - (v) Crime is also an obstacle preventing some older persons from going out and participating in recreational activities.
 - (vi) Persons who do not work need crafting sessions. Older persons should have set sessions to meet and craft.
 - (vii) Outings and events such as Older Persons Month foster cultural development and fellowship. Sewing clubs, visits to Cayman Brac, and a seniors retreat during Older Persons Month and throughout the year were suggested. Representatives were willing to contribute financially to do such programmes.
 - (viii) Senior centres should be established that older persons can go to for activities such as fishing, games etc. Different activities should be provided across the districts.
 - (ix) Institute systems to help older persons "have a voice".
 - (x) Have programs to educate/teach older persons (e.g. computer classes) and also to pass on cultural activities (e.g. rope/thatch making, different arts and crafts).
-
- (i) The statement was made that young people barely respect their parents, much less the elderly. Grandchildren show lack of respect by barking at older persons.
 - (ii) Some representatives said they know and have good relationships with their neighbours.
 - (iii) Numerous cases of neglect and abandonment were shared, but nothing was mentioned in regards to sexual and physical abuse.
 - (iv) George Town does not have a major problem with the family and community respecting and valuing their seniors.
 - (v) Representatives expressed the need for businesses to value them and employ those capable of working by implementing specific spaces for older persons to receive services; such as supermarkets, pharmacies, banks etc.
 - (vi) Older persons face a lot of financial abuses. Family mortgaging their homes or families using funds older persons receive and not for meeting the needs of the older person. Some families are irresponsible to ensure proper meals are provided daily and others within the community sometimes step-up to provide. In regards to emotional, mental and verbal abuse, older persons are frequently subjected by families, which create fear and intimidation in the older persons.
 - (vii) Legislation needed to enforce proper care and address abuse.

- (viii) Representatives were concerned that social media oftentimes portrays the perpetrator's guilty actions without also looking at the possibility of abuse also existing with the perpetrators too.
- (ix) Paying some \$300 per month for CINICO but not using it is a waste of resources. If an older person is not ill, they should pay a lower cost policy or have a special price for seniors.
- (x) Programs should be developed to ensure that families (especially with children who have behavioral issues at school) are trained to improve parenting skills.
- (xi) Enforcement to have mandatory protections and reporting in abuse cases (e.g. if evidence is sufficient the case should be taken to court/investigated further without the cooperation of the abused).
- (xii) Workshops should be created to help improve education on health/other issues such as dementia and Alzheimer's disease.

District: North Side
Facilitator(s): Delmira Bodden and Vanda Powery (including MLA Ezzard Miller)
Date: Thursday, August 4, 2016
Time: 10am-1pm
Venue: EE Civic Center
Number of participants: 8 (+ MLA Ezzard Miller)
Number of Male(s): Female(s):
Age Category: 60-69= 2 70-79= 5 80-89= 90+= 1

Employment Status:

Key Issues Discussed:

- Participation of older persons in the development of public policies that affect them.
- Level of support family members are providing to their older relatives.
- Opportunity for older persons to maintain their independence in the district(s).
- Level of available recreational, cultural and other activities geared toward benefitting older persons in their community.
- The level of respect and value being given to older persons in their community.
- Older persons being exposed to different types of abuse in the community.

Responses and recommendations from participants:

Participation

- (i) Older persons are given opportunities to attend public meetings or other policy related events.
- (ii) The United Church Council will also invite its membership to participate in the development of policies and laws of the CI, which would relate to Church and State.

- (iii) The use of various media sources to get information to seniors must be considered as not everyone will listen to only the radio, or only read the newspaper or watch television. Each older person should be contacted individually to avoid lack of participation as much as necessary.

Care

- (i) Few families are supportive of their older persons; there are others who do not get visitors and are not contacted by their own children or the community.
- (ii) A community group should be aware of the older persons in their community to monitor them and ensure that they are cared for and not taken advantage of by others. The village approach should be practices.
- (iii) Representatives stated that the younger generations do not see an obligation to care for their older persons. There is a gap- the younger generation (an “entitled group”) believes the Government should be caring for older persons.
- (iv) Representatives agreed that if there are older persons who are disabled and no family support exists then Government would have an obligation for those persons. Additionally, it was fair for the government to exercise a lien against property in return for their care of older persons until they passed.
- (v) Most seniors have CINCO coverage; however, they shared that medical coverage is an issue for a number of persons who did not have spouses at all or where not seamen and are given assistance through Social Services.
- (vi) There is a major issue with seniors not receiving regular personal care on a daily basis. Either family members are negligent or there is no caregiver available.

Independence

- (i) Some older persons maintain their independence while others cannot for various reasons.
- (ii) Representatives felt that older persons do not have educational opportunities within the district.
- (iii) In the past, some previous classes have been available to the community inclusive of older persons; however, family support would need to be in place and this would encourage older persons to participate.
- (iv) Currently, there are older persons who do not get regular meals due to means, medical issues and lack of family support or a caregiver. Some older persons who receive their monthly funds are physically unable to prepare their own meals.
- (v) Some senior could use assistance in prioritising their distribution of funds to basic needs expenses.

- (vi) Representatives expressed that where there are shortages in expenses that cannot be covered with the monthly funds, the families should provide financial support.
- (vii) Representatives expressed that older persons prefer to live and be cared for at their own homes.
- (viii) Better transportation with accommodation for handicapped access specific to older persons would be ideal. There are some community persons available to assist in this area.
- (ix) The Meals on Wheels organization has been arranged to assist in providing meals to some older persons within the community.
- (x) Older persons are at home lonely and desire to have companionship and their families to visit regularly.
- (xi) Representatives expressed that older persons should not be discriminated because of age as there are some capable of working who desire to continue to be gainfully employed.
- (xii) Some persons in the community still do not have fresh drinking water from the WAC; they use well water. Some access water from Hutland Community Park.
- (xiii) The group shared that there are two older persons who are homeless due to their addiction habits and are unable to maintain requirements set by family to remain living at home. They were recently accommodated at a relative's house who agreed to give them light access.
- (xiv) Representatives expressed the benefits of the village/community traditions of caring for each other.

Self-Fulfillment

- (i) There are sufficient spiritual activities available.
- (ii) Cultural activities are only at Pirates Week. They would gladly welcome more regular activities in this area of Grand Cayman.
- (iii) Representatives suggested having regular intergenerational activities with the schools and community to bridge to gap.
- (iv) Recreational activities are needed more often and on a regular basis.
- (v) An issue the organizers deal with is the lack of support from the various organizations, especially provision of meals in order to host more frequent activities for the older persons.
- (vi) The group shared that door to door visitations in addition to distribution of flyers is a great encouragement for older persons to attend functions.

Dignity

- (i) Most older persons feel respected and valued by their community. They acknowledged times some may not be due to their attitude with others.
- (ii) Older persons face a lot of verbal abuse from their families.

- (iii) Older persons face a lot of financial abuses. Family members using funds older persons receive and not for meeting the needs of the older person is an example. Some families are irresponsible to ensure proper meals are provided daily and others within the community sometimes step-up to provide
- (iv) Legislation needed to enforce proper care and address abuse.

District: East End

Facilitator(s): John Ebanks, Dorline Welcome, Stephanie Azan, Hailee Robinson, Cassandra Fearon

Date: Thursday, August 4, 2016

Time: 10am-1pm

Venue: East End Civic Center

Number of participants: 31 (+MLA Arden McLean)

Number of Male(s): 10 Female(s): 21

Age Category: 60-69= 9 70-79= 13 80-89= 6 90+= (1 person under age 60)

Employment Status:

Key Issues Discussed:

- Participation of older persons in the development of public policies that affect them.
- Level of support family members are providing to their older relatives.
- Opportunity for older persons to maintain their independence in the district(s).
- Level of available recreational, cultural and other activities geared toward benefitting older persons in their community.
- The level of respect and value being given to older persons in their community.
- Older persons being exposed to different types of abuse in the community.

Responses and recommendations from participants:

Participation

- (i) Transportation is an issue around the table, and even those with supportive children have expressed that their children also work, have children of their own etc. and therefore are not always available to take them to such events/meetings where they can share their opinions on public matters. Sometimes there is a call through public notice to participate in policy issues etc. but older persons cannot get rides to attend.
- (ii) Many representatives complained of multiple instances where mail is “returned to sender”, and general delivery and box fees went up making it more difficult to have/arrange postal services. Postal services should have discounted rates for older persons.

- (iii) There is a need to improve equality in distribution of welfare support.
- (iv) A recommendation was made that older persons receive discounted/free public transport.
- (v) Another suggestion was that key services (government) be offered on weekend days for those that cannot access weekdays due to children working etc.
- (vi) The Community Development Officer comes by to discuss district issues every other week. Sometimes the MLA but mostly it is the Community Development Officer who inquires.
- (vii) Writers and journalists come to East End to inquire about culture, but often neglect to interview older persons. Non-Caymanians are put in charge/in positions of influence. An example of this is Cayman Cookout, where many older persons feel as though the food presented is not true 'Cayman food'.
- (viii) One older person stated that he/she is a retired educator who has made himself/herself available to serve the public but has not been called on. Jobs are instead offered to Non-Caymanians, when it could have been done by Caymanians (especially older persons).
- (ix) Younger persons are leaving the district and leaving older persons even more isolated and lonely. One suggestion to combat this trend is to make land cheaper for younger persons to attract them to the Eastern districts.

Care

- (i) There is an issue regarding the collection of prescriptions, because if an older person cannot make it to the clinic before staff leaves in the evening for whatever reason, they are unable to get their medication. This is not only an issue for housebound older persons, but even those who simply are in too much pain to make it to the pharmacy on the day they are meant to collect their medication.
- (ii) The church could play a much larger role in the life of older persons, with some eight churches in the district alone. Pastors who live a short distance from older persons do not pay attention to their needs, chief of which is companionship.
- (iii) One older woman shared that her only son lives abroad, she cannot afford a helper, cannot clean or cook for herself and lives alone. Therefore, she relies on services such as Meals on Wheels to provide her with lunch three days a week. She is essentially housebound and goes days without seeing or speaking anyone. While she has CINICO, she was told that she would need to hire someone to help her at home as they were nothing more they could do for independent living.
- (iv) A social worker stated that one older person at the table could not receive help because she already has a husband.
- (v) The general consensus is that while East End is known as a "community district" with many willing to help those around them, some families struggle with help as the cost of living is high.

- (vi) One proposal was to increase personnel in each community that can assist in visitation of older persons. Nurses do not visit the housebound at least twice a week as they should, and therefore there should be a registry created of all these older persons. Such a registry would be crucial not only for nurses and charitable organizations to know who to visit, but also to allow emergency services some guidance after natural disasters to know who needs to check on. Additionally, problems such as routine check-ups performed at house visits would allow health problems to be noticed and addressed more quickly and efficiently.
- (vii) One table expressed the consensus that doctor and nurse visits at district clinics and homes are sufficient.
- (viii) Some around the table expressed that their children are doing the best that they can with their own families (e.g. spouse and multiple children to support with a low-income job) so they cannot afford to financially support older relatives.
- (ix) One older woman stated that it took her almost three years to receive the PFA pension, and wished that this process was easier. Another asked questions about the Seaman's letter and was confused about which forms to complete to receive the benefits. One younger person at the table stated that he had to help his father fill out the forms, and not every older person has such assistance.
- (x) Any form of updates concerning PFA or seamen's grant should therefore be clear and simple that all older persons can understand.
- (xi) One suggestion is that senior citizens be provided with a discount card to services such as utilities, supermarkets, pharmacies and other essential services.
- (xii) Another proposal was to decentralize key government services such as CINCO closer to Eastern districts.
- (xiii) There is currently only one Community Development Officer in East End- this number desperately needs to be increased.
- (xiv) The opinion at the table was that the HAS neglects older persons willfully, as there is a mentality that older persons will soon "kick the bucket".
- (xv) The Needs Assessment Unit is difficult to receive help from. On the other hand, some older persons receive assistance from the NAU or Social Services who do not truly need it, abusing the system. There is a need for better monitoring of such financial aid services.
- (xvi) One older person shared that they worked at the hospital and was given a letter upon retirement for free medical assistance. This was not honored as personnel records were apparently lost.
- (xvii) When one older person's house burnt down, the individual was denied help from social services. The opinion was shared that Caymanians should always receive assistance first, as some foreign nationals receive help from social services while some Caymanians are denied who are truly in need.

- (xviii) Some older persons feel as though their privacy is being invaded by social services due to all the seemingly unnecessary questions. Older persons are encouraged to go to the MLA to get help, but many feel as though they do not actually want to take the time to help older persons in their community.

Independence

- (i) Many people have helpers so they can support older persons in being more independent. However, the comment was made that far too many elders are left to the dictates of “helpers” whose differing cultures and lifestyle clash with Caymanian society.
- (ii) Some complained of Sunrise Cottage services that do not allow visitation and have been known to close doors during day hours or turning away family/friends from visiting loved ones.
- (iii) Majority of the seniors receive social services support (\$550 a month), yet all state that this is not enough for those living independently to get by after paying utility, medical and grocery bills. For one older woman, she shared that it was not the case that the money goes to inappropriate places such as gifts for the children or on luxury goods; her children pay for her light, telephone and cable bills and yet it is still not enough to live a healthy, independent life.
- (iv) While one individual suggested that a policy should be implemented to mandate children take care of their older parents, it was said that our economy is not conducive to such a policy and that this should be a moral obligation. More problems would arise from such a policy, as some children genuinely do not have the financial means to help their older parents and therefore an increase in crime such as theft might result.
- (v) One older woman contacted retirement homes across Grand Cayman and was told that she would need to pay \$3000 a month and that CINICO would not cover it for her to move. She was struggling to pay her utility bills in her debt free home, and found it unfathomable that retirement homes cost so much.
- (vi) Some older persons are thankful for the PFA, and they consider themselves to be extremely blessed.
- (vii) One older woman stated that her husband’s pension is insufficient.
- (viii) Communal “in home” caregiving services should be shared between multiple households.
- (ix) A daycare older person’s centre for recreational activities and socialization should be created.
- (x) A “confidential hotlines” should be instituted for older persons to call if they feel at-risk, need help or support.
- (xi) Services for older persons’ home in East End have declined. Previously, older persons were allowed to walk outside to get sunlight or interact with volunteers, but this is no longer a frequent occurrence.

- (xii) Employment support should be provided for older persons willing and able to work (part time and full-time).
- (xiii) The Meals on Wheels program should be improved to ensure balanced nutrition is provided (too much starch/rice, and not enough fruits and vegetables).
- (xiv) A system should be established for older persons to pay bills and order needed items such as groceries to have them delivered.
- (xv) Education and awareness of various government programs need to be improved.
- (xvi) Pensions dropped due to the stock market, and some older persons invested their pensions overseas due to fear of financial instability in the local market. There is clearly a need for improved legislation to protect pensions.
- (xvii) HSA should invest in a public medical bus, as this would assist older persons in maintaining a sense of control and independence over their access to health care.
- (xviii) One older person shared that at the age of only 60, his/her pension and savings had been depleted, and there was no opportunity to get a job as an older person.

Self-Fulfillment

- (i) Twice a month older persons get together to do activities and socialize, but not everyone at the table knew these events existed. Communication of community events seems to be an issue.
- (ii) One older woman shared that she has in fact returned to school and has been in and out for a few years recently, but physically found it too difficult to get around (both on and off campus). It is evident that modifications must be made not only for public buses but also the University College of the Cayman Islands to assist older persons.
- (iii) In 2012 a program took place at the United Church to help people learn to use computers. Unfortunately, this program did not even last a few months, and older persons did not attend as it was mainly catered to young people or those needing to improve their computer skills. Therefore, programs should be created specifically for older persons. It was emphasized that older persons were brought up in a very different educational system, and therefore many do not feel comfortable interacting with other young people when it comes to technology.
- (iv) The public library has a few computers but not all are in operation. Staff should be available to teach older persons how to use the computers in order to achieve some sense of self-fulfillment for those interesting in learning how to communicate with family abroad or friends across the island.
- (v) Transportation should be provided to a space such as the community center every other day to allow older persons to get out of their homes and interacting with other people. In England, one bus ticket allows you to ride 11 buses in one day. Here, older persons have to pay extra bus fare to go to locations such as High Rock and Gun Bay. There is a need for discounts and bus passes specifically for older persons.

- (vi) The Community Development Officers are praised for the senior fellowship activities.
- (vii) In other countries such as the UK, there are daily programmes for older persons. Additionally, they buy groceries for older persons, where all one has to do is leave your order card on the door and then someone will go purchase and deliver the groceries for you. Similar programmes should be developed in Cayman.
- (viii) There is a desire for YMCA programmes for older persons specifically.

Dignity

- (i) There was a strong belief that children no longer respect their parents or their elders. In order to improve this, it was said that poor parenting is a major issue that needs to be addressed.
- (ii) One older woman did stand out in saying that she feels mostly respected in East End, even by the youth, because she treats others with respect herself.
- (iii) It was shared that older persons have a wealth of history and knowledge to share, and wished for more opportunities to interact with the youth (such as community activities, or events celebrating the elders).
- (iv) One parent left to raise the family causes a breakdown in the home, and this contributes to issues in society.
- (v) There is a need for Government leaders to be more of a presence with our older persons. Consistent visitation, and not just at crisis time or election time, would be a big benefit.
- (vi) Representatives stated that their culture is departing. Additionally, those who leave the district feel an increased sense of worthlessness as they are no longer in a district where people know them.
- (vii) There needs to be better enforcement of rules and laws, along with better policing and protection for older persons. The police substation in East End needs to be manned, as the building has been renovated but there is still a lack of regular officers on duty.
- (viii) Many complained of the current structure of police under the Governor, and suggested a march as they are fed up with the system.
- (ix) Most older persons suggested that the Government should be able to mandate that children pay instead of older persons having to take their children to court; this is the main barrier in older persons utilizing the Maintenance Law.
- (x) Some older persons feel a sense of distrust with the bank. One older person shared that the bank said they were unable to find money in their account when someone had in fact been depositing the money for the older person.
- (xi) There is a need for persons to oversee and follow-up with financial aid payouts from the Government, as often times family members fraudulently take the money.

- (xii) There is a need for older persons to be adequately informed by JPs and other notaries so that they understand the documents that they are being asked to sign. Banks also need to ask more questions. There is a need for legislation to be enforced for JPs to be held liable for signing fraudulent document.
- (xiii) In terms of abuse, some stated that helpers threaten and physically abuse (slapping etc.) older persons. Helpers also should be required to have certain qualifications prior to a work permit being granted (certification is essential). More Caymanians should be trained in this field.

District: Cayman Brac

Facilitator(s): Kerry Parchman, Bouvia Ferguson, Gay Jackson, Caitlin Conner, Annie Rose Scott

Date: Thursday, August 4, 2016

Time: 10am-1pm

Venue: Aston Rutty Center

Number of participants: 35

| | | | | |
|----------------------|-----------------|-------------------|--------|------|
| Number of | Male(s): | Female(s): | | |
| Age Category: | 60-69= | 70-79= | 80-89= | 90+= |

Employment Status:

Key Issues Discussed:

- Participation of older persons in the development of public policies that affect them.
- Level of support family members are providing to their older relatives.
- Opportunity for older persons to maintain their independence in the district(s).
- Level of available recreational, cultural and other activities geared toward benefitting older persons in their community.
- The level of respect and value being given to older persons in their community.
- Older persons being exposed to different types of abuse in the community.

Responses and recommendations from participants:

Participation

- (i) Some older persons stated that they were able to participate in society and the development of public policies due to being active in church, sitting on the Immigration Board, holding the post of Secretary for the Seaman Society, and one representative was even Head of Alcoholics Anonymous Group.
- (ii) However, others stated that they were unable to participate due to discrimination, lack of respect shown for older persons' knowledge or input, the absence of anyone advocating for the elderly, and lastly fear of asking for anything.

Care

- (i) Some individuals expressed that family members always celebrated milestones, birthdays, and other special occasions, show respect and love and contribute financially, visit whenever possible, and also provide meals, food packages and clothing.
- (ii) Representatives that did not have family support stated that it was due to lack of funding or visits because their family members live abroad or have their own issues.
- (iii) There is also neglect by the Government, neighbors and relatives as they do not show older persons any attention. It was believed that neglect is intentional by the majority.
- (iv) Some only receive Veterans and Seaman's Assistance- no pension.
- (v) There was concern expressed that caregivers themselves are getting older and sickly, and more support and consideration need to be given to them.
- (vi) Needs Assessment Unit (NAU) is no help for assistance, and help from NAU is needed in a timely manner.
- (vii) There is also a need to develop a Phone Tag System, as older persons on the island are very lonely.
- (viii) Family members should give more physical care if they cannot help financially.
- (ix) Relatives should also be encouraged to live by Biblical Principles and not neglect their elders.

Independence

- (i) The statement was made that most older persons in Cayman Brac are in good health and stable minds. There is less stress due to financial stability (some receive Pension and some get the Veterans & Seaman's Assist).
- (ii) On the other end of the spectrum, some older persons have no retirement plan or pension plan, and many have limited mobility and disability consideration into access to Government Buildings.
- (iii) In regards to health insurance, some stated that they cannot afford CINICO.
- (iv) Representatives stated that they would like to have a seniors' Social Centre where older persons could meet to socialize, play games, have movie nights, computer classes, hygiene lessons and beauty care. Also, having a pool for physical therapy would be a great benefit.
- (v) The recommendation was made that young college and high school students should get involved with older persons for credit to their studies.
- (vi) Stores should offer delivery services and give discounts to older persons.
- (vii) The development of a community buddy system would save money and resources by reducing the need to hire helpers.
- (viii) A public bus system should also be established so that older persons can pay their bills, do their grocery shopping and get their medications.

Self-Fulfillment

- (i) There was a resounding “no” to the presence of this UN principle in Cayman Brac.
- (ii) Churches need to become more involved in community activities.
- (iii) There is a lack of story-telling groups in the schools by experienced older persons.
- (iv) A suggestion was made to have a cultural day for seniors to showcase their Caymanian heritage (e.g. cooking, thatch making, craft work, quadrille dance etc.)
- (v) Geriatric Social Worker to work along with the elderly is also needed.
- (vi) There is a need to record a living history.
- (vii) The rotation of games in the individual’s homes such as bingo, dominoes, Ludo, card games etc. would greatly assist in the achievement of self-fulfillment.
- (viii) Various programmes must remain consistent.

Dignity

- (i) For those older persons who believed that they were being treated with respect in their community, it was said that many are greeted with affection, skills and knowledge are appreciated, churches are very supportive, and some care-givers treat them with dignity.
- (ii) However, some older persons are experiencing loneliness. The lack of culture/respect for the younger generation is evident in interactions, and many older persons are referred to as merely “taking up space”.
- (iii) Older persons are not always utilized due to the lack of job opportunities available to them, and there is also a perceived lack of social manners.
- (iv) Some older persons are afraid to discuss abuse due to fear of retaliation in further mistreatment, pride and trust issues.
- (v) Older persons with disabilities are especially scorned, looked down on and laughed at.
- (vi) When seeking help of special assistance, many older persons are not treated with dignity.
- (vii) Special lines should be designated for older persons in banks, grocery stores, hospitals, etc.
- (viii) Legal advice/programmes should be developed for older persons.
- (ix) There should be assigned parking spaces/parking lots specifically for older persons.
- (x) There is a need to educate the young people about seniors- Gerontology.
- (xi) Senior’s appointments should be priority e.g. assigned hours/days.
- (xii) There should be control on the prices of elderly and diabetic products.

District: Little Cayman

Facilitator(s): Bouvia Ferguson, Annie Rose Scott

Date: Thursday August 4, 2016

Time: 6-8:30pm

Venue: Little Cayman Beach Resort

Number of participants: 9

| | | | | |
|----------------------|-----------------|-------------------|--------|------|
| Number of | Male(s): | Female(s): | | |
| Age Category: | 60-69= | 70-79= | 80-89= | 90+= |

Employment Status:

Key Issues Discussed:

- Participation of older persons in the development of public policies that affect them.
- Level of support family members are providing to their older relatives.
- Opportunity for older persons to maintain their independence in the district(s).
- Level of available recreational, cultural and other activities geared toward benefitting older persons in their community.
- The level of respect and value being given to older persons in their community.
- Older persons being exposed to different types of abuse in the community.

Responses and recommendations from participants:

Participation

- (i) Older persons expressed that they are a close knit community and would like for it to remain that way. They actively vote, are knowledgeable and skilled, have their own finances and are very supportive of each other.

Care

- (i) Majority of older persons have no relatives or children, and therefore are self-sufficient.
- (ii) There was concern that there is not a proper facility for Health Care on the island. There is also a need for proper Health Insurance.
- (iii) Hospice Care for the Sister Islands is desired.

Independence

- (i) Most older persons work as long as they wish, have their own homes, are in good health and are financially stable. As a result, there is less stress amongst the older persons.
- (ii) The environment in Little Cayman is also described as healthier due to the lack of pollution.

Self-Fulfillment

- (i) Some older persons participate in gardening and grow their own plants for consumption.

- (ii) Annual events such as Pirates Week, the Agricultural Show and Mardi Gras are supported by locals and contribute to a sense of self-fulfillment. However, there is also a need for inclusivity in various events.
- (iii) Alternatively, some older persons stated that there is a lack of events (e.g. music and dance), especially cultural (e.g. story-telling and Run Down).
- (iv) Many expressed the desire to have a Civic Centre where not only seniors could meet to socialize, play games, have movies, but also share their experience and talents with the youth; encourage vocational training such as auto mechanics, welding, small engine repairs, and in turn give structure and guidance to youth.
- (v) Sports need to be developed fully.
- (vi) There is also a need for a distance education programme.

Dignity

- (i) There is a sense of exemplified dignity where skills and opinions are valued.
- (ii) Some older persons are experiencing loneliness.
- (iii) In regards to abuse, there are no relatives and no home health care providers present, so visible abuse is absent on the island.

District: West Bay
Facilitator(s): Dymrna Carten, John Ebanks, Stephanie Azan, Lynda Mitchell and Dorline Welcome and Vanda Powery

Date: Friday, August 5, 2016

Time: 10am-1pm

Venue: John Gray Memorial Church Hall

Number of participants: 20

Number of Male(s): 2 Female(s): 18

Age Category: 60-69= 12 70-79= 8 80-89= 90+=

Employment Status: 3 employed and 3 unemployed

Key Issues Discussed:

- Participation of older persons in the development of public policies that affect them.
- Level of support family members are providing to their older relatives.
- Opportunity for older persons to maintain their independence in the district(s).
- Level of available recreational, cultural and other activities geared toward benefitting older persons in their community.
- The level of respect and value being given to older persons in their community.

- Older persons being exposed to different types of abuse in the community.

Responses and recommendations from participants:

Participation

- (i) General consensus is that there is a need for more district meeting to concentrate on district issues. Older persons need to also make an effort to attend to important issues.
- (ii) The community needs to embrace the aging population, and some persons felt that older persons do not like to attend “old people” functions/meetings.
- (iii) Transportation is also an issue that needs to be addressed. A disability vehicle is needed, as often people visit throughout the district but cannot get into a car.
- (iv) The Golden Age Home is not large enough to service the West Bay population. One person felt that maybe that is a good thing, so that families can step up and take care of their loved ones at home. Also, the day care element at Golden Age Home helped provide some day time relief.

Care

- (i) Better access to facilities is needed (ramps in home and business places).
- (ii) Many older persons are just “dumped” at the retirement homes when their children do not take responsibility to care for them.
- (iii) Families have their own families and commitments that make it difficult to also support older relatives.
- (iv) Providing employment opportunities for older persons willing and able to work will keep mind/body going to stay in good health (prevent against dementia etc.)
- (v) An elderly day care centre should be created.
- (vi) CINICO coverage can be expensive. Insurance assistance should exist to make it more affordable and accessible.
- (vii) Mechanisms should be found to continue support between generations. Older persons still have a role as valued members of society and should be embraced.
- (viii) There are excellent services provided at the West Bay district clinic- no complaints.
- (ix) Burnout amongst caregivers also needs to be addressed.

Independence

- (i) Transportation in West Bay is good, and many persons can be engaged if necessary arrangements are made (some individuals go out of their way to help riders). Taking the bus is also a good opportunity for older persons to interact/socialize.
- (ii) Fosters Food Fair also provides busing services for older persons to transport them from the store to their home.

- (iii) Representatives spoke about establishing a community welfare fund with a committee to manage funds to be able to assist members in need.
- (iv) Pride of Caymanians may be a bad thing (used the example of other cultures hustling). Caymanians need to live within their means and need to foster a sense of community spirit to help each other.

Self-Fulfillment

- (i) Older persons have a responsibility to pass on culture and generational changes are occurring.
- (ii) Heritage Village could be utilized more for older persons to make crafts for sale and to participate in cultural activities.
- (iii) A congregation should be established for older persons (something that “Selecta” currently helps with).
- (iv) In regards to education, Dr. Roy Bodden (UCCI) said that there is a free program for older persons who feel as though they can attend, and some do take advantage of that program.
- (v) Representatives believe that government needs to set a better example by hiring individuals who actually have the information they need regarding the development of Cayman instead of hiring people from overseas. Providing a source of employment for older persons willing and able to work would increase self-fulfillment and dignity.

Dignity

- (i) Most older persons are respected. However, most younger persons today are raised by younger people and therefore need to be educated and told how to address older persons.
- (ii) The culture of one parent families started in the 60’s and this has continued into today’s generation. There needs to be guidance and proper training at home.
- (iii) Law need to be improved to help older persons. There is some financial abuse occurring where other family members use government/pensions intended for the elderly.
- (iv) One recommendation is to have shared caregivers to go around on different days to help older persons clean house, stock food and supplies etc.