



GOVERNMENT OF BERMUDA
Ministry Of Youth, Social Development and Seniors

Information Statement
for Ageing and Disability Services
(under the Ministry Headquarters Public Authority)

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Introduction to Your Rights under Public Access to Information

This document is the Information statement for the Ageing and Disability Services (ADS) Section of the Ministry Headquarters Authority. In accordance with the Public Access To Information (PATI) Act 2010, every public authority has a legal duty to maintain an Information Statement.

The purpose of the PATI Act and this document is to make information readily available to the public without the need for specific written requests, to encourage authorities to proactively publish information and to develop a culture of openness. Every person who is a Bermudian, or resident of Bermuda, has a right to access any record held by a public authority, and a right to amend their personal information held by a public authority if it is incorrect or misleading. However, several classes of information are exempt, including: Personal information (unless it relates to the requestor); Sensitive commercial, information received in confidence; Operations and deliberations of Public Authorities; Cabinet, Ministerial and Governors documents; and Legal documents. All exemptions are subject to the public interest test, except those that would be in contempt of Court, infringe Parliamentary privilege or are prohibited by other legislation [for more information see sections 21 to 40, PATI Act].

How to make a request

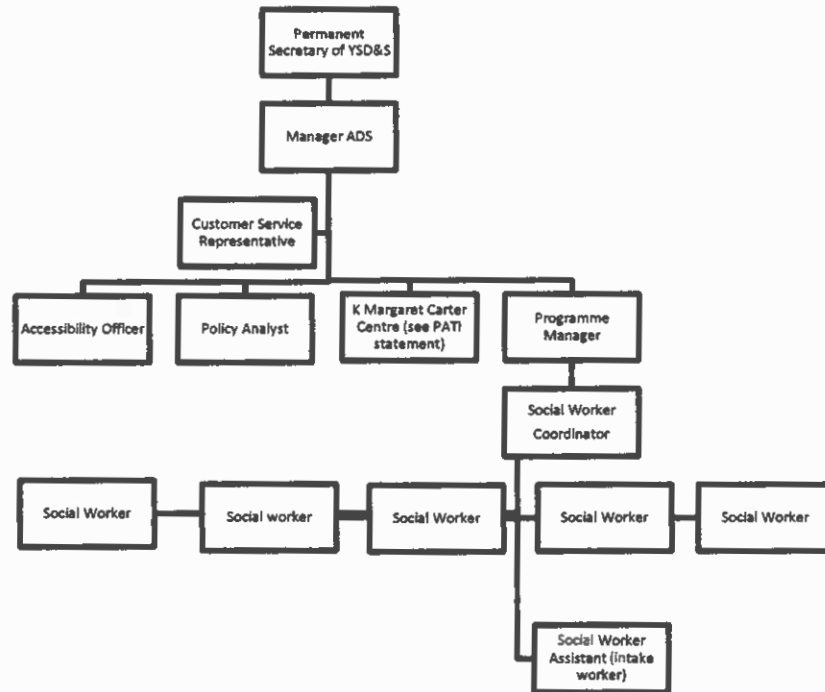
Requests for information, or to amend your personal information, must be made using the application form, and submitted in person to the Ministry Information Officer. See Section G for how to make a request including the documents needed, record specificity, contact information and process timelines.

Key, including definitions

- ADS means Ageing and Disability Services (formerly National Office for Seniors and the Physically Challenged (NOSPC))
- Authority means the Ministry Headquarters

- Ministry means the Ministry of Youth, Social Development and Seniors
- PATI means Public Access To Information
- [] Square brackets, refer to sections of the PATI Act, unless another Act is indicated

Section A: Structure, Organization and Governing Legislation [s5(1)a]



Cost Center: 96040 Ageing and Disability Services

Cost Center: 96050 K Margaret Carter Centre

Senior Abuse Register Act 2008

Section B1: Legislated Functions, Powers and Duties of the Authority [s5(1)b]

1. General functions of the Minister under the Senior Abuse Register Act 2008

- The Minister appoints a public officer to be the Registrar of Senior Abuse.
- The Minister may make regulations for carrying out of the purposes of this Act, including—
 - prescribing the form of any application or appeal under this Act; and
 - prescribing anything which is to be prescribed under this Act.

2. Functions of Ageing and Disabilities Services (ADS)

- a. Under the Senior Abuse Register Act 2008 the Manager of ADS is the appointed Senior Abuse Registrar. Responsibilities include:
 - i. To cause investigation into allegations of senior abuse.
 - ii. Investigate and ensure interventions that protect the safety and well-being of seniors who are suspected of being victims of senior abuse.
 - iii. Maintain the Register of persons convicted of senior abuse.

Section B2: Obligations under PATI Act [s5(1)b]

Obligations of the Authority under the PATI Act

1. To provide an **information statement** for the public and promulgate it [s5],
2. To provide **other information** to the public so that the public needs only to have minimum resort to the use of the Act to obtain information [s6]. This includes:
 - a. General information, e.g. activities of the Authority
 - b. Log of all information requests and their outcome
 - c. Quarterly expenditure (upon request) [s6(5)]
 - d. Contracts valued at \$50,000 or more.
3. To **respond to information requests** in a timely manner [s12-16]
4. To **track information requests**, and provide this data to the Info Commissioner [s5(8)3]
5. To respond to requests from the Information Commissioner [s9]
6. To **amend personal information** held by the Authority that it is wrong or misleading following a written request by the person to whom the information relates [s19]
7. To conduct an **internal review** if formally requested [part 5]
8. To give evidence for **review by the Information Commissioner** [part 6, 47(4)], or for **judicial review** [s49], if required
9. To provide an **annual written report** to the Information Commissioner of the status of information requests [s58(3)].
10. To **do anything else as prescribed** under the PATI Act and Regulations [s59, 60], including:
 - a. **Managing Fees** for Requests for information
 - b. Management and maintenance of **records**
 - c. **Following procedures** for administering the Act
11. To **train staff and make arrangements** so as to facilitate compliance with the Act [s61]
12. To **designate an officer** to be the person to whom requests are directed [s62]

Section C: Services and Programmes provided [s5(1)c]

The mission of ADS is to protect seniors and persons with disabilities from abuse, neglect and exploitation. It does this by regulating, coordinating and ensuring the delivery of programmes by partnering with a network of stakeholders. ADS provides the following services:

Accessibility consultation

Provides advice to developers on accessibility requirements and best practices

Case management

Offers assistance with: care needs assessment, coordinating care, and identifying access to services.

Provide adult protection services through investigation and intervention for risk reduction/protection purposes including senior abuse reports.

Events

Lists community events geared towards seniors and persons with disabilities.

Resources

Provides seniors and persons with disabilities information about community and government resources

Policy and programme development

Supports the planning, development and coordination of policies and programmes for seniors and persons with physical and intellectual disabilities.

Education and Training

Develops and implements public education and awareness events to enhance the community's understanding of services, actions and issues pertaining to persons with disabilities and ageing.

Accessibility Application Consultations

In collaboration with the Department of Planning, reviews applications for adult day care facilities.

K. Margaret Carter Centre

Manages enrichment and training programmes for persons over 18 with cognitive, developmental and physical disabilities. (Please see KMCC's PATI information statement for more details)

Note: In 2020 the following changes occurred regarding ADS' functions and Ministry:

- *Residential Care Homes and Nursing Homes regulatory responsibilities were transferred to the Bermuda Health Council*
- *Home Care Provider Registration program was transferred to the Bermuda Health Council*
- *ADS moved from under the Ministry of Health to the newly formed Ministry of Social Development and Seniors after the November 2020 election.*

Section D: Records held [s5(1)d]

1. *Senior Abuse Register and case files* (since 2009). Government of Bermuda. (Exemption s23-personal information). This is a register of persons who have been convicted of Senior Abuse. The Register is confidential with the exception of a person who employs, or intends to employ, a person as a care worker. Such an employer may submit a written request to the Registrar, to determine whether a person is on the Register. The employer who receives the information must treat the information as confidential. Case files include detailed information pertaining to the senior abuse risk referral, investigation and interventions.
2. *Case Management files*. (since 2008). (Exemption section 23 – personal information). Clients' records developed during the case management process including: assessments, ongoing case

notes, care coordination communication, referrals and adult protection actions that are not classified as senior abuse.

3. *Educational and information pamphlets and training materials.* These pertain to key areas targeting ADS' clients including information on: understanding and reporting senior abuse, ADS services and benefits available to persons with disabilities.

Section E: Administration manuals [s5(1)e]

1. *National Association of Social Workers: Social Work Case Management Standards of Practice* (2013). National Association of Social Workers. USA. (Public Access). The Case Management Standards outline the values, knowledge, methods, and skills needed to practice case management competently.
2. *National Association of Social Workers: Code of Ethics* (2008). National Association of Social Workers. USA. (Public Access). The Code of Ethics is a guide used by case management for professional conduct in their service delivery.

Section F: Decision-making documents [s5(1)f]

1. *Bermuda Building Code.* (2014). Government of Bermuda. (Public Access). The Code is used in conjunction with the RCHNH Act and Regulations to determine approval for a new care home and any future structural changes to the home. It is also used as the reference tool for accessibility standards for consultation and advice by the Accessibility Officer.
2. *Senior Abuse Register Act.* (2008). Government of Bermuda. (Public Access). The Act sets the decision making framework for investigation and interventions regarding senior abuse by: a. defining and creating an offence of senior abuse; b. authorizing investigations and interventions in cases of suspected abuse, c. requiring the mandatory reporting to the Registrar of abuse, and d. creating a Register of persons convicted of senior abuse and criteria to view information on the register and to be removed from it.
3. *Case Management Policies and Procedures-* Outlines reporting and investigation requirements and processes for adult protection including senior abuse and general case management program requirements and a Structured Decision Making Manual for intake and safety assessments.
4. Additional legislation that defines, authorizes and assists decision making in relation to Senior Abuse and interventions possible under case management, includes:
 - *Powers of Attorney Act.* (1944, consolidated to 1989). Government of Bermuda. (Public Access). The Act governs the appointment of a legal representative for persons deemed unable to make decisions for themselves.
 - *Domestic Violence Protection Order Act 1977.* Government of Bermuda. (Public Access). Establishes the circumstances under which the Senior Abuse Registrar is able to make application for a protection order on behalf of a senior.
 - *Mental Health Act 1968 and Rules.* Government of Bermuda. (Public Access). Enables a receiver to be appointed for individuals who have diminished capacity and require a responsible person to make decisions regarding their property and affairs. .
5. *National Policy on Disabilities (2006).* NOSPC. (Public access). Government of Bermuda. This policy set the guiding principles, goals and objectives in the areas of access, education, communication, training, health, housing and transportation (to be reviewed).
6. *National Plan For Adults with Intellectual Disabilities (2023)* (Public Access) Outlines government objectives to improve quality of life for adults with intellectual disabilities.

7. *National Seniors Strategy (2024)* (Public Access) Outlines government objectives and actions to address and support an ageing population.

Section G: The Information officer [s5(1)g]

How to make a request for information, or to amend your personal information

Requests must be made using the application form and submitted in person to the Information Officer. You must also provide Government-issued identification to prove that you are a Bermudian or a resident of Bermuda, such as a passport or Bermuda driver's license. The process and application form are located at: <https://www.gov.bm/online-services/make-pati-request>

A request must identify the record, the subject and time period. Requests should specify the manner in which access is preferred, for example by inspection or by copy. There is a fee charged for reproducing materials (see list of fees on the PATI website at: <https://www.gov.bm/pati-service-fees>).

Your request will be acknowledged within 5 days. The Public Authority has 6 weeks to make a decision regarding the request. Access to the record may be provided in full, in part or denied. If you are not satisfied with the outcome you may appeal the decision via several mechanisms: an Internal Review by the head of the Authority, an External Review by the Information Commissioner, and a Judicial Review in the Supreme Court. These processes are described on the PATI website (<https://www.gov.bm/public-access-information-pati>).

Contact	Ageing and Disability Services' PATI Information Officer, Sarah D'Alessio <i>Re: Ageing and Disability Services</i>
Visit	25 Church St. Hamilton Bermuda
Mail*	25 Church St. Hamilton Bermuda
Tel	292-7802
Email*	ads@gov.bm Add subject line: PATI request re Ageing and Disability Services

* Note requests for information will only be accepted for submissions made in-person so as to verify the requestor's identity.

Section H: Further Information [s5(1)h]

1. **About us** is available on the government website at: <https://www.gov.bm/ministry/health-and-seniors>.
2. The legislation listed in this document may be found at Bermuda Laws Online www.bermudalaws.bm.
3. **Annual Budget:** For the annual expenditure of the Authority for the past fiscal period (31st Mar to 1st Apr), see the online Budget Book at: (www.gov.bm); then select Ministry of Finance; then select the "Budget Book" icon on the right-hand side; then select: Section B - Current Account Estimates; then select the Ministry).

Section I: Other Information As Prescribed [s5(1)i]

1. **Log of PATI** information access requests: To be provided upon request and with personal identifiers deleted.
2. **Contracts:** Any contracts entered into, with a value greater than or equal to \$50,000 [s6(6)].

3. **Expenditure:** Quarterly expenditure of the Authority will be provided upon request. Note the expenditure for the previous fiscal period is provided on the website (as per Section H).
4. **Salaries:** The Minister responsible for PATI shall publish a list of title and salary range of every post of public officers [s6(6)].

Section J: Information Statement: Copies and Updates [s5(2,3,4,5)]

Locations of Information Statement *(Confirm copies of Information Statement are available at):*

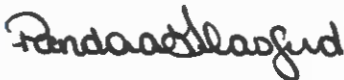
- Office: 25 Church St Hamilton Y
- The Bermuda National Library Y
- The Bermuda Archives Y
- Available electronically at:
 - PATI website <https://www.gov.bm/public-access-information-pati> Y
 - Ministry website <https://www.gov.bm/ministry/health> Y
 - With the Information Commissioner. Y

Have you published a notice in the Gazette indicating the places where the information statement is available for the public? Y

Date Information Statement was updated:

Date: 12 Dec 2025

Sign:



Name: Pandora Glasford

Post: Permanent Secretary, Ministry of Social Development and Seniors

Ends