

# National Security is our duty

*Our success educationally, industrially and politically  
is based upon the protection of a nation founded  
by ourselves.*

*Rt Excellent Marcus Garvey*

The directory is a tool to help you find the services you need to make informed decisions for:

- **Your security**
- **Your community**
- **Our nation.**

The directory brings to you services available through the public sector arranged by subject area:

- Care and protection of children
- Local & international disease control
- Protecting Natural Resources
- Community Safety
- Anti-Corruption Agencies.

In addition you will find information for documents that you will need as a citizen of Jamaica:

- National Identification
- Passport
- Birth Certificate
- TRN

Plus general information for your safety and security.

# The directory belongs to

Name:

My local police station

Tel:

My police community officer

Tel:

My local fire brigade

Tel:

# DISCLAIMER

The information available in this resource directory is intended as a general reference source. It is made available on the understanding that the National Security Policy Coordination Unit (NSPCU) is not engaged in rendering professional advice on any matter that is listed in this publication.

Users of this directory are guided to carefully evaluate the information and get appropriate professional advice relevant to his or her particular circumstances.

The NSPCU has made every attempt to ensure the accuracy and reliability of the information that is published in this resource directory. This includes subject areas of ministries, departments and agencies (MDAs) names of MDAs, website urls, telephone numbers, email addresses and street addresses.

The information can and will change over time by the organisations listed in the publication and users are encouraged to check with the agencies that are listed for the most up-to-date information.

Users who have any concern about the information provided, are invited to address this by sending an email to [nspcu@cabinet.gov.jm](mailto:nspcu@cabinet.gov.jm).

# **The National Security Policy for Jamaica, enhancing awareness to promote safety and security.**

Stronger partnerships must be developed between citizens, the private sector, civil society and all government organisations involved in delivering security services. Every member of the public has a key role to play in helping to make Jamaica a safer and more secure place to live, visit and enjoy. This requires greater public involvement and support of law enforcement and justice activities and increased police accountability towards a relationship that is more directly responsive to the citizens.

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# Protection of Children



**Keep children safe**  
**Report what you know to 1-888-PROTECT**  
**1-888-776-8328**

# Report sexual offences and carnal abuse **926-4079 Open 24 hours**

## Centre for the Investigation of Sexual and Carnal Abuse (CISOCA)

A unit of the Jamaica Constabulary Force

3 Ruthven Road, Kingston 10

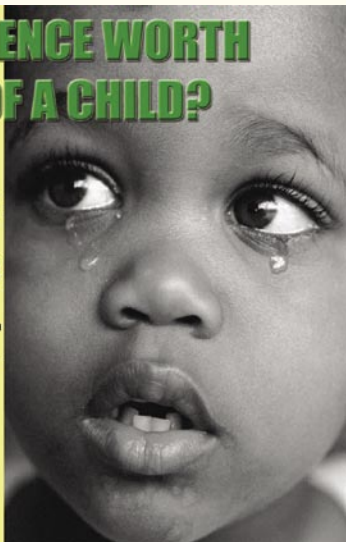
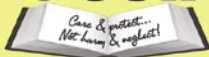
Deputy Superintendent: 876-926-7318

General: 876-926-4079/ 976-906-5325/ 876-754-8217

**IS YOUR SILENCE WORTH  
THE LIFE OF A CHILD?**

**Break Your Silence  
Report Child Abuse  
Call 1-888-PROTECT**

OFFICE OF THE CHILDREN'S REGISTRY



## **Report Child Labour**

### **948-0098**

Child Labour Unit  
Ministry of Local Government  
1F North Street, Kingston  
Telephone line in Kingston 948-0098

## **Report trafficking in persons**

### **1-888-PROTECT (M - F 7AM - 11PM)**

### **776-8328**

Activities that result in the recruitment, transportation or harbouring of persons by force or fraud for the purpose of sexual, forced labour, removal of organs or other forms of exploitation.

## **Education for pregnant schoolgirls**

### **929-7608**

Women's Centre of Jamaica Foundation  
Education and counselling of teenage mothers  
Agency Email: [womenscentre@cwjamaica.com](mailto:womenscentre@cwjamaica.com)  
Head office  
1 876 929-7608, 929-0977



## Report abuse

**948-1293 / 1-888-948-1134**

The Office of The Children's Advocate is responsible for receiving and investigating all reports of abuse committed against children by a relevant authority (Government).

### Contact:

72 Harbour Street, Air Jamaica Building, Kingston

Tel: 948-3771/ 948-3279/ 967-5890

Email: [info@oca.gov.jm](mailto:info@oca.gov.jm)

Website: [www.oca.gov.jm](http://www.oca.gov.jm)

## **Child Development Agency (CDA)**

### **948-7206**

Nationwide services for children and families, including Jamaicans in the diaspora.

Residential services for children after referral by the court.

Counselling services for families

Prevention programmes for families.

#### **Corporate Office**

48 Duke Street

Kingston

Tel.: 876.948.7206 / 876.948.7067

Tel: 948-6678/948-2841-2

Fax: 876.948-3498

info@cda.gov.jm

Facebook Child-Development-Agency

#### **South East Regional Office**

Kingston & St. Andrew

40 Duke Street; Kingston

Tel: 948-1145/948-0243

**Parish offices:**  
**St. Catherine**  
10 Hanover Street;  
Spanish Town  
Tel: 984-5542/749-1423

**St. Thomas**  
4 1/2 Miramar Road;  
Morant Bay  
Tel: 734-0373

**Southern Region**  
**Regional office:**  
**Manchester**  
Lot 9 Caledonia Mall;  
Mandeville  
Tel: 962-2558

**Parish offices:**  
**Clarendon**  
Shop #7  
16A Manchester Ave;  
May Pen  
Tel: 986-6934

**St. Elizabeth**  
Skyview Mall;  
80 Main Street; Santa Cruz  
Tel: 966-3246

**North East Region**  
**Regional office:**  
**St. Ann**  
Lee-Sin Tyre Centre;  
Windsor Road  
St. Ann's Bay  
Tel: 972-2686

**Parish offices:**  
**St. Mary**  
Credit Union Building;  
Main Street; Highgate P.O.  
Tel: 992-2212

**Portland**  
Shop 45 West Palm Crt  
Plaza  
17 West Palm Ave;  
Pt Antonio  
Tel: 993-9289

**Western Region**  
**Regional office:**  
**St. James**  
4 Kerr Crescent  
Montego Bay  
Tel: 979-3446/979-1024



**Parish offices:**

**Trelawny**

8 Duke Street; Falmouth

Tel: 954-4344

**Hanover**

United Church Building;

Church Street; Lucea

Tel: 956-2047

**Westmoreland**

Shop 10 Hendon Mall;

Beckford Street;

Savanna-la-Mar

Tel: 918-1642



## When the state can intervene for a child

According to the Child Care and Protection Act (CCPA) (2004) section 8: A child is considered to be in need of care and protection if that child:

Having no parent or guardian, or having a parent or guardian unfit to exercise care and guardianship, or not exercising proper care and guardianship, is falling into bad associations, exposed to moral danger, or beyond control;

Is being cared for in circumstances in which the child's physical or mental health or emotional state is being seriously impaired or there is substantial risk that it will be seriously impaired;

A child is in need of care and protection if that child is:

- Exposed to moral danger if found
- Destitute
- Wandering without any settled place of abode and without visible means of subsistence;
- Begging or receiving alms or loitering for that purpose.
- A child in respect of whom any offence has been committed or attempted to be committed;
- A member of the same household as a child in respect of whom such an offence has been committed;

- A member of the same household as a person who has been convicted of such an offence in respect of a child.

## Types of offences against the child.

- The killing of a child by murder or manslaughter
- Infanticide
- Abandoning or exposing a child
- Carnally knowing a child under the age of 12 years
- Carnally knowing a child under the age or 16 years
- Persons inducing or encouraging defilement of a child on his premises
- Abduction of a child under 16 years
- Allowing persons under 16 years to be in brothels
- Child stealing
- Common assaults or aggravated assaults
- Rape
- Indecent assault
- Abduction of a child under 18 years with intent to have carnal knowledge
- Any offence involving bodily injury to a child.

# 10 Tips

for parents & families:-

- 1 Appreciate the value of play
- 2 Talk with and listen to your child
- 3 Build your child's brain and body
- 4 Be your child's first source of information
- 5 Learn how children develop and know your unique child
- 6 Cherish your child's individuality
- 7 Discuss and enforce family rules that work for your household
- 8 Take care of yourself
- 9 Make time for family activities.
- 10 Teach your child right from wrong



**Child Development Agency**

*"Building a Solid Future Today"*

An Executive Agency of the Ministry of Health

visit our website at [www.cda.gov.jm](http://www.cda.gov.jm)

# **Ministry of Education**

## **Head Office 922-1400-9**

General oversight of all educational services

### **National Parent Teachers Association**

1st Floor Ministry of Education

2a National Heroes Circle; Kingston 4

tel; 876-612-5707

nptajregion1@gmail.com    Twitter @Nptaj

### **Points of contact**

- Primary Schools - The Principal
- Secondary Schools - The Principal
- Technical, vocational and tertiary Institutions - The Chief Education Officer

Contact can also be made with Guidance Counsellors, Dean of Discipline, School Nurse, School Resource Officer (who is a member of the JCF)

### **REGION I - KINGSTON**

Building II 2 - 4 National Heroes Circle

Kingston 4

Telephone: 922-1400-9 / 502-5928 / 895-4180

Fax: 922-9073

**REGION II - PORT ANTONIO**

c/o College of Agriculture, Science & Education  
Port Antonio P. O., Portland  
Telephone: 993-5603 / 993-5724-5 / 816-1900  
Fax: 993-5602

**REGION III - BROWN'S TOWN**

Huntley Avenue  
P. O. Box 419, Browns Town P. O. St. Ann  
Telephone: 975-2703 / 975-2716 / 917-8440 / 341-7525

**REGION IV - MONTEGO BAY**

Alice Eldemire Drive  
Montego Bay P. O.  
Telephone: 953-6929-30 / 953-6928 / 684-9942 / 459-8684  
Fax: 953-6929

**REGION V - MANDEVILLE**

South Race Course Road  
Mandeville P. O.  
Manchester  
Telephone: 962-1753 / 962-7098 / 845-4608  
Fax: 962-1758

**REGION VI - OLD HARBOUR**

Poinciana Close, Marlie Acres  
Old Harbour  
St. Catherine  
Telephone: 983-1654-7 / 745-0098 / 344-9154  
Fax: 983-1666 / 975-2717

# Protecting our Schools

Everyone wants to live in a community that is safe and boasts beautiful infrastructure. We, the community must help in the protection of our school facilities and resources.

Schools are more than just infrastructure. They boast a rich history of the community, as many were founded by community members and the church. Many schools, too, serve as the resource centre where many important community events are staged. Why not help us in protecting our schools and preserving a part of our rich cultural heritage. The protection of our schools is also a part of the Ministry of Education's wider safety and security policy and so we encourage all our partners to help us in protecting our schools.

To do so you can:

- Help schools in your community to erect boundary fences with entry and exit points
- Sign the school's log if your child arrives at school after the stipulated time
- Sign the visitor's log on entry to the school compound and present a valid identification card.
- Do not encourage your fellow citizens to wander onto the school compound and harass students and staff

- Do not use the school compound as a short cut or a place to loiter
- Do not carry weapons onto school compounds
- Respect the staff. This includes security personnel such as watchmen or security guards
- Attend Parent-Teachers' Meetings so that you can hear about the school security guidelines
- If the security staff wants to search you because they have concerns, please comply
- Do not destroy or steal the school's property or resources
- Help schools to make the necessary preparation when a natural disaster such as a hurricane is at hand
- Report criminals and vandals to the police (link to the Jamaica Constabulary Force). You can do so anonymously
- Do not tie, or allow your animals to wander onto the school compounds. These animals can harm students and school staff. Animals caught wandering on the school compound will be impounded.
- Squatting on school lands is strictly prohibited.



**Remember our schools are our past, present and future; you must protect them.**

For further information on how you can help to protect the schools, please read our Safety and Security manuals, or contact the Ministry of Education's Regional Offices island wide.

### **Ministry of Education Policies for Safety and Security**

The ministry has several policies that guide safety and security in schools and also for parenting support

- Critical Incident Management Plan
- Safety Guidelines for Contact Sports
- Security and Safety Policy Guidelines
- Hazardous Materials and Waste
- Institutional Hygiene Practices (underway)

# Border Control - Health

## Ministry of Health

**967-1100**  
(Business Hours)

Inspection of places that store, prepare and serve food and beverage

Public Health Departments in all parish councils

**Food Storage and Prevention of Infestation Division**  
**Ministry of Industry Investment and Commerce**

15 Gordon Town Road  
Kingston 6

Tel: (876) 927-1929-30, 977-6816-20,  
(876) 618-0419 (Digicel) Fax: (876) 977-7515

Second Floor, UGI Building  
30-34 Market Street  
Montego Bay, St. James  
Tel: 952-2060 or 564-1780  
E-mail: [fs.admin@cwjamaica.com](mailto:fs.admin@cwjamaica.com)

# Vaccinations for international travel

Call for an appointment

## Ministry of Health

Family Health and Emergency, Disaster Management  
1 Ocean Blvd,  
Kingston  
Tel: 967-1100 - Business hours

Montego Bay Health Centre  
Creek Street  
Montego Bay,  
St James  
Tel: 979-782 - Business hours

## Cross border crimes

The main causes of violence and homicide in Jamaica are transnational criminal organizations and local gangs. This is the result of a combination of factors including imports of illegal firearms and ammunition, the supply and trans-shipment of illegal narcotics, financial frauds, and the lottery scam, and opportunities for corruption and extortion, all of which have encouraged the use of violence by criminals.

### Trade in illegal drugs and firearms

**Crime Stop - 311**

**National Intelligence Bureau - 811**

**Emergency - 119**

### Cyber crimes

Identity theft, fraud, lottery scamming

Contact the police station nearest to you

# **Protecting the Environment and Natural Resources**

**National Environment and Planning  
Agency (NEPA)**

**Hotline: 1-888-991-5005**

**Illegal cutting and clearing of forests**

**Toll Free (24/7) 1-888-367-3787**

**(1-888-FORESTS)**

**924-2267-8 (business hours)**

**Enforcement Manager at 469-4386**

**Forestry Department**

**Head Office and Eastern Zone:**

173 Constant Spring Road, Kingston 8

Telephone: (876) 924-2667/8

Facsimile: (876) 924-2626

Email: [fdinfo@forestry.gov.jm](mailto:fdinfo@forestry.gov.jm)

**Western Zone:**

Moneague, St. Ann

Telephone/Facsimile: (876) 973-0190

**North West Regional Office:**

**Forestry Department**

Catherine Hall, Montego Bay, St. James

Telephone: (876) 952-0848;

Facsimile: (876) 979-3318

**South West Regional Office:**

Wait-A-Bit, Litchfield, Trelawny

Telephone: (876) 371-1924

**North East Regional Office:**

20 Folly Road, Port Antonio, Portland

Telephone: (876) 993-3848

Email: [fdinfo@forestry.gov.jm](mailto:fdinfo@forestry.gov.jm)

**South East Regional Office:**

Coley, St. Thomas

Email: [fdinfo@forestry.gov.jm](mailto:fdinfo@forestry.gov.jm)

## **Pollution of natural fresh water supplies**

(rivers, wells, dams, reservoirs, storage tanks)

**927-0077**

**Water Resources Authority**

Hope Gardens

P.O. Box 91, Kingston 7

Phone: (876) 927-0077

Email: [bfernandez@wra.gov.jm](mailto:bfernandez@wra.gov.jm)

# **Pollution or theft of domestic water**

## **National Water Commission**

### **1-888-CALL-NWC (1-888-225-5692)**

Kgn & St. Andrew	4 Marescaux Rd, Kgn 5
St. Thomas	11 Church Street, Morant Bay
Portmore	Shop 1A, Portmore Mall, Portmore
Spanish Town	10 Kings Street, Spanish Town
Clarendon	27A Manchester Street, May Pen
St. Mary	22 Stennett Street, Pt. Maria
Portland	28 Harbour Street, Pt. Antonio
St. James	Lower Bevin Ave, Montego Bay
Trelawny	Martha Brae, Trelawny
St. Ann	Windsor Avenue, St. Ann's Bay
Hanover	Watson Taylor Drive, Lucea
Westmoreland	18 Rose Street, Savanna-la-Mar
St. Elizabeth	10 School Street, Black River
Manchester	9 Leaders Plaza, Mandeville

## **Pollution or theft of irrigation water**

### **National Irrigation Commission**

17 Barrett Street  
Spanish Town, St. Catherine  
Tel #(876)984-2334/4022

Osbourne Store  
May Pen, Clarendon  
Tel # (876) 987-3259/3667

Bodles  
Old Harbour, St. Catherine  
Tel #(876)983-2712

Watchwell, St. Elizabeth  
Tel #(876)965-0714

Duncans, Trelawny  
Tel #(876)954-2147

Yallahs, St. Thomas  
Tel #(876)706-3159



**Pollution of beaches and harbours**

**Pollution of the air**

**Illegal mining**

**Illegal development of the land and  
diversion of rivers**

**National Environment and  
Planning Agency (NEPA) Hotline:1-888-991-5005**

10 and 11 Caledonia Avenue  
Kingston 5  
Tel: 754-7540  
Fax: 754-7595/6

**Illegal dumping**

**National Solid Waste  
Management Authority (NSWMA)  
926-3988, 960-4511, 968-6160, 926-5170**

## **Illegal fishing or harvesting of marine resources and products - 927-1731-50**

### **Fisheries Division**

Spanish Town Road

Entrance on Willie Henry Drive, Kingston 13

Tel: 923-8811-3

[fisheries@moa.gov.jm](mailto:fisheries@moa.gov.jm)

## **Garbage Collection**

**926-3988**  
(Business Hours)

## **National Solid Waste Management Authority (NSWMA)**

NSWMA Head Office

61 Half Way Tree Road, Kingston 10

926-3988, 960-4511, 968-6160, 926-5170

Fax: 920-1415

Email: [nswma@nswma.gov.jm](mailto:nswma@nswma.gov.jm)

Toll free: 1-888-CLEAN-JA (253-2652)

[Nswma.gov.jm](http://Nswma.gov.jm)

## **Other solid waste collection agencies**

### **Southern Parks and Markets**

4a Mandeville Plaza,

Manchester

962-3270, 370-5825

### **North Eastern Parks and Markets**

2 Stourmont Rd, New Buckfield, St Ann

974-5465, 469-3692

## Western Parks and Markets

A1, LOJ, Freeport

Commercial Complex

Freeport, Montego Bay, St James

953-6281, 4017497



# My Personal Safety Plan

*Prepare, look confident, avoid risk and never assume it won't happen to you.*

*Always let someone know where you're going and what time to expect you back.*

*Keep you valuables out of sight and secure.*

*When out and about, stay alert to your surroundings.*

*If something doesn't feel right...it probably isn't. Trust your instincts; they are there to protect you.*

*Don't assume just because you've been somewhere before thhat you'll know what will happen this time.*

*If provoked, walk away. It's the right thing to do.*

*If you're drinking, know your limit. Both alcohol and drugs can stop you from being in control and can cause you to make bad choices.*

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

# Community Safety

## Citizen Security and Justice Programme (CSJP)

*Building community safety and security by offering a range of services including employment internships, skills training and community improvement programmes.*

### Kingston Office

6 Oxford Road, Kingston 5  
906-9644, 906-4714

### Central Office

20 Stork Street  
May Pen, Clarendon  
786-0338/9 986-9258

### Western Office

28 Church Street  
Montego Bay, St James  
979-2597, 979-3798, 979-2620

## **Victim Support Unit, Ministry of Justice**

*Ensuring that victims have means of recourse and redress.  
Mediation and other counselling needs.*

**Kingston & St Andrew,**  
St Catherine  
47 E Old Hope Road  
846-0663, 946-9287

**Clarendon**  
May Pen Court House  
902-1613, 902-1623

**Manchester**  
RADA Building  
Caledonia Rd, Mandeville  
625-4112/3

**St Elizabeth**  
80 Main Street  
Santa Cruz  
966-3481

**Westmoreland**  
United Church Hall, Sav  
918-1741, 918-0157

## Safety at home

*Watch out for people acting suspiciously. If you think someone is following you home or hanging around near your front door, then head to a place where there are other people you can ask for help.*

.....

*Predictable behaviour can make you an easier target for criminals. If possible, try to vary the times that you come and go and the routes that you take.*

.....

*Cutting back hedges and trees around your home makes it difficult to conceal themselves.*

.....

*Try and have you keys ready when you approach your home, so you don't have to fumble in bags or pockets for them at the gate or on your doorstep.*

.....

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



*Victim support unit contd***Hanover**

Uptown Shopping Centre  
Mosley Drive, Lucea  
956-3143

**St James**

37 Overton Plaza,  
Montego Bay  
940-4967

**Trelawny**

19 Victoria Street.  
Falmouth  
617-5522

**St Ann**

61 Main Street,  
St Ann's Bay  
972-9489

**St Mary**

Shop #317  
West Palm Court

**Pt Antonio**

993-4542

**St Thomas**

15 Church Street  
Morant Bay  
734-5638, 734-5650

# WITNESS

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If you witness a crime or an offence, we urge you to come forward and give a statement to the police. We understand that you may be reluctant to become involved but without your evidence and assistance we would find it very difficult to bring the accused to justice.



If you do give a statement, the police will:

- Provide you with information about giving evidence in court;
- Give you adequate notice when the case is to be heard in court;
- Ensure the confidentiality of pertinent information relating to you;
- Respect your decision in taking a stance of giving evidence in favour of or against a suspect/accused;
- Provide you with feedback on the outcome of the case;
- Allow you to refresh your memory from your written statements if you are unable to recall the relevant facts;
- Inform the court of the various dates that are convenient to you to attend so that the court can decide on a suitable one for trial;
- We will make the necessary arrangement for you to be transported to and from court on the trial date if you so desire and,
- If you are a vulnerable witness, we will refer you to other agencies which can provide you with support and assistance.

CSJP

## Restorative justice

*Services for persons having disputes and in need of legal aid*

### **Legal Aid Council**

Air Jamaica Building  
72 Harbour Street  
Telephone: 948-6999

### **The Legal Aid Clinic**

131 Tower Street  
Telephone: 922-3792

### **Montego Bay Legal Aid Clinic**

42 B Union Street  
952-2183

### **Ministry of Justice**

NCB South Tower  
2 Oxford Road  
Kingston 5  
Telephone 906-4923-31  
1-888-4-JUSTICE (587-8423)  
Email: customerservice@moj.gov.jm

## Dispute Resolution Foundation

*Uses Alternative Dispute Resolution techniques as methods of resolving domestic, commercial, industrial, political and social disputes among members of the Jamaican community.*

5 Camp Road, Kingston 4

Tel: 906-2456; 9083657

Email: [dr@drfja.org](mailto:dr@drfja.org)



# Safety on the street

*If you feel threatened, the best thing is to head for a public place where you know there will be other people, for example a busy service station or shop.*

.....

*If you are at all worried, try and walk with a friend or stay with a group of people.*

.....

*Avoid passing close to stationery cars with their engines running and people in them.*

.....

*Try to keep both hands free and don't keep your hands in your pockets.*

.....

*Always take the route you know and try to use well lit, bustling streets.*

.....

*Walk facing oncoming traffic.*

.....

*Keep your mind on your surroundings - if you are listening to music on a headset or to a conversation on your mobile phone, you will not hear trouble approaching.*

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

## Community Policing

*Security empowerment activities for communities that are available through local police stations and liaison officers.*

*Inspections, training, sensitisation, community strengthening, youth services*

*Farm Watch*

*Neighbourhood Watch*

*Police Youth Clubs*

*Safe Schools Programme*

*Tourism Liaison*

### **The Community Safety and Security Branch**

Jamaica Constabulary Force

NCB South Tower

Old Hope Road

Phone: 968-3657

[tourismliaison@jcf.gov.jm](mailto:tourismliaison@jcf.gov.jm)

## If You are a Victim of Crime

Report the crime to the police and they will:

- Take your report and begin investigations immediately;
- Provide you with support and practical advice on how to prevent a recurrence;
- Keep you informed of the progress or status of the investigation;
- Put you in touch with the Victim Support Unit if you wish or the Witness Protection Programme if necessary.
- Additionally, if you are a victim of a sexual offence, specially trained members are available to talk with you.
- Respect your confidentiality;
- Provide initial support and counselling to you and any close member of your family;
- Refer you for additional professional counselling if necessary;
- Arrange for medical treatment and examination.

Victims of sexual offences MUST contact the:

**Centre for Investigation of  
Sexual Offences & Child Abuse (CISOCA)**

3 Ruthven Road.

Kingston 10

Telephone Numbers 926-4079 or 926-7318

## Social Development Comission

**928-8304 (Kingston)**  
**(Business hours)**

*Provides support services to communities through development projects, training of community leadership in governance, research for sustainable solutions and competitive sporting activities.*

**Head Office Kingston**  
22 South Camp Road,  
Kingston 4  
928-8304

**Kingston and Saint Andrew**  
10 South Avenue, Kingston

**St. Catherine**  
1 Port Henderson Road  
Port Henderson



*SDC contd*

**St Mary**

Camp Cape Clear,  
Clonmel, Highgate

**St Thomas**

2 Springfield Road,  
A4 Belvedere

**Portland**

5 Smatt Road,  
Oliver Park Community  
Centre  
5 Smatt Road

**Clarendon**

8b Manchester Avenue  
May Pen

**St Ann**

Addison Park Centre,  
Addison Drive  
Browns Town

**Manchester**

Lot 15-16 Nashville  
Sub Division  
Mandeville

**St Elizabeth**

Santa Cruz Community  
Centre,  
Centre Road, Santa Cruz



# THE NATIONAL FAMILY PLANNING BOARD...

provides young people and adults with private, confidential information and referral about their sexual and reproductive health.



✓ SEXUAL RESPONSIBILITY



✓ CONTRACEPTIVE CHOICES

✓ FAMILY LIFE EDUCATION

✓ STI's / HIV/AIDS



✓ PARENTING

✓ REFERRALS



**Call:**  
**MARGE ROPER**  
**(876) 968-1619**  
**(876) 968-1629-36**

5-Sylvan Avenue, Kingston 5,  
Cross Roads, Jamaica

[www.jnfpb.org](http://www.jnfpb.org)

• CHECK OUR WEBSITE • CALL IN • WALK IN • WRITE US

## Support services for youth

### National Centre for Youth Development (NCYD)

#### Head Office

2nd Floor

Ministry of Youth and Culture

4-6 Trafalgar Road, Kingston 5

Phone: 978-7654/5347/7881

ncydjamaica@gmail.com

#### Portmore

Lion's Civic Centre

Edgewater Roundabout

Business Hours Mon-Fri

#### St. James

1 Humber Avenue, Montego Bay

Phone: 952-3034/979-5435

#### St Mary

Emmanuel Baptist Church

5 Hodgson Street, Port Maria

Phone: 876-994-2306

#### Portland

2 West Palm Avenue, Pt Antonio

Phone: 715-5223/5744

**St Ann**

Upper Floor,  
Marcus Garvey Skills  
Training Centre  
Owen Sound Drive

**St Ann's Bay**

Phone: 972-9536

**Manchester**

Wint Road Brooks Park  
Mandeville  
Phone: 962-1767/7211

**St Elizabeth**

Santa Cruz Community  
Centre  
Centre Road, Santa Cruz  
St Elizabeth  
Phone: 962-8955,  
675-7203

**Westmoreland**

Lot 190 Llandilo Phase 1  
Llandilo Road  
Savanna-la-Mar  
Phone: 955-9633,  
918-1484/0377

**St Thomas**

Paul Bogle High School  
Phone: 734-2516

**Trelawny**

Albert Town Comm  
Centre  
Phone: 962-8955,  
675-7203

**Clarendon**

Phone: 962-1767,  
962-7211  
Hanover  
Phone: 918-1484/0377



# THE NATIONAL YOUTH SERVICE



**EMPOWERING JAMAICA'S YOUNG PEOPLE**

designed by: [www.kimiyoad.com](http://www.kimiyoad.com)

## **Volunteerism, character development, work experience**

### **National Youth Service (NYS)**

#### **Head Office**

Kingston & St. Andrew  
6 Collins Green Avenue, Kingston 5  
754 -9816-8/ 754-9820

#### **St Catherine**

10 Hanover Street  
C.D.A Building 15  
Spanish Town  
383-8500/618-0370 /618-0369/749-0625/984-4011

#### **Hanover**

Shop # 10 C.A.P Complex  
Miller Drive, Lucea  
383 - 8501/956-9988/452-6243/ 950-2725

#### **St. James**

Shop #18 & 19,  
22 1/2 Humber Ave.,  
Montego Bay  
383-8504/940-6952

**Clarendon**

Shop# 4 Lebros Centre  
51 Manchester Avenue  
May Pen  
8b Manchester Avenue,  
May Pen  
383- 8507/902-1753

**Manchester**

Annex Plaza, Mandeville  
383-8508/618-0372

**St. Ann**

Shop # 6 Lee Sin Plaza,  
Lot 60, Windsor Rd.  
St. Ann's Bay  
383-8606/972-0303

**Trelawny**

Shop #9 Kens Plaza,  
85 Market Street,  
Falmouth  
383-8513/617-5578

**St. Mary**

Port Maria Civic Center,  
Hodgson Street,  
Port Maria  
383-8520/994-2508

**Westmoreland**

Shop #31,  
Dunbar's Mall  
Dunbar's River  
Savanna-la-mar  
383-8524/918-3719

**St. Elizabeth**

Shop #2  
Supreme Two Plaza  
1 Institution Drive,  
Santa Cruz, St. Elizabeth  
383-8525/966-2607

**St. Thomas**

Shop 1A Myrie's Plaza  
15 Church Street  
Morant Bay  
383-8518/361-0634  
734-1998/734-1021

**Portland**

Shop 4, Shines Plaza,  
23 West Street,  
Port Antonio  
383-8517/715-3445

# Stop Cyberbullying

*Do not make things worse and respond*

---

*Save the evidence*

---

*Block the bully from your site*

---

*Protect yourself with privacy settings*

---

*Leave the chatroom*

---

*Reach out for help*

---

*Report it*

---

*Be civil*

---

*Don't be a bully yourself. Don't exclude young people in your community.*





## Road Safety

Promotion of road safety and an  
orderly and disciplined traffic culture

**Road Safety Unit**  
145 Maxfield Avenue  
Kingston 10  
Tel: 754-1900  
kharc@mtw.gov.jm

**National Road Safety  
Council**  
145 Maxfield Avenue  
Kingston 10  
Tel: 968-1109  
roadsafety@cwjamaica.com

## Social Services

### **Programme for Advancement Through Health and Education (PATH)**

Economic support to families for the education of children, health of very young children, disabled persons and other vulnerable groups.

### **National Insurance Scheme (NIS)**

**Every person 18 years and over must be registered**

Financial protection to the worker and family against loss of income arising from injury on job, incapacity, retirement, and death of the insured.

Contact information follows across the next pages.

PATH and NIS services are available at the parish offices of the Ministry of Labour and Social Security listed below.

### **Social Security Division**

14 National Heroes Circle  
Kingston 4

1 (888) 991-2089

(Toll Free)

1 (876) 922-8000-13

1 (876) 924-9639 (fax)

### **Montego Bay Regional Office**

4 Sam Sharpe Square  
Montego Bay, St. James

1 (876) 971-4313, 1 (876)

952-2327, 1 (876) 952-  
8467

1 (876) 971-6797 (fax)

### **St. Ann's Bay Regional Office**

4 Windsor Road

St. Ann's Bay, St. Ann

1 (876) 972-0472

1 (876) 794-9184-5

1 (876) 794-9080 (fax)

### **Mandeville Regional Office**

Lot 24 Mandeville Plaza  
Mandeville, Manchester

1 (876) 962-2573

1 (876) 625-8868-9

1 (876) 625-8670 (fax)

### **Westmoreland**

18<sup>1</sup>/<sub>4</sub> Lewis Street

Savanna-La-Mar

1 (876) 918-0275

1 (876) 955-2532

### **St. Elizabeth**

43 Main Street

Santa Cruz

1 (876) 966-4096

1 (876) 966-9512

### **Portland**

28 Harbour Street

Port Antonio

1 (876) 993-5748

1 (876) 993-2259

**Clarendon**

6b Manchester Ave  
May Pen  
1 (876) 902-6419  
1 (876) 986-2472

**Trelawny**

72 Duke Street  
Falmouth  
1 (876) 954-3312  
1 (876) 954-3631

**St. Thomas**

4a-6a Wharf Road  
Morant Bay Plaza  
1 (876) 982-2208  
1 (876) 731-7141

**St. Mary**

2 Main Street  
Port Maria  
1 (876) 994-9635

**St. Catherine**

10 Hanover Street  
Spanish Town  
1 (876) 984-4161  
1 (876) 984-2554

**Hanover**

Shop #4,  
Uptown Shopping Centre  
Mosely Drive, Lucea  
1 (876) 956-2255

# Protecting the Tourism Industry

## Ministry of Tourism and Entertainment Business number 920-8833

Uniformed patrols by trained tourism personnel

Knutsford Blvd

- Kingston

Visitor Information Centre - Montego Bay

Cruise Ship Ports

- Ocho Rios

Montego Bay

Falmouth

Port Antonio

JCF Contact - [tourismliaison@jcf.gov.jm](mailto:tourismliaison@jcf.gov.jm)

## Tourism Enhancement Fund

Support for community based tourism initiatives that lead to sustainable employment in the industry

64-70 Knutsford Boulevard

Kingston 5

Telephone: (876) 920-8833, 929-8143

Fax: (876) 926-8684

E-mail: [tef@cwjamaica.com](mailto:tef@cwjamaica.com)

# Anti-Corruption Agencies



## What is corruption?

Corruption can be defined as the dishonest or fraudulent conduct by those in power, typically involving bribery.

(Oxford Dictionary)

It can also be defined as the abuse of entrusted power for private gain (Transparency International).

The United Nations Convention Against Corruption was signed by Jamaica on September 16, 2005. The convention notes that fighting corruption promotes integrity, accountability and proper management of public affairs and public property.

There are several agencies where you can:

- Report corruption of public and elected officials
- Report corrupt activities in the public sector
- Report unethical behaviour of public sector officials

## **Office of the Contractor General**

**Tel: (876) 929-0075, 929-0078, 929-6466**

### **Public sector contracts**

Monitors the award and the implementation of government contracts with a view to ensuring that such contracts are awarded impartially and on merit.

Planning Institute of Jamaica Building  
First Floor, 16 Oxford Road, P.O. Box 540, Kingston 5,  
Email: [general@ocg.gov.jm](mailto:general@ocg.gov.jm)

## **Revenue Protection Division**

**Toll Free: 1-888-CALL-RPD (225-5773)**

### **Transactions at Jamaica Customs and Jamaica Tax Administration**

Monitors the activities of Customs Jamaica and also Tax Administration Jamaica to ensure that the country gains all proper revenue from these sources.

1 Shalimar Avenue, Kingston 3  
Telephone: (876) 928-5141-8  
Fax: (876) 928-1883/0847

## **Financial Investigations Division**

### **Tel.: 928-5142-5**

Money laundering - concealing the source of money that was earned from crime

1 Shalimar Avenue  
Kingston 3  
Fax: (876) 928-1883

## **Anti Corruption Branch (JCF)**

### **1-888 CORRUPT (267-7878)**

Integrity of members of the police and conducts internal investigations of all ranks of the police

## **Integrity Commission**

### **Tel.: 906-8314**

Integrity of Parliamentarians (MPs and Senators)  
Handles matters related to ethical activities of  
Members of Parliament and Senators

8 Waterloo Rd  
Kingston 10



## **Judicial Services Commission**

**Tel.: 922-8600, 924-9764**

**Integrity and ethical conduct of Resident Magistrates**

**Handles matters related to the integrity and ethical conduct of Resident Magistrates**

**30 National Heroes Circle**

Kingston 4

[www.osc.gov.jm](http://www.osc.gov.jm)

[communications@osc.gov.jm](mailto:communications@osc.gov.jm)

## **Chief of Defence Staff (JDF)**

**Tel.: 926-8121-9**

**Integrity and ethical conduct of any member of the Jamaica Defence Force**

**Handles matters related to the conduct of all ranks of the JDF.**

Headquarters

Jamaica Defence Force

Up Park Camp

Kingston 5

## **Office of the Public Defender**

**Tel.: 922-7089, 922-7090**

**922-7109, 922-8256**

**922-8256, 922-9830**

Investigation of injustices on a person by any public official or organisation.

Harbour Street

78 Harbour St, Kingston

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

## **Office of the Services Commission**

**Tel.: 922-8600, 924-9764**

Integrity and ethical conduct of any public official

Appointment, promotion, removal and disciplinary control over public officers.

30 National Heroes Circle

Kingston 4

[communications@osc.gov.jm](mailto:communications@osc.gov.jm)

[www.osc.gov.jm](http://www.osc.gov.jm)

## Vital Documents for Every Citizen

Some documents that help to prove your identity or that you will need to conduct business in Jamaica.

### Birth Certificate

Registrar General's Department  
<http://www.rgd.gov.jm/>

### National Identification (Voter's card)

Electoral Commission of Jamaica  
1-888-991-VOTE (8683)  
<http://www.eoj.com.jm/all-constituencies.htm>

### Taxpayer Registration Number

Tax Administration Jamaica (TAJ)  
<http://www.jamaicatax.gov.jm/index.php/2012-05-11-17-43-13/t-r-n>

### National Insurance card

Financial protection against loss of income, injury and insurance on the death of the insured person.  
All NIS offices islandwide

### Passport

Passport Immigration Citizenship Agency  
<http://www.pica.gov.jm/>

## **Other important documents are:-**

### **Transport Operator Licenses**

Motor vehicle/ seafarer/ airplane

The Ministry of Transport Housing and Works website lists all regulatory agencies

[http://www.mtw.gov.jm/dep\\_agencies/agencies.aspx](http://www.mtw.gov.jm/dep_agencies/agencies.aspx)

### **Expungement of Criminal Record**

Ministry of Justice

<http://www.moj.gov.jm/services-and-information/expungement>

### **Police Record**

Ministry of National Security

<http://www.mns.gov.jm/resource/how-obtain-police-record>

### **Authentication of documents for overseas study or work**

Diaspora and Consular Affairs Department

Ministry of Foreign Affairs and Foreign Trade

21 Dominica Drive, Kingston 5

Tel: 926-4220-8 ext 3348

Email: [dcamfaja@cwjamaica.com](mailto:dcamfaja@cwjamaica.com)

**Protect yourself against  
frauds, thieves, cheats and  
other dishonest persons.**



**Do business with licensed  
professionals and regulated  
organisations.**

## **Business Licenses and Permits- General**

Companies Office of Jamaica

1 Grenada Way Kingston 5

Telephone: (876) 908-4419-26† Fax : (876) 960 7152

Email: [custsupport@orcjamaica.com](mailto:custsupport@orcjamaica.com)

<http://www.orcjamaica.com/>

### **Food Handlers Permits**

Local Health Departments/Clinics - island wide

<http://www.serha.gov.jm/FoodHandlers.aspx>

### **Security-related permits issued by Parish Councils**

Barbers and hairdressers license

Butcher license

Amusement license & billboards (signs)

Building permits

Burial permits (family plots) - public health dept

<http://www.localgovjamaica.gov.jm/default.aspx>

# Registries of Professional Associations

## HEALTH

Medical Council of Jamaica 967-4928

Nursing Council <http://www.nursingcouncil.org.jm/>

Pharmacy Council <http://www.pcoj.org/>

## Other health and safety professionals

- Medical Laboratory Technology
- Radiography
- Physiotherapy
- Occupational Therapy
- Dietetics / Nutrition
- Speech Therapy
- Audiology
- Public Health Inspection
- Pest controllers

## Ministry of Health

2-4 King Street

Phone: 967-1100

## Veterinary Board

Ministry of Agriculture and Fisheries

Ph: (876) 977-2492

<http://www.jvma.org>

## **FINANCE**

**Bankers, insurance adjusters, financial brokers, accountants**

**Deposit taking institutions** - Banks, building societies, remittance services and cambios

Bank of Jamaica  
Nethersole Place,  
Downtown, Kingston  
Tel: 922-0750

**Insurance, investment, pension and securities dealers**

Financial Services Commission  
Tel: 876-906-3010-2  
876-906-3018

**Credit unions, cooperatives and friendly societies**

Department of Co-operatives and Friendly Societies  
2 Musgrave Avenue  
Kingston 10  
Tel: 927-4912/927-6572 or 978-1946

**Public Accountancy Board**

Registers persons who apply and are qualified to engage in the practice of accountancy in Jamaica.

Ministry of Finance and Planning  
30 National Heroes Circle, Kingston 4  
Telephone: (876) 922-8600 (switchboard)



## **TRANSPORT**

The Ministry of Transport Housing and Works website lists all regulatory agencies

[http://www.mtw.gov.jm/dep\\_agencies/agencies.aspx](http://www.mtw.gov.jm/dep_agencies/agencies.aspx)

## **TAXI AND BUS OPERATORS**

### **Transport Authority of Jamaica**

119 Maxfield Avenue, Kingston 10

Tel: (876) 926-8912, (876) 908-1997, (876) 908-1998

Toll Free:†1-888-991-5687

Fax:†(876) 929-4178, (876) 920-3866

Email: customerservice@ta.org.jm

### **Western Regional Office**

Unit U, LOJ Complex Montego Bay Freeport ,  
St. James

Tel: 684-9639, 684-9640-1

Fax: 684-9617

### **North East Regional Office**

Tower Isle St. Mary

Tel: 975-4285, 975-5676

Fax: 975-4199

### **Southern Regional Office**

Shop #48, Caledonia Court Plaza,

29-31 Caledonia Rd., Mandeville, Manchester

Tel: 962-1539, 962-1550

Fax:962-1550

## **SEAFARER REGISTRATION**

### **Maritime Authority of Jamaica**

2nd Floor, 12 Ocean Blvd

Kingston

Tel: (876)†967-1060-5/967-1087

Fax: (876)922-5765

E-Mail:†maj@jamaicaships.com

Website:www.jamaicaships.com

## **AIRLINE PILOTS**

### **Civil Aviation Authority**

4 Winchester Road,

Kingston 10

Tel: (876) 960-3965 / 960-3948

Fax: (876) 920-0194

E-mail: jcivav@jca.gov.jm

Website:†www.jcaa.gov.jm

## **FISHING**

Licenses to harvest marine products in Jamaican waters

### **Fisheries Division, Ministry of Agriculture**

Spanish Town Road

(Entrance on Willie Henry Drive across from Petrojam),

Kingston 13

Tel: 923-8811-3

## **SECURITY**

Licensing of the private security guards and companies

### **Private Security Regulation Authority**

6th Floor, Office Centre Building  
12 Ocean Boulevard, Kingston Mall,  
Tel: 876-967-2522-6  
Fax: 967-2478  
Email: [info@psra.gov.jm](mailto:info@psra.gov.jm)

## **EARLY CHILDHOOD EDUCATORS**

### **Early Childhood Commission**

Shop 45-46 Kingston Mall,  
8-10 Ocean Boulevard,  
Tell: 922-9296-7, Fax: 922-9295

## **LEGAL PROFESSIONALS**

### **General Legal Council**

78 Harbour Street,  
Kingston  
Tel: (876) 922-2319, (876) 967-1528  
Fax: (876) 924-9190  
Email: [secretary@generallegalcouncil.org](mailto:secretary@generallegalcouncil.org)

## **BUILDING PROFESSIONALS**

(engineers, architects, quantity surveyors, electricians)

### **Professional Engineering Registration Board**

2 Winchester Road, Kingston 5

Tel: 754-6275, 929-8820

Fax: 929-8820

E-Mail: perb@cwjamaica.com

### **Architects Registration Board**

Office No. 1, Ground Floor

Incorporated Masterbuilders Building

5 Oxford Park Avenue, Kingston 5

Tel: 926-8060

Fax: 920-3589

Email: info@arb.com.jm

### **Government Electrical Inspectorate**

8 Parkington Plaza, Kingston 10

Tel: 929-4070

## **Licensing Firearm Holders**

Granting and renewal of firearm licenses

Licensing of firearm ranges and instructors

### **Firearm Licensing Authority**

12-14 Worthington Terrace, Kingston 5,

Tel: (876)7 54-0138-40      Email: fla@cwjamaica.com

Mondays to Thursdays - 8:30AM to 4:00PM

Fridays - 8:30AM to 3:00PM

## Acknowledgements

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The preparation exercise included sharing documents, attending meetings, and giving direct feedback and advice. These were extremely useful in the execution of this project.

### Office of the Prime Minister

Miss Princess Scott, Operations Manager

*National Identification System (NIDS) Project*

Mrs Ingrid Johnson

*Director Accounts Payables & Payroll*

### Ministry of National Security

Mr Courtney Brown

*Director - Crime Prevention & Community Safety*

Mrs Gillian Haughton, JP

*Director Communication and Public Affairs*

Ms Patrice Tomlinson

*Citizen's Security & Justice Programme*

Mrs Angela Hamilton

*Passport Immigration & Citizenship Agency*

Supt Karina Hood

*Community Safety & Security - JCF*

Spl Cons. Candice Britton

*Community Safety & Security - JCF*

### **Ministry of Labour and Social Security**

Mr Errol Miller - *Chief Technical Director*

Ms Georgia Hemmings

*Communications Manager (Acting)*

### **Ministry of Tourism and Entertainment**

Mr Kingsley C. Roberts

*Senior Director, Corporate Communications*

### **Ministry of Science, Technology, Energy and Mining**

Mrs Tamiquea Callam - *Director of Communications*

### **Ministry of Foreign Affairs and Foreign Trade**

Ms Ann Margaret Lim - *Head, PR & Media Affairs Unit*

Mr Lloyd Wilks - *Acting Director, PMRA*

### **Ministry of Education**

Mrs Sheryl Bromfield - *Communications Director, Acting*

Mr Sydney Henriques - *Director Safety and Security*

### **Ministry of Transport Works and Housing**

Mr Leo McEwan - *Public Relations Manager*

Mr Hassim Fulton - *Policy Officer - Marine and Aviation*

## **Ministry of Health**

Mr Neville Graham - *Director of Communications*

Mrs Stephanie Shaw Smith - *Public Relations Manager*

Ms Dianne Thomas,

*Communications Director, National Family Planning Board*

## **Ministry of Agriculture**

Ms Kerry Ann Brooks - *PR Manager (Former Actg)*

Ms Doreen O'Connor

*Director of Communications and Public Relations*

## **Ministry of Finance and Planning**

Ms Cheryl Smith - *Public Relations Manager*

## **Ministry of Industry Investment Commerce**

Mr Hugh Bembridge - *Public Relations Manager*

Ms Novelette Bryan - *Public Relations Officer*

Ms Nicola Wint - *Public Relations Officer*

## **Ministry of Water Land the Environment and Climate Change**

Mrs Patricia Snow Young

*Snr Director - Water Monitoring Unit*

Miss Monique Gibbs,

*Snr Director - Strategic Planning & Evaluation*

Miss Sandra Buchanan - *Director Water Monitoring Unit*

Mrs Winsome Vanhorne Christie - *Director Comms*

Miss Heather Campbell - *PR Officer*

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

**Ms Janett Peters**

*Director of Communication (Actg)*

**Mr Robert HP Hill JP**

*Senior Director, Local Gov Administration*

### **Ministry of Youth and Culture**

**Ms Sasha-Gay Lewis**

*Senior Communication Officer, MoYC*

**Ms Corine Rainford**

*Marketing Mgr, National Youth Service*

**Ms Prudence Barnes,**

*PR Manager, Child Development Agency*

**Ms Nicola Hayles**

*Public Education and Special Projects Manager,  
Office of the Children's Advocate*

### **2013 Summer Workers - Cabinet Office/ OPM**

**Miss Giselle Johnson**

**Miss Misha-Gaye Dacosta**

**Miss Monecia Edwards**

**Miss Shauna-Kay Greenland**

**Miss Yanique Clarke**

**Mr Brandon Ormsby**

**Mr Jahmar Clarke**

**Mr Stephen Davis**