



**PROGRAM**  
**CAROA CONFERENCE MAY 5-9<sup>TH</sup> 2013**  
**ST. MAARTEN**

## **SATURDAY MAY 4<sup>TH</sup>, 2013**

<b>Time</b>	<b>Activities</b>
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## **SUNDAY MAY 5<sup>TH</sup> 2013**

<b>Time:</b>	<b>Activity:</b>	<b>Details</b>
6:30-6:45 p.m.	Arrival and seating of guests	Ushers
6:45-6:50 p.m.	Announcement & arrival governor	MC & Welcome Committee
6:50-7:00 p.m.	Invocation	Pastor W. Smith (Baptist)
7:00-7:07 p.m.	Opening Remarks by the Governor of Sint Maarten	His Excellency drs. E. Holiday
7:07-7:17 p.m.	Welcome President of CAROA	Mr. Valton Bend Remarks by
7:17-7:25 p.m.	Remarks by the President of Parliament	drs. R.Samuel
7:25-7:30 p.m.	Introduction of the Keynote Speaker	M.C.
7:30-8:00 p.m.	Keynote address: "The Evolution of the Ombudsman concept as started in Sweden and its worldwide status today."	Mrs. Marianne Von der Esch, LLM
8:00-8:10 p.m.	Vote of thanks & announcements of logistics for the week	dr. Nilda Arduin
8:15 p.m.	Invitation to the Cocktail Party	MC
8:15-9:30 p.m.	Parliamentary Cocktail Party	

**MONDAY MAY 6<sup>TH</sup> , 2013**

**Topic: Public Service Ethics**

<b>Time</b>	<b>Activity</b>	<b>Speaker</b>
8:00-9:00 a.m.	Registration	
9:00-9:30 a.m.	Maximizing the Ombudsman's influence, impact and effectiveness ensuring ethics in public administration.	Alba Martijn, LLM Ombudsman Curaçao
9:35-10:05 a.m.	Transparency and freedom of information in a difficult and constantly changing environment.	Lynette Stephenson. LLB Ombudsman Trinidad & Tobago
10:10-10:40 a.m.	Traditions in setting standards of good administration; the role of legality in Ombudsman's decisions.	Gert Bergman, attorney at law
10:45-11:00 a.m.	Break	
11:00-12:00 p.m.	<b>Panel Discussion</b>	Chair: CAROA member
12:00 - 1:30 p.m.	Lunch	
2:00 - 2:30 p.m.	Delivering more with less	Nicola Williams: Ombudsman Cayman Islands
2:35- 3:05 p.m.	Holding leaders to account: A summary of experience.	mr.dr. Ulco van de Pol Ombudsman Amsterdam
3:05 - 3:20 p.m.	Break	
3:25 - 4:30 p.m.	<b>Panel Discussion</b>	Chair: CAROA member

## TUESDAY MAY 7<sup>TH</sup>, 2013

Topic: **Human Rights**

<b>Time</b>	<b>Activity</b>	<b>Speaker</b>
8:00-9:00 a.m.	Registration	
9:00-9:30 a.m.	Human Rights as Public Service Ethics-Issues, Challenges and Prospects	Prof. Victor Ayeni: Director Governance & Management Services International
9:35-10:05 a.m.	Enhancing the role of Ombudsman institutions in the protection and promotion of human rights.	Arlene Brock, JD, LLM Ombudsman Bermuda
10:10-10:40 a.m.	Protection of vulnerable groups (children, disabled, elderly) in society	Florence Elie: Ombudsman Haiti
10:45-11:00 a.m.	Break	
11:00-12:00 p.m.	<b>Panel Discussion</b>	Chair: CAROA member
12:00 - 1:30 p.m.	Lunch	
2:00 - 2:30 p.m.	Caribbean Ombudsman and the Human Rights function- a re-assessment	Prof. Victor Ayeni: Director Governance & Management Services International
2:35- 3:05 p.m.	Equal rights without discrimination! The European Court on Human Rights and the protection of human rights in the Dutch Caribbean	Arjen van Rijn: Prof. Constitutional Law
3:05- 3:20 p.m.	Break	
3:25- 4:30 p.m.	<b>Panel Discussion – Chair CAROA Member</b>	

## **Wednesday May 8<sup>th</sup>, 2013**

### **Topic I: Equipping the Ombudsman: investigating techniques**

<b>Time</b>	<b>Activity</b>	<b>Speaker</b>
8:00-9:00 a.m.	Registration	
9:00-10:45 a.m.	Workshop SYT	André Marin: Ombudsman Ontario
10:45-11:00 a.m.	Break	
11:00-12:00 p.m.	Workshop SYT cont'd	André Marin
12:00- 1:30 p.m.	Lunch	
2:00- 3:00 p.m.	Workshop SYT cont'd	André Marin
3:00- 3:15 p.m.	Break	
3:20- 5:00 p.m.	Workshop SYT cont'd	André Marin

**Wednesday May 8<sup>th</sup>, 2013**

**Topic II: Public Service Ethics and the growing trend towards the privatization of public services**

<b>Time</b>	<b>Activity</b>	<b>Speaker</b>
8:00-9:00 a. m.	Registration	
9:00-9:30 a. m.	The growing trend of privatization of public services: consequences for the Ombudsman.	Dame Beverley Wakem, DNZM CBE President IOI
9:30-10:00 a.m.	Ombudsman and the changing face	Marianne Von der Esch,LLM of public services. International Representative Ombudsman Sweden
10:00-10:30 p.m.	Public Sector accountability and the changing public service landscape.	Miguel Alexander: Civil Notary
10:30-10:45 a.m.	Break	
10:50-12:00 p.m.	<b>Panel Discussion</b> Chair: CAROA member	
12:00- 2:00 p.m.	Lunch	
2:00- 5:00 p.m.	Island Tour	

## Thursday May 9<sup>th</sup>, 2013

Topic I: **Equipping the Ombudsman**

<b>Time</b>	<b>Activity</b>	<b>Speaker</b>
8:00- 9:00 a.m.	Registration	
9:00-12:00 p.m.	Workshop: Dealing with modern technology.	André Marin Ombudsman Ontario

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Topic II: **CAROA General Meeting**

8:30-10:00 a.m.	CAROA Board meeting	CAROA Board members only
10:00-10:30 a.m.	Break	
10:30-12:30 p.m.	CAROA general meeting	CAROA members only
12:30- 2:00 p.m.	Lunch	

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## **Free afternoon**

6:30-12:00 a.m. Closing Ceremony (scroll down for details)

Dinner with closing presentation: Ensuring procedural fairness and administrative justice for all citizens at a time when entities governance and administration arrangements worldwide are undergoing fundamental change.

Dame Beverley Wakem,  
DNZM-CBE, President IOI

Networking & Entertainment

## **THURSDAY MAY 9<sup>TH</sup> 2013 –CLOSING CEREMONY**

<b>Time:</b>	<b>Activity:</b>	<b>Details</b>
6:30-6:45 p.m.	Arrival and seating of guests	Ushers
6:45-6:50 p.m.	Announcement & arrival Governor	MC & Welcome Committee
6:50-7:00 p.m.	Invocation	Rev. M. Williams (Methodist)
7:00-7:05 p.m.	Introduction of the Keynote Speaker	M.C.
7:05-7:35 p.m.	Keynote address: “Ensuring procedural Fairness & administrative justice for all citizens at a time when entities, governance and administration arrangements are undergoing fundamental changes”	Dame Beverley Wakem, DNZM, CBE -President IOI
7:35- 9:00 p.m.	Dinner (with background music)	
9:00- 9:05 p.m.	Closing of Conference	Incoming President CAROA
9:05- 9:15 p.m.	Vote of thanks	Dr. Nilda Arduin, Host
9:15-12:00 a.m.	Networking/Entertainment	