



GOVERNMENT OF BERMUDA

Ministry of Health

# ONLINE DIRECTORY OF HELPING SERVICES POLICY

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**Title:** Online Directory of Helping Services Policy

**Effective:** September 2017

**Revised:** TBD

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## 1.0 PURPOSE

- 1.1 To ensure helpingservices.bm maintains a structured and criteria-led process for including and expanding the services it lists.
- 1.2 To ensure a consistent message is communicated to the public and organisations about helpingservices.bm
- 1.3 To provide an online resource that allows persons to find organisations providing helping services for seniors, persons with disabilities; and children and families.

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## 2.0 APPLICATION

- 2.1 The policy applies to all organisations wishing to be included in the online helpingservices.bm
- 2.2 To all Ministry of Health Staff

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## 3.0 BACKGROUND

- 3.1 The Health Promotion Office publishes a print version of the Directory of Helping Services annually. The print version consists of non-profit organisations, registered charities and Government agencies in Bermuda that offer services to families and children, seniors and persons with disabilities.
- 3.2 Inclusion in the print version is based on the organisation being a direct, ongoing, non-profit organisation providing a service to one or more of the three populations.
- 3.3 The online versions of the Directory of Helping Services includes the organisations from the published version as well as additional resources including those private organisations that provide helping services to families and children, seniors and persons with disabilities
- 3.4 The Directory of Helping Services Policy outlines the process for including a service online.

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## 4.0 DEFINITIONS

- 4.1 **Helping Service:** an activity that gives aid, assistance or support to seniors, persons with disabilities and/or children and families. It is not a product or item.

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## 5.0 AUTHORIZATION

- 5.1 The Permanent Secretary of the Ministry of Health
- 5.2 Health Promotion Policy

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## 6.0 POLICY

- 6.1 The inclusion of an organisation on helpingservices.bm will be allowed if:
  - a. It is an non-profit organisation, charity or Government agency providing direct ongoing services to children and families, seniors and persons with disabilities, or

- b. The private organisation provides a direct, ongoing service to children & families, seniors and persons with disabilities, and
- c. The organisation is registered or licensed by the Ministry of Health or a department/section of the Ministry of Health, or
- d. The services has been approved by the Permanent Secretary. Approval will be based on the organisation's evidence that they offer services to benefit the health and wellbeing of seniors, persons with disabilities; and children and families (see procedures).

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## 7.0 GUIDELINES

- 7.1 Inclusion of a private business in helpingservices.bm must be in accordance with Section 3.3 of the Health Promotion Policy.
- 7.2 The Health Promotion Policy stipulates that partnerships with private businesses can be pursued if the partnership is:
  - a. Equivalent (i.e. comparable continuation from both parties)
  - b. Equitable (does not favour one business over another)
  - c. Will benefit the public's health and wellbeing
  - d. Has been initiated by the private business
  - e. Does not enable the private businesses to gain profit from the Ministry's participation
  - f. Has an established association with the Ministry of Health and the circumstances of the health promotion activity is judged to be acceptable by the Permanent Secretary.
- 7.3 Partnerships with faith communities are also governed by the Health Promotion Policy. They are appropriate, but the partnerships must be equitable i.e. they do not favour one faith community or religious group over another. Listing on helpingservices.bm must be open to all.

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## 8.0 PROCEDURE

- 8.1 Organisations wishing to be included in the helpingservices.bm must submit an application via email, in person or directly through the website here: <http://helpingservices.bm/submissions/> . The application form is available in PDF for download online or by emailing [healthpromotion@gov.bm](mailto:healthpromotion@gov.bm)
- 8.2 Charities, government organisations or other non-profits will be added to the directory.
- 8.3 Private businesses that are not registered or licensed by the Ministry of Health will be required to also attach a supporting document providing an explanation of the service(s) they provide that directly assist seniors, persons with disabilities and/or children and families.
- 8.4 The application will be considered by the Permanent Secretary and the business will be notified of the decision within one week.
- 8.5 An organisation that wishes to contest the decision may submit a complaint through the Ministry of Health's complaints procedure, which is available here: <https://www.gov.bm/how-raise-concern-about-ministry-health>


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## 9.0 CONTACTS FOR MORE INFORMATION

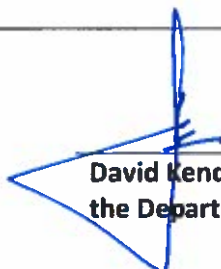
Queries about this Policy may be directed to the Permanent Secretary or Health Promotion Office.

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## 10.0 SIGNATURES

  
Jennifer Attide-Stirling,  
Permanent Secretary

28 Sept 2017  
Date

  
David Kendall, Director of  
the Department of Health

29 SEP 2017 .  
Date



**Keeona Belboda,  
Manager, Ageing and  
Disability Services**

OCT. 3RD, 2017  
Date



**Cheryl Peek-Ball, Chief  
Medical Officer**

Oct 2, 2017  
Date



**Shivon Washington,  
Comptroller**

28/9/17  
Date



**Laquita Burrows, Director of  
Health Insurance  
Department**

Oct. 4th, 2017  
Date

