

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESMP) FOR THE HEALTH AND SYSTEMS STRENGTHENING PROGRAM FOR THE PREVENTION AND CARE MANAGEMENT OF NON COMMUNICABLE DISEASES IN JAMAICA, PHASE 1 (ST. CATHERINE) STH

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THE GOVERNMENT OF JAMAICA/MINISTRY OF HEALTH AND WELLNESS  
SUPPORT FOR THE HEALTH SYSTEM STRENGTHENING FOR THE  
PREVENTION AND CARE MANAGEMENT OF NON-COMMUNICABLE  
DISEASE PROGRAMME

LOAN # JA-L1049

**Spanish Town Hospital Expansion**

**Livelihood Restoration Plan**

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## SOCIAL STANDARDS

### 1. BACKGROUND/OBJECTIVES

Spanish Town Hospital will receive the largest infrastructure works of the HSSP. The proposed new building encompasses the construction of a six-storey modern facility with an estimated area of 17,633.68 sq. m., which will include several points of access for staff and patients, a basement (car park and access) and a skywalk to link the existing wards.

The six-storey facility will incorporate areas for accident and emergency, radiology department (x-ray, CT scanning, ultrasound, MRI & mammography), outpatient services, pharmacy, endoscopy unit, surgical suite, 4 bed wards (90 beds), intensive care unit, high dependency unit, laboratory, central sterile service department (CSSD), medical records, staff lounge area and underground staff parking.

This new building will be located at the north-eastern part of the existing facility, which currently hosts several scattered buildings of varying sizes that will require demolition and temporary relocation of some of the existing hospital services that takes place in these areas. Some of these existing services include a day-care centre, a pharmacy, a laboratory, nursing quarters, maintenance storage, staff parking and a number of both underground and overhead utility services to facilitate the proposed construction.

The main entrance is orientated to the south, which provides easy access from the parking lot and the other buildings on the plot. An independent entrance to the Pharmacy and Outpatient department is located next to the main entrance. Additional separate entrances for patients and ambulances will directly lead to the Accident and Emergency department. A staff entrance is proposed on the north side that is going to be accessible only with appropriate identification card reader.

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Services in the New building will include:

- i. Accident & Emergency Wing (Ground Floor)- With Ambulatory and Ambulance Bay, Triage rooms, Consultation rooms, Patient wards, Isolation rooms, Trauma Shock rooms, Doctors and Nurses change, lounge and lunch areas. Waiting and reception areas with front desk, cashier and toilets.
  - ii. Radiology Department (Ground Floor) - MRI Scan rooms, CT Scan rooms, X-ray, Mammography rooms, Ultrasound rooms and services associated. Staff area, doctor's area waiting and reception areas with front desk, cashier and toilets.
  - iii. Pharmacy (First Floor) - Waiting and reception areas with front desk, cashier and Toilet facilities, lift and staircase and ramp access to the public. Drugs preparation areas, staff areas, storages, offices and training areas.
  - iv. Out-patient Department (First Floor) - Waiting and reception areas with front desk, cashier and toilets, ECG, Catheter Room, Plaster room, Phlebotomy room, 4 independent clinics with their own Nurse's Station, sub waiting spaces and toilets. Special clinics, staff areas, doctor's lounge and ramp, lift and staircase access to the public.
  - v. Surgical Floor (Second Floor) - two separate waiting, reception areas. Day surgery wing with Endoscopy, Colonoscopy, Gynae Outpatient OT, Minor OT and services, staff areas, storerooms and staff lounge. Operation theatres 6 in number with all the necessary services, patient prep areas, recovery area, storage and doctors' room, nurses' room, change and toilets. In addition to this, there is a central sterile services department to facilitate both the wings on this floor.
  - vi. Patient Wards, ICU - Multiple general wards and special wards for patients, ICU/HDU wards and special isolation rooms with necessary services, staff areas, lounges, waiting, reception and toilets for visitors.
  - vii. Laboratory - A separate wing for laboratory services, with Immunology, Haematology, Serology Labs and Blood Bank with necessary services, staff areas, lounges, waiting, reception and toilets for visitors.
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The main objective of the program is to rehabilitate (i.e., upgrade and expand) one hospital and three health centres in Jamaica as part of Phase 1 of “Support for the Health Systems Strengthening Program for the Prevention and Care Management of Non-Communicable Diseases”.

## 2. PURPOSE OF THIS DOCUMENT

This document outlines the Environmental and Social Standards that serve as guidelines for the implementation of the Health System Strengthening Program (HSSP) during the construction of the Spanish Town Hospital. It is an adaptation of the Environmental and Social Management Plan (ESMP) originally designed for the prevention and care management of non-communicable diseases in Jamaica, specifically for Phase 1 in St. Catherine. The document was prepared and submitted to the Inter-American Development Bank by CL Environmental Co. Ltd.

Here are the key areas of focus within this adaptation:

1. Land Acquisition and Resettlement (ESP-5): This section addresses the acquisition of land and involuntary resettlement. It emphasizes minimizing displacement and implementing measures to mitigate adverse impacts on displaced individuals and host communities. Emphasis will be placed mainly on **Livelihood Restoration for the Vendors at Spanish Town Hospital**.
  2. Cultural Heritage (ESP-8): The document considers the preservation and protection of cultural heritage during the hospital’s construction. This includes safeguarding historical sites, artifacts, and traditions and will be focused on **Chance Find Procedures**.
  3. Gender Equality (ESP-9): Ensuring gender equality is a priority. The plan aims to promote equal opportunities and address any gender-specific concerns related to the project.
  4. Stakeholder Engagement and Information Disclosure (ESP-10): Effective communication with stakeholders is crucial. The plan outlines strategies for engaging with the community, providing information, and ensuring transparency throughout the project.
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As the project progresses through different phases, this document will be continually adjusted to align with evolving needs and circumstances.

### 3. Heritage and Cultural Management Plan

Jamaica has a diverse culture influenced by the indigenous Taino people, African, European, Indian, and Chinese communities. The majority of Jamaicans identify as Christian, with the largest denomination being Protestant, followed by Roman Catholic. However, there are also significant populations of Rastafarians, Hindus, Muslims, Jews and Buddhists. Other religious practices include Revivalism and Obeah.

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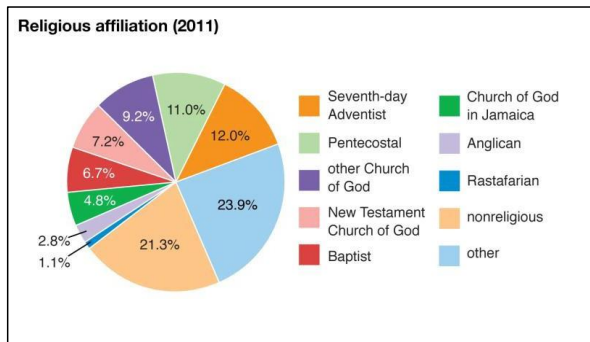


Figure 1 Religious practices in Jamaica (*Encyclopaedia Britannica*)

Religious practices in Jamaica include church services, prayer meetings, and religious festivals such as Christmas and Easter. Rastafarians celebrate several holy days, including the birthday of Haile Selassie I on July 23rd, and the coronation of Emperor Haile Selassie I on November 2nd. Cultural practices in Jamaica include music, dance, food, and festivals such as Carnival and Independence Day.

Jonkonnu is a traditional dance and music form that originated in Jamaica and is typically performed during the Christmas season.



Plate 2-1 Jonkonnu costume (<https://www.about-jamaica.com/john-canoe/>)

Maroons were communities of escaped enslaved Africans in Jamaica who resisted recapture and

formed their own independent societies. They played a significant role in Jamaica's history, and their legacy is still celebrated in the country today. Maroon villages are located throughout Jamaica, primarily in the eastern and central regions of the island. Some of the most well-known Maroon villages include Accompong, Moore Town, Charles Town, and Scott's Hall.

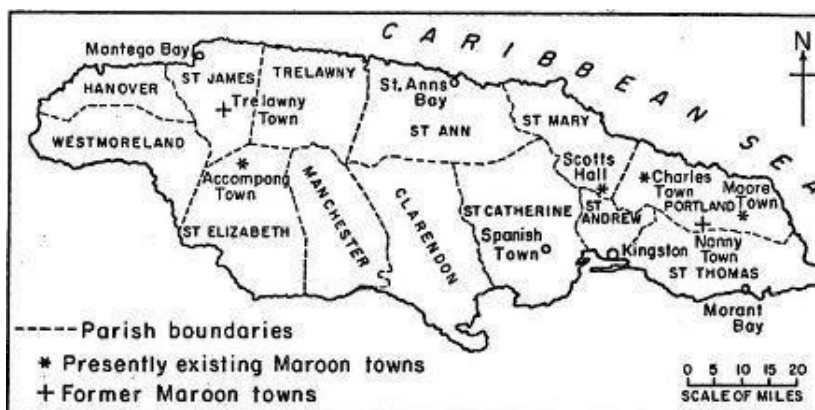


Figure 3 Map of Jamaica showing parish boundaries and locations of the major Maroon Settlements

The Tainos were an indigenous people who inhabited the Caribbean islands, including Jamaica, prior to the arrival of Europeans. Some Taino village sites have been identified in Jamaica through archaeological excavations, including:

- White Marl Taino Village Site located in the central parish of St. Catherine,
- Yallahs Taino Village Site located in the eastern parish of St. Thomas,
- Seville Taino Village Site located in the northern parish of St. Ann.

Religious aspects of medical ethics include refusal of treatment, reproduction, organ transplants, and rituals relevant to dying/death/burial, among others. The MOHW has a Compassionate Care



Program which includes designated religious gathering spaces and a chaplaincy service at some health care facilities. These services are not expected to be impacted by the proposed works.

#### 4. Chance Find Procedures

Care should be taken during construction activities. The possibility of chance-finding of archaeological and cultural artefacts may exist. It should be noted that in case archaeological features are found within the project area, the Jamaica National Heritage Trust (JNHT) will evaluate and record the features and collect any such cultural material found. Storyboards should then be erected in the areas where these historical and archaeological features are present. There should be no disturbance of any other chance find further until an assessment of the area is done by the JNHT.

In addition, prior to the excavation of any historical and archaeological site, the JNHT should be contacted by the Project Executing Unit, two weeks prior to any works, and all requisite approvals obtained before any activity related to excavation commences. After the necessary approvals are granted, the JNHT will conduct a watching brief during excavation procedures.

#### 5. GRIEVANCE REDRESS MECHANISM (GRM)



### 5.1 Project Level GRM

With the aim of establishing and maintaining a harmonious relationship between the stakeholders (both internal and external) and the Project, a Claims and Complaints Absolution Program (CCAP) will be implemented as part of a Grievance Redress Mechanism (GRM) whose general objective is to create a system that allows stakeholders, who are perceived to be affected or harmed by any aspect of the Project, to document their complaints and in turn, receive a timely response. . These grievances should be documented, analysed and responded to efficiently. Stakeholders should also be able to submit comments and suggestions that they feel will increase the benefits of the project and reduce or mitigate any adverse impacts. Stakeholders should be informed of the grievance mechanism in place, as well as the measures put in place to protect them against any reprisal for its use. This should be done during interactions with stakeholders.

### 5.2 Grievance Procedures

The Claims and Complaints Absolution Program should be responsible for making available various avenues for receiving and monitoring grievances received from affected parties. It is recommended that the following be put in place for receiving grievances:

- In Person/Face to Face: Grievance and complaints can be reported, collected, and recorded in person at stakeholder engagements, during site visits, and by visitors to the CCAP office. These grievances should be documented and entered electronically thereafter. The name and contact information should also be recorded so that there can be feedback on the issue. Should the complainant prefer to remain anonymous, the grievance should be given an identification number and date when it is being logged.
- Telephone/Email: AT project inception, the CCAP should set up a dedicated telephone number and an email address that will be used to receive grievances, complaints, and general feedback. This method can be used to receive grievance from the affected parties anonymously and discreetly. The telephone numbers and email should be published on all correspondence and public awareness advertisement from the project.

- Suggestion Dropbox: Suggestion drop boxes should be placed around the various project sites including and at the CCAP office. These will allow for equal opportunity for people to have access to the grievance mechanism, and be allowed to express those grievances in a manner that is best suited for their needs.

All grievances and complaints should be recorded in a register maintained on file until the end of the project. Information to be recorded include complainant name, affiliation, and contact information if available, Grievances received via the various avenues should receive written acknowledgement response. Once the grievance has been identified and outlined within the scope of the project, it should then be analyzed to address the concerns of the grievance. Once the main issue has been identified, and analyzed, there should be a consensus on how to move forward with the project, and the possible method of implementation of the recommendations. A response will be discussed and then supplied to the complainant. This should be done within the scope of the project, while maintaining the aims and objectives of the project components.

The aim is for there to be a consensus with the complainant on the response and actions to be taken. If an agreement is reached, the agreement should be implemented. If no agreement is reached, then the case should be reviewed by a Supervisory Committee, where details of the complaint will be further analysed. It should then be determined whether grievance can be resolved by the Project Team or whether outside authorities with regulatory or other responsibilities and relevant skills are to be consulted. Upon resolution, the redress of a grievance should be effectively communicated to the complainant in timely manner.

Table 1. Grievance Procedure

| Grievance Procedure   | Timeline |
|---|----------|
| Receiving and registering the complaint                           | 1 day    |
| Determine merit of the complaint and acknowledgement of complaint | 2 days   |
| Investigation of complaint by the CCAP                            | 5 days   |

|   |        |
|---|--------|
| Determination (and approval) of appropriate solution/response   | 1 day  |
| Communication on the resolution to the complainant  | 1 day  |
| Receive and acknowledgement of appeals by complainant (where solutions are not satisfactory) and subsequent review by Supervisory Committee | 2 days |
| Activate arbitration mechanisms if necessary  | 1 week |
| Resolution of Issue   | 1 week |
| Updating of Grievance Log   | 1 day  |

### 5.3 Gender Based Violence, Sexual Exploitation and Abuse and Sexual Harassment

In addition to the project level and worker GRM, a GRM to investigate and address allegations of Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and Sexual Orientation Discrimination (SOD) will be formulated. The objectives of the GRM are outlined below:

- a. Ensure a fair and rapid response by the representatives of the Project to the questions, concerns and / or complaints of the stakeholders, so that they do not become negative impacts.
- b. Provide alternative methods to solve potential complaints in substitution of legal actions between the parties.
- c. Properly document complaints and claims, elaborating respective formats for each stage of the process.
- d. Build a process of mutual trust with local and regional groups of interest.
- e. Clearly defining policy statements about the handling of complaints and claims (including, when appropriate, mechanisms to ensure confidentiality and access to the information).
- f. Clearly establishing organizational responsibilities such as the assigning of specific personnel from the operation, managers, and/or functional units to implement the GRM,

designating access points for complaints.

- g. Defining, documenting, and disclosing workflow procedures and standards to ensure that all complaints are understood and analyzed, as well as the criteria for decisions to determine the appropriate responses.
- h. Establishing clear communications mechanisms with claimants, both regarding how to bring problems to the attention of the authorities and how those authorities communicate with the claimants.
- i. Establishing systems to register and follow up on all complaints, disputes, or claims.
- j. Establishing an appeal process (or other solutions) for cases where the parties involved in a complaint or a dispute do not agree with the decisions at the operational level.

Each GBV, SEA, SH and SOD case should be logged by the PEU or it is designate and survivor's/victims information should be protected by using codes to maintain confidentiality. Specifically, the GRM should only record the following information related to the GBV/SEA/SH/SOD complaint:

- a. The nature of the complaint (verbatim from the complainant)
- b. If, to the best of their knowledge, the suspect was associated with the project.
- c. Complaint should be documented but remain sealed and confidential. The GRM should aim to:
  - Refer complainants to the GBV/SEA/SH/SOD Claims and Complaints Absolution Program specialist
  - Record the resolution of the complaint
  - The PEU should immediately notify both the MOHW and the IDB of any GBV/SEA/SH/SOD. complaints with the consent of the survivor/victim. If there is an anonymous compliant, the PEU should share information on the case with the IDB providing a code number to the case and avoiding disclosing any information that could help to identify the survivor.
  - Assistance should be provided to survivors/victims by referring them to the

Complaints Absolution Program specialist for support immediately after receiving a complaint directly from a survivor/victim.

**Table 4-2 Grievance Procedure**

| <b>Grievance Procedure</b>  | <b>Timeline</b> |
|---|-----------------|
| Receiving and registering the complaint   | 1 day           |
| Determine merit of the complaint and acknowledgement of complaint   | 2 days          |
| Investigation of complaint by the CCAP  | 5 days          |
| Determination (and approval) of appropriate solution/response   | 1 day           |
| Communication on the resolution to the complainant  | 1 day           |
| Receive and acknowledgement of appeals by complainant (where solutions are not satisfactory) and subsequent review by Supervisory Committee | 2 days          |
| Activate arbitration mechanisms if necessary  | 1 week          |
| Resolution of Issue   | 1 week          |
| Updating of Grievance Log   | 1 day           |

#### 5.4 Recourse to the Judicial System

The Sexual Harassment Act of 2021 (Ministry of Entertainment, Culture Gender and Sport, 2021) is the bill passed to make provision for the prevention of sexual harassment and for connected matters. Main features of the act include:

Workplace Protection: Prospective employers must not suggest to applicants that their ability to get the job is dependent on them engaging in or tolerating any form of sexual conduct. Employers

must make every reasonable effort to ensure the safety of their employees by forming a policy statement and compiling a register in which events of reported sexual harassment are recorded. Employees must not be forced to accept working conditions that depend on accepting or tolerating sexual advances from their employers or supervisors. Employees who have experienced any incidents of sexual harassment must be able to report them without being discriminated against by their employers. Clients must not be sexually harassed by employers or employees while conducting business.

Institutions: No student, ward, resident, inmate, patient or any member of an institution should sexually harass one of his or her peers. Members of staff or persons in a position of authority are not expected to sexually harass any student, resident, ward, inmate, patient or other member of staff. Although it is hoped that all grievances will be resolved internally and through the aforementioned process, it will be communicated to stakeholders that at any time during the grievance resolution process, they retain their rights to refer their grievance to the appropriate arbitral or legal body within the Jamaican judicial system. In the event that a grievance becomes a case presented by the claimant's legal counsel, the Project's Legal Advisor will be directly responsible for responding to the claim.

Main features of the Sexual Harassment Act of 2021 include:

Workplace Protection: Prospective employers must not suggest to applicants that their ability to get the job is dependent on them engaging in or tolerating any form of sexual conduct.

Employers must make every reasonable effort to ensure the safety of their employees by forming a policy statement and compiling a register in which events of reported sexual harassment are recorded. Stakeholders Sensitization will be done on the Grievance procedures and the form included below which is designed to capture complaints.

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**Table 4-2 Public Grievance Form**

|                              |  |
|------------------------------|--|
| <b>PUBLIC GRIEVANCE FORM</b> |  |
| Reference No:                |  |
| Full Name                    |  |
| Contact Information          | By Post: Please provide mailing address: |

|   |  |
|---|--|
| Please mark how you wish to be contacted (mail, telephone, e-mail).   | _____  |
|   | _____  |
|   | By Telephone:<br>By E-mail   |
| Preferred Language for communication  | English Patios<br>Other  |
| Description of Incident or Grievance: What happened? Where did it happen? To whom did it happen? What is the result of the problem? |  |
| Date of Incident / Grievance  | One time incident/grievance (date)<br>Happened more than once (how many times?)<br>On-going (currently experiencing problem) |
| What would you like to see happen to resolve the problem?   |  |

### 5.5 Employment Opportunities

It is important to try to source potential workers from nearby communities to strengthen community relations. In addition, diverse sexual orientations and gender identities may have the effect of excluding people from potential employment opportunities which prevents them from taking advantage of the opportunities available to other members of the community.

It is therefore important that the PEU:

- a. Anticipates and prevent adverse risks and impacts based on gender, sexual orientation, and gender identity, and when avoidance is not possible, to mitigate and compensate for such impacts.
- b. Achieves inclusion in project-derived benefits of people of all genders, sexual

orientations, and gender identities.

- c. Implement measures to prevent Sexual and Gender Based Violence (SGBV), including sexual harassment, exploitation and abuse; and when incidents of SGBV occur, to respond promptly.

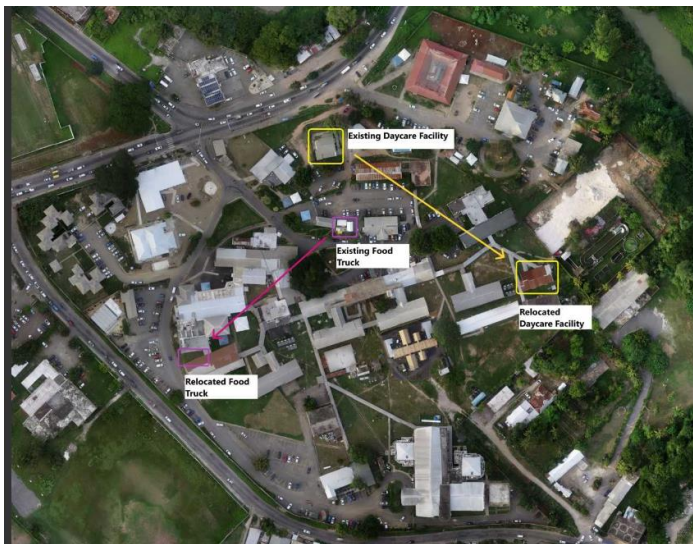
6. **Livelihood Restoration Plan (LRP)**

Objective:

To provide livelihood support to street vendors impacted by the project, with the long-term goal of improving their economic conditions, enhancing their social inclusion, and promoting their formalization and access to rights. Some internal stakeholders were also affected: Daycare, Food vendors located on compound. Consultations were had with these two categories of persons and relocation has been complete see photos below:

**Commented [SCA1]:** Do remember that a report outlining all activities undertaken as part of this LRP will be required

**Diagram showing Relocation of Vendors Food Truck and Daycare Facility**



**Previous Location of Vendors Food Truck (Food truck shown behind cars. Small operation space for food vendor customers)**



**New Operating Location for Vendors Food Truck (Much larger space for food vendor operations and for his customers)**



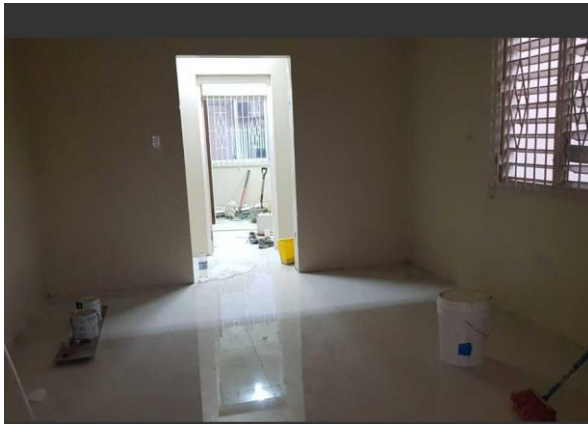
Renovation of New Location for Day-care Facility (In progress Pic # 1)



Renovation of New Location for Day-care Facility (In progress Pic # 2)



### Renovation of New Location for Day-care Facility (In progress Pic # 3)



Efforts will be made to promote gender equity in all compensation, allowances and livelihood restoration measures. A survey of the vendors that could potentially be impacted at the proposed new main entrance for the Spanish Town Hospital (STH) facility was conducted on February 16, 2023. Eight (8) vendor stalls would potentially be impacted by the proposed project. Six (6) of these vendor stalls sell snacks, beverages, toiletries and one (1) vendor stall sells fruits and one food truck vendor (Irie Jerk Centre and Seafood Resturant). These vendors work Monday to Friday (5 days a week), but do not work on the fourth Friday of each month because this is not a “clinic day” (at the St. Jago Park Health Centre). On November 21, 2023, said number of vendors were observed in said location.

It’s important to note that informal street vending is often characterized by low levels of income, job insecurity, and limited access to social protection, which can exacerbate poverty and inequality. There are ongoing efforts in Jamaica to address the challenges facing street vendors and to promote their economic empowerment and social inclusion. Based on the assessment of previous vending locations where construction is taking place, vendors are usually beneficiaries of such

**Commented [SCA2]:** What about the food truck located on the compound proper?

**Commented [GS3R2]:** Now Included

activities.

The LRP for street vendors, is discussed below:

- Discussions were held with the Vendors to advised them of the approach the project will take in keep them informed of the changes, inter alia (see attached LRP)
- Further Consultation will be held with the Vendors to outline the proposals and the support to be provided.
- Emphasis will be placed on regulating activities within the space. The Project will be further assessment.
- If persons need to get food handlers permits etc., they will be guided through the necessary stages. The Public Health Department will also be contacted, and the necessary support provided.
- Persons wishing to pursue further business development programmes, will be guided to the respective agencies/entities. Workshops will be organized with the Jamaica Business Development Corporation to provide support to advance the process.
- Follow-up sessions will be held with the Vendors.

**Commented [BR4]:** Please annex to this document, a summary of the outcomes of these consultations and the census data of the vendors - unique identifier, type of business, type of stall (wooden, tent, food truck, mobile cart etc)

**Commented [GS5R4]:** Please see the attached LRP done by CL Environmental. As indicated below, ongoing assessment will be done. Refer to Focus Group instrument in Appendix

**Commented [GS6R4]:**

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## 7. Regularization

The PEU will facilitate the regularization of the vendors with the Municipal Corporation. Discussions were held with the Jamaica Social Investment Fund (JSIF) Social Safeguard Specialist. The project will borrow from its micro-enterprise development program that provides training and support to street vendors and other small businesses. The provision of vending carts in keeping with the aesthetics of the new facility is being explored.

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## Business Training

The plan will provide business training and capacity building to street vendors to help them improve their skills and knowledge in areas such as marketing, finance, customer service, and hygiene. The training could be delivered through workshops, mentoring, or online platforms, and would be adapted to the specific needs and interests of the vendors. The Jamaica Business Development Corporation will be asked to provide the necessary support.

### 1. LRP Implementation

The implementation of the livelihood compensation plan for street vendors would involve the following steps:

Needs assessment, a needs assessment is an ongoing, iterative process that involves understanding the requirements of a specific group. In this case, CL Environmental Co. Ltd. conducted a needs assessment for street vendors to identify their economic, social, and legal needs and barriers. Additional work will be carried out to assess the current situation of the vendors. For more details, please refer to the Livelihood Restoration Plan submitted by CL Environmental Co. Ltd. (See attached document for LRP) The ongoing needs assessment will continue through focus groups with the vendors (see Appendix for Focus Group Instrument).

Design and planning: Based on the needs assessment, the plan would be designed and planned in collaboration with the vendors, the local government, civil society organizations, and other relevant stakeholders. The design and planning process would include the identification of resources, the selection of implementing partners, the formulation of indicators and targets, and the establishment of a monitoring and evaluation framework.

Implementation and monitoring: **The plan will be implemented** (based on agreements reached with individual vendors documentation/ commitment forms will be signed) by the selected partners and stakeholders, with the support and oversight of the IDB and other donors. The

**Commented [BR7]:** Please indicate that relocation agreements reached with individual vendors will be documented. A reminder to please share draft agreement template with the Bank's ESG prior to formalizing the agreements.

**Commented [GS8R7]:** Please see the attached documentation reflecting the consensus brokered with the food truck operator.

**Commented [GS9R7]:**

implementation would involve the delivery of the different components of the plan, as well as the monitoring of the progress and impact of the plan. The monitoring would be done through regular reporting, data collection, and feedback mechanisms.

Evaluation and scaling up: The plan would be evaluated at the end of the implementation period, to assess its effectiveness, efficiency, and sustainability. The evaluation would be based on the established indicators and targets, and would include both qualitative and quantitative data. The results of the evaluation would be used to inform the scaling up of the plan to other areas and regions, as well as to inform the design of future plans for street vendors and other informal workers.

### 3. LRP Management and Mitigation Measures

The PEU will ensure that the following measures are put in place to not disrupt the vendors' livelihood activities:

- a. Before the start of construction works, develop and distribute an initial project information packet to vendors.
- b. Alert vendors about local construction works two weeks in advance and of any changes in the initial scheduling.
- c. The cut-off date for the Livelihood Restoration Plan to determine eligibility criteria is March 29, 2024., sign will be posted.
- d. Schedule meeting with vendors in the project area and share project information.
- e. Monitoring impacts and implement restoration measures as required.
- f. Promote the use of the Community Grievance Redress Mechanism

**Commented [GS10]:** A review of the process has not shown any formal documentation that this was done; hence a new timeline has been established for notification.



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#### 8. Regularization

The PEU will facilitate the regularization of the vendors with the Municipal Corporation. Discussions were held with the Jamaica Social Investment Fund (JSIF) Social Safeguard Specialist. The project will borrow from its micro-enterprise development program that provides training and support to street vendors and other small businesses. The provision of vending carts in keeping with the aesthetics of the new facility is being explored.

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### Business Training

The plan will provide business training and capacity building to street vendors to help them improve their skills and knowledge in areas such as marketing, finance, customer service, and hygiene. The training could be delivered through workshops, mentoring, or online platforms, and would be adapted to the specific needs and interests of the vendors. The Jamaica Business Development Corporation will be asked to provide the necessary support.

## 9. ESTIMATED COSTS

Table 6-1 Costs to implementing the mitigations measure include in the Environmental Social Management Plan

| Description                           | Unit | Unit Cost | Total (USD) | Grand (USD)  |
|---------------------------------------|------|-----------|-------------|--------------|
| Heritage and Cultural Management Plan | 1    | \$5,000   | \$5,000.00  |              |
| Heritage and Cultural Watching Brief  | 1    | \$4,000   | \$4,000.00  |              |
| Grievance Mechanism Plan              | 1    | \$12,000  | \$12,000.00 |              |
| Livelihood Restoration Plan (LRP)     | 1    | \$12,000  | \$12,000.00 |              |
| LRP Vendor Assistance Vending Licence | 7    | \$ 20.00  | \$140.00.00 |              |
| Vending Carts                         | 7    | \$1,000   | \$7,000.00  |              |
| Food truck                            | 1    | 26,000    | 26,000.00   |              |
| Day care Relocation                   | 1    | 97,000    | 97,000.00   |              |
| Food Handler's Permit                 | 7    | \$ 20.00  | \$140.00    |              |
| Training through JBDC                 | 1    | \$1500    | \$1500.00   |              |
|                                       |      |           |             | \$164,780.00 |

**Commented [SCA11]:** Remember the most recent assessment (during the mission) found the presence of a food truck which will be relocated.

**Commented [BR12R11]:** Please submit any consultation minutes and agreement reached with the food truck vendor if they have been moved separate from this LRP plan.

**Commented [GS13R11]:** Please see the attached documentation which captures the spirit of the consensus brokered with the Operator.

These are estimated costs, to be defined once the final project plans for each facility are completed. It is the responsibility of the PEU to ensure that there are no disruptions in livelihood activities and as a result no negative social repercussions. If there is a potential

challenge due to planned works, the PEU must ensure that all vendors are adequately aware, and the alternatives are clearly expressed to minimize social impacts. The PEU is responsible for ensuring that monitoring is being undertaken and mitigation measures are being enforced. Each specific project would be the responsibility of the Livelihood and Gender Specialist (to be further discussed and approved).

#### 10. STAKEHOLDER ENGAGEMENT PLAN-

Designed to ensure effective engagement with local communities and other key internal and external stakeholders during the pre-construction, construction and operation phases. In order to establish and maintain equity and transparency for all stakeholder groups, it is essential to prepare information to be disclosed in advance, and in a format adapted and suitable to the different stakeholder groups (see attachment).

## 11. APPENDIX

### Informed Consent

**Name of Event:** - Focus Group

**Target Group:** Vendors

Name of Participant: \_\_\_\_\_.

The Health Strengthening System Programme (HSSP) Spanish Town Hospital Project –invites you to participate in a focus group which is geared at exploring and understanding how Vendors feel about the Health Strengthening System Programme (HSSP) Spanish Town Hospital Project and some of the issues they believe can impact them. This session will take place on xxxxxxxxx at Spanish Town Hospital.

The information gathered from the focus groups will be used as a guide to improve the Livelihood Restoration Plan and to gather feedback that can help us to better improve our support to you and to strengthen the Communication process to encourage buy-in to the for the project.

We assure you that all responses provided will remain anonymous in all our recordings. There are no 'right' or 'wrong' answers to the focus group questions as we want to hear the opinions of everyone. We encourage you to be open, even if your opinions/responses vary from that which is shared by the majority.

Out of respect for each other, we ask that only one individual speak at a time in the group and that responses made by all participants be kept confidential. The duration of this session will amount to a total of one hour.

I \_\_\_\_\_ understand the information presented above and agree to participate fully under the conditions stated above:

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## QUESTIONNAIRE

Date: ----- Time:----- Place:-----

Introduction and Warm-Up:

### Welcome and Introduction

Begin by welcoming the participants and introducing of Team.

Explain the purpose of the focus group: to gather insights from vendors affected by the construction project.

Briefly describe the format and ground rules for the discussion.

### Icebreaker Question

To break the ice, ask a light question related to their experience as vendors. For example:

"Could you share a memorable experience you've had as a vendor in this area?"

Understanding the Impact:

### Project Awareness

How aware are you of the ongoing construction project in this area?

What information have you received about the project?

### Impact Assessment

How do you think construction project affected your business operations?

Have there been disruptions to your daily activities, sales, or customer flow?

### Challenges and Concerns

What specific challenges have you faced due to the construction?

Are there any concerns about the project's impact on your livelihood?

Mitigation and Support:

### Mitigation Measures

What measures or support would help alleviate the impact of the construction project?

Are there any suggestions for minimizing disruptions?

### Communication and Information

How effective has communication been between project authorities and vendors?

What additional information would you like to receive about the project?

Future Considerations:

### Long-Term Effects

How do you foresee the construction project affecting your business in the long term?

Are there opportunities that may arise once the project is completed?

### Community Collaboration

How can vendors collaborate with each other during this challenging period?

Are there ways to support one another?

Closing:

**Appreciation and Next Steps**

Thank the participants for their valuable insights.

Mention any follow-up steps, such as sharing the findings or implementing recommendations.

**References**

Toolkit for Conducting Focus Groups

Focus Group Discussion Guide for Communities

**Participant Demographics**

How long have you been selling at the Spanish Town Hospital?

- Less than 5 years
- 5 to 10 years
- more than 10 years

In which Area are you located?

Type of Registration:

Please specify

Please state Your age:

- 20 to 29
- 30 to 40
- 41 to 50
- 51 to 60
- over 60

Your gender:

- Male
- female

THANK YOU!

**Implementation Plan**

| Action Item                                   | Responsible                          | Target Completion Date (yyyymmdd) | Remarks |
|---|--------------------------------------|-----------------------------------|---------|
| Prepare Instrument                            | Social Specialist                    |                                   |         |
| Review Instrument                             | Project manager                      |                                   |         |
| Select Location                               | Parish Manager                       |                                   |         |
| Criteria for participants                     | Social Specialist                    |                                   |         |
| Select participants                           | Social Specialist/<br>Parish Manager |                                   |         |
| Informed Consent                              | Parish Manager                       |                                   |         |
| Prepare Branding materials to give incentives | Project Administrator                |                                   |         |
| Conduct Focus Group                           | Social Specialist                    |                                   |         |
| Note Taking                                   | Project Administrator                |                                   |         |
| Prepare Report                                | Social Specialist                    |                                   |         |
| Share Report with Participants                | Project Administrator                |                                   |         |
| Submit Reports                                | Project Administrator                |                                   |         |