

# Annual REPORT



- 80<sup>th</sup> Anniversary & Social Committee
- Sections Annual Reports  
New Providence  
Family Islands
- Sports, Welfare & The Dorian Report



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# MISSION STATEMENT

To regulate the movement of people across the borders of The Bahamas so as to ensure the security, facilitate economic advancement and promote the harmonious social development of The Bahamas through the collaborative efforts of responsible government and non-government agencies both nationally and internationally.

# VISION STATEMENT

To ensure that ports of entry are properly equipped in order to control the flow of Immigrants into The Bahamas;

- To cooperate with local and international law enforcement agencies to ensure the security of The Bahamas and its people;
- To promote the delivery of quality service;
- To provide the necessary training for Administrators, Immigration Officers and Clerical staff by conducting in-house workshops and seminars, and to encourage the pursuit of higher education;
- To effect the timely processing of all applications for temporary or permanent immigration status.



## STATEMENT OF PURPOSE

The Bahamas Immigration Department has grown tremendously over the past 80 years. We continue to partner with Bahamian citizens to provide quality service in all Immigration matters. We execute our duties in fairness, compassion and with high regard to human rights and dignity while maintaining professionalism.

The goals and objectives outlined in the vision and mission statements can and will be accomplished through the proven leadership, competence and dedication of our team of Immigration Officers who are passionate about their mandate to enforce the **Immigration Act Chapter 191**.



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## MEET THE MINISTER



**The Honourable Minister Elsworth Johnson**

Minister Elsworth Johnson is a former President of the Bahamas Bar Association, former Tutor and Acting Director at the Eugene Dupuch Law School's Legal Aid Clinic and has recently served as **Minister of State** in the **Office of the Attorney General and Ministry of Legal Affairs**.

Early in his career, Min. Johnson served as a Constable on the **Royal Bahamas Police Force** and in the **Attorney General's Office**. In 2001, he obtained his *LLB from the University of the West Indies*. Later, in 2003, he earned his *Legal Education Certificate* from the **Eugene Dupuch Law School** and was subsequently also called to **The Bahamas Bar**.

Min. Johnson currently holds a *Master of Laws Degree (LLM) in Corporate & Commercial Law* and is the Honorable Member of Parliament for the Yamacraw Constituency. On **Tuesday, July 2, 2019**, he was officially sworn in as **Minister of Financial Services, Trade & Industry and Immigration** by **His Excellency Cornelius A. Smith, Governor General of The Commonwealth of The Bahamas** at Government House.

# RESIGNATION OF FORMER MINISTER



**The Honourable Minister T. Brent Symonette**

Effective July 1, 2019 the **Honourable Brent Symonette**, resigned from his substantive Cabinet position as Minister of Financial Services, Trade and Industry, and Immigration. He remains the Member of Parliament for the St. Anne's Constituency. The Minister of State in the Office of the Attorney General and Ministry of Legal Affairs Elsworth Johnson assumed responsibility for this substantive Cabinet portfolio. The Department of Immigration remains grateful for Minister Symonette's service and welcome Minister Johnson.





# DIRECTOR'S MESSAGE



**Clarence A. Russell II, Director of Immigration**

The year 2019 began with a blast and practically every goal proposed for the Department throughout 2018 had rolled over into blessings throughout 2019, with few exceptions.

## 2019 IN REVIEW

1. **Over (29) twenty-nine staff members received advanced training locally and (7) seven internationally** in various key areas such as, Firearms, Drone Operations, Trafficking and Child Exploitation etc.
2. **Vehicular assets grew** substantially
3. Our **80th Anniversary Celebrations** moved along enthusiastically with all who participated on board.

4. **Dog kennels were tentatively approved**, as was our pending canteen at the Carmichael Road Detention Center.
5. **New weapons and vests landed** and talks of advanced **body cams and drone technology** appeared within reach.
6. **Digitization spread rapidly** throughout the organization and new procedural changes made the threat of illegal migration a war we felt we could win.

The times were changing and succession planning appeared a reality worth exploring 2019 and beyond. Then, on 1st September 2019, Hurricane Dorian arrived in our midst and everything changed. The consequences and devastation were far-reaching throughout the entire Commonwealth and the world at large, as nations far and wide came to our rescue to aid in one of the region's most devastating natural disasters in decades.

Our role as an agency swiftly became not just enforcers of the law but also search and rescue, as our courageous men and women rose to the occasion and made me and this nation very proud. This phenomenon served to separate many "sheep from the goats" and our lives, and that of our nation will never be the same.

Thank God Jehovah we survived as an agency; bent but not broken, battered but stronger as our brothers' keepers. Likewise, we as a nation survived in spite of the challenges we face, particularly our staff and citizens of Abaco and Grand Bahama. From this year of unexpected ups and downs, we have learnt that at all times, we must prepare for the unexpected as we strive to continue in the spirit of brotherly love, for it is His will.

To our Honourable Minister, Permanent Secretary, Ministry staff and other external support teams – we thank you for your continued support of our unwavering efforts!





I take this time also to commend our Social, Sports and Welfare Committees throughout the Commonwealth of The Bahamas, whose role in bringing our staff together cannot be overlooked. Your contributions to those hospitalized, those who fell from our ranks (retired), and support of family members of our staff who passed- whose funerals we attended throughout 2019, did not go unnoticed.

I would be remiss, if I failed to salute our hardworking and dedicated Detention Center, Prosecution and Enforcement Units who were instrumental in pounding the streets as they likewise are responsible for the processing and repatriations of some two thousand and five (2005) convicted illegal migrants, of all nationalities safely to their home countries.

To all the support staff who work tirelessly behind the scenes, your contributions are duly noted.

The participatory roles we played in competing within our communities in sporting events were par excellent. The crowning event was our stellar Annual Christmas Party 2019 – which saw the elites and the not so elite, but all-important in our midst. This event spoke volumes of the success you have all achieved as hard-working, dedicated agents of change. It showcased your comradery at work at its best! Your co-operative spirits and organizational skills were clearly on display.

You have made us all proud!



**Clarence A. Russell II**  
Director of Immigration  
Ministry of Financial Services, Trade, Industry & Immigration  
The Commonwealth of the Bahamas

# MEET THE DIRECTORATE

At present, there are **four (4) Assistant Directors** who serve along with Director Clarence Russell for the efficient management of the Department of Immigration.

## NORTHERN REGION



**Mrs. Fausteen Major-Smith**  
Assistant Director  
Current Portfolio: *The Abacos (Northern Region)*



**Mr. Hubert E. Ferguson**  
Assistant Director  
Current Portfolio: *Grand Bahama, Bimini (Northern District)*

## NEW PROVIDENCE, CENTRAL & SOUTHERN BAHAMAS



**Mr. Dwight Beneby**

Assistant Director

Current Portfolio: *Operations: Research & Planning, Training & Development, Enforcement, Public Relations and Family Island Affairs Units*



**Mrs. Keturah Ferguson**

Assistant Director

Current Portfolio: *Administration: Reception, Employer Management, Application Processing (Work Permits & Permit to Reside), Board Matters, Classified Registry, Stop List Control, Permits, Data Correction, Communications & Consultation, Haitian Registry & Other Nationals Registry & Information Technology Units*

### **DIRECTORATE STAFF:**

**Leticia Burrows** - Chief Executive Officer

**Tomiko Rolle**- General Service Worker

**Ardis Forde**- Senior Executive Secretary

**Dericka Pitt**- Senior Clerk

# RANK STRUCTURE

## **IMMIGRATION OFFICERS**

Director of Immigration  
Senior Deputy Director of Immigration  
Deputy Director of Immigration  
Assistant Director of Immigration  
Superintendent of Immigration  
Chief Immigration Officer  
Senior Immigration Officer  
Immigration Officer I  
Immigration Officer II  
Trainee Immigration Officer  
Immigration Guard

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## **CLERICAL (ADMINISTRATIVE) STAFF**

First Assistant Secretary  
Office Manager  
Finance Officer II  
Finance Officer III  
Chief Executive Officer  
Senior Executive Officer  
Executive Officer  
Private Secretary  
Chief Clerk  
Senior Clerk  
Senior Data Operator  
Clerk  
Data Entry Operator  
Filing Assistant  
Messenger  
General Service Worker  
Custodial Staff  
Security Officer  
Security Assistant

# HISTORY

*"If you don't know history,  
then you don't know anything. You  
are a leaf that doesn't know it is  
part of a tree. "*

-Michael Crichton

In 1920, the Governor in Council for the Colony of the Bahama Islands passed the Law of Emigrating. This law was followed by an Act of 1928, which established the post of

Immigration Officer. Under this Act, Family Island districts were authorized to administer the laws dealing with alien admission to, and their exclusion and deportation from the Bahama Islands. The ultimate control on Immigration matters during this period remained that of the Governor-in-Council for the colonies.

Archival records indicate that George Campbell Roberts was appointed Acting Immigration Officer the appointment of John Alfred Hughes as Immigration Officer on 15<sup>th</sup> February 1938. His confirmation to this post meant that two distinct ranks were now in effect; Immigration Officer and Assistant Immigration Officer.

**January 1<sup>st</sup> 1939**, an Act regulating Immigration was passed in Parliament establishing an Immigrating Department. The administration of the Department was then the responsibility of the Colonial Secretary of his Majesty's Government, England through a small staff of approximately twelve persons.

On 6th January 1964, on secondment from the Police Department, Wenzel Vernon Granger was appointed Chief Immigration Officer. This effectively introduced a third more senior rank to the prevailing structure. In 1976, with the

arrival of majority rule a newly elected Government passed a bill to enact the Immigration Act, 1967. This Act essentially focused on the control of admittance, employment, movement and residence of persons within the Bahamas who were neither Citizens nor Belongers. The 1967 Act was revised in 1987. This revision established the Immigration Board. Various amendments to the Immigration Act have served to enable the Department to effectively carry out its mandate of supervision and control. A result of one of these amendments was the establishment of the Detention Center. This entity serves as a transitory holding facility pending Repatriation or Deportation. Currently, it is located at Golden Isles Road off Carmichael Road.

The actual office of the Immigration Department has changed location a few times. Previously, the Department was housed at the Ironmongery building, Bay Street and the former Hampshire House. Presently, Mount Royal House, Hawkins Hill serves as the Department's Headquarters.

## **IMMIGRATION (AMENDMENT) BILL**

A bill to amend the Immigration Act, making provisions for the issuance of BH-IB visas and BH-4S work permits, passed in the House of Assembly on April 25, 2019. The proposed reforms were fully supported by Minister of Immigration and Financial Services, Brent Symonette, who expressed his hopes that the new visa type would attract technology firms and other industries to the Bahamas. He lamented that the current act governing Immigration has not been substantially changed since 1973, therefore an amendment now would have to carefully consider our constitution and challenges the department increasingly faces.



## DIRECTORS

The Immigration Department produced the following Directors and Acting Directors:

- |  |                        |
|--|------------------------|
| 1. Mr. Wenzel Granger (deceased)           | 1964 – 1969            |
| 2. Mr. Arthur Barnett (Acting) (deceased)  | 1969 – 1972            |
| 3. Dr. Davidson Hepburn                    | 1971 – 1972            |
| 4. Ms. Barbara Pierre* (Retired)           | 1972 – 1993            |
| 5. Dr. Doswell Coakley (Acting) (deceased) | 1993 – 1994            |
| 6. Mr. Charles Turnquest                   | 1994 (March – October) |
| 7. Dr. Doswell Coakley (deceased)          | 1994 – 1996            |
| 8. Mr. Allan Strachan (Acting)             | 1996 (January – July)  |
| 9. Mr. Melvin Seymour                      | 1997 – 2000            |
| 10. Mr. Vernon Burrows                     | 2000 – 2008            |
| 11. Mr. Jack A. Thompson                   | Nov. 2008 – 2012       |
| 12. Dr. William J. Pratt                   | 2012 - December 2017   |
| 13. Mr. Clarence A. Russell II             | January 2018- Present  |

*\*Longest serving Director of Immigration and the only female to date.*

## PRESENT DAY

Immigration is a law enforcement branch of government currently under the Ministry of Financial Services, Trade & Industry, and Immigration. The powers of the Director of Immigration and Immigration Officers appointed by the Governor General are outlined in the Immigration Act which outlines their duties and functions and how they should be performed. These officers are specifically charged with the supervision and control of the Borders of The Bahamas and facilitating its continuous economic development. The provisions of the Act allow for the control of any person other than a citizen entering the country. Officers are assigned to man

approved ports of entry, to document border crossings and refusals of leave to land. They look to see that travelers meet the normal entry requirements before placing an entry endorsement in their passport in the form of a stamp.

A crucial duty of the department is the investigation of violations of the provisions of the Immigration Act, and prosecuting in a timely manner those found to be in breach of the same.

The streamlining of the process to receive and process applications also to provide a final document is of utmost importance to our administrative function as a Department. The Department with the cooperative efforts of officers and support staff process all submitted applications for the following status types:

- Asylum Seeker
- Citizenship Certificate
- Diplomatic ID
- Government Worker Card
- Homeowner Card
- Permanent Resident Certificate
- Permit to Reside
- Refugee
- Resident Belonger Permit
- Resident Spouse Permit
- Special Permit
- Work Permit - Long Term
- Work Permit - Short Term

## DEPARTMENTAL SECTIONS & UNITS

The Department of Immigration is comprised of the following sections:

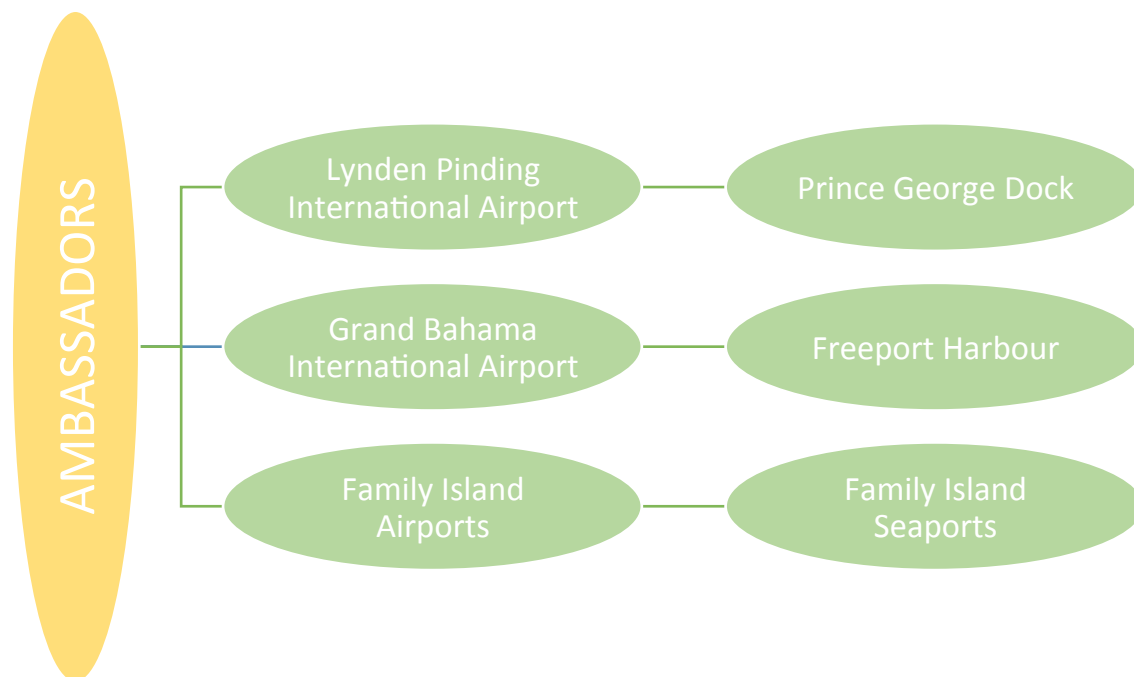
Accounts  
Administrative Registry  
Application Processing Unit  
Automated Data Processing Unit (A.D.P)  
Board Matters  
Canine Unit (K9)  
Classified Registry & Stop List Control  
Complaints & Corruption  
Communications & Consultation Units  
Courts & Legal Affairs  
Detention Center (DC)  
Directorate Offices  
Enforcement & Deportation  
Family Islands Unit  
General Registry  
Human Resource Unit  
Information Technology  
Lynden Pindling International Airport (LPIA)  
Permanent Residence, Citizenship & Naturalization  
Permits  
Prince George Dock (PGD)  
Public Relations  
Supplies & Fleet Management  
Research & Planning

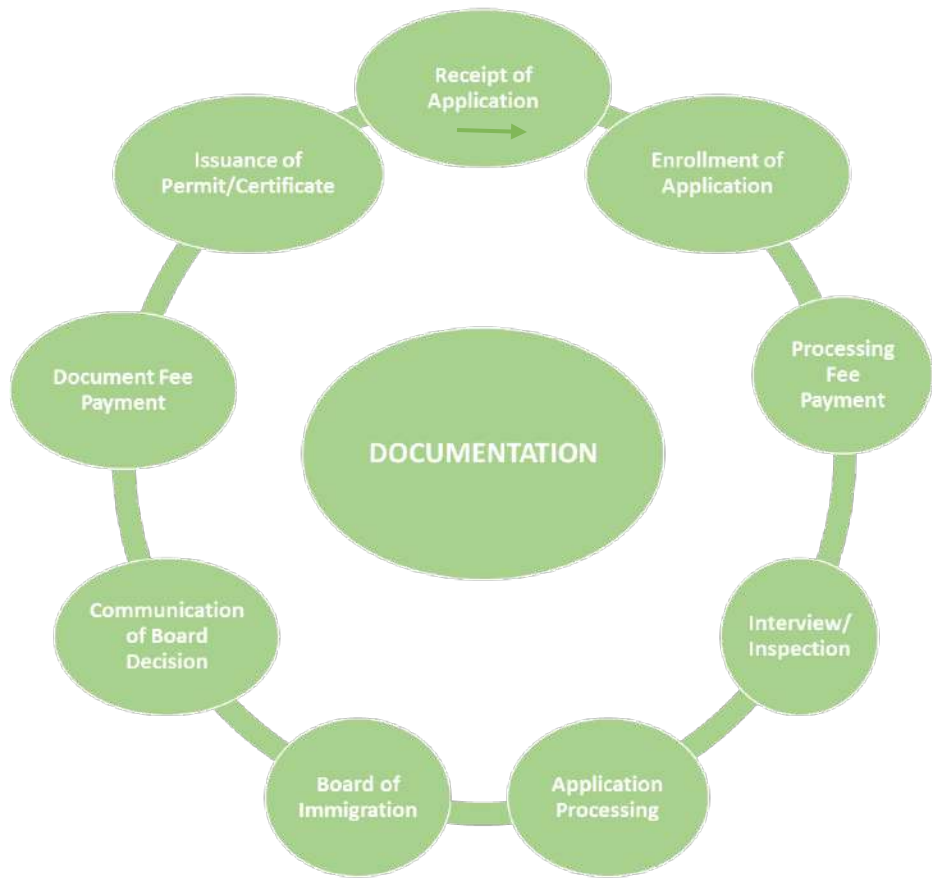
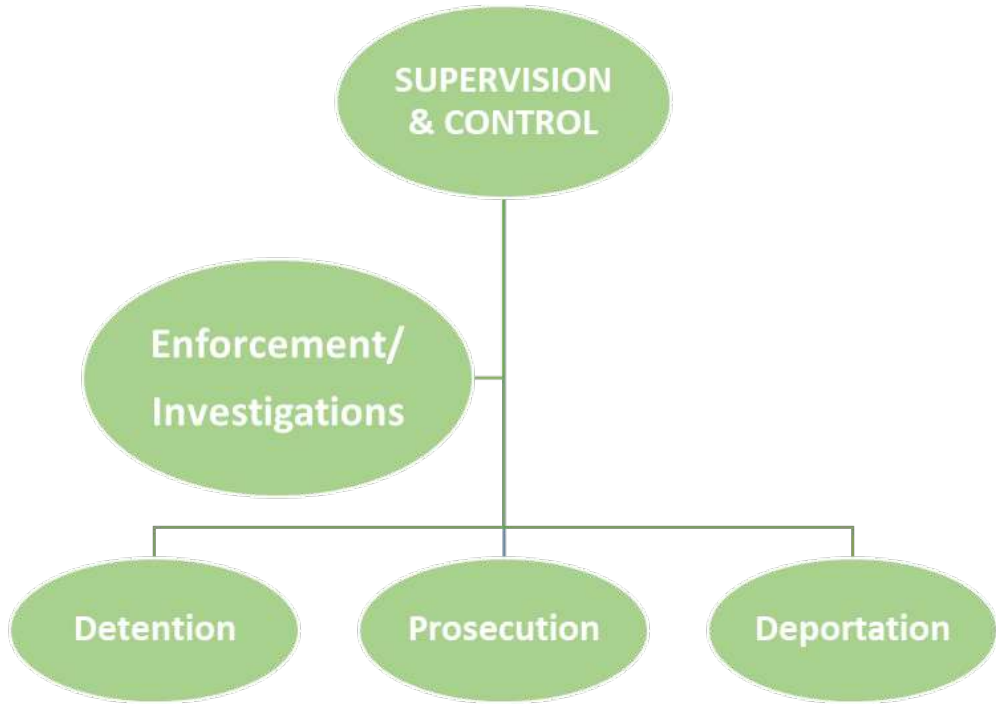
Reception / Triage / Employer Management  
Refugee Administration  
Security Operations & Building Maintenance  
Training Unit

## FUNCTIONS OF TODAY'S IMMIGRATION DEPARTMENT

When we look at the various units and sections of the Department of Immigration, their functions can be classified under three categories:

1. Ambassadors for the Country
2. Supervision & Control
3. Documentation





## ACKNOWLEDGEMENTS

The Annual Report Committee would like to recognize the hard work and effort of everyone who contributed to the completion of this report. Primarily, we wish to extend our gratitude to; *The Office of the Minister responsible for Immigration, The Directorate and Senior Management team, Grand Bahama, Abaco and all other Family Island Offices, our Immigration K9 Unit, Human Resources, Detention Center, Enforcement Unit, Lynden Pindling International Airport, Human Resources and Permits Sections; Application Processing, Public Relations, Research & Planning and Information Technology Units* and every section and branch of the Department of Immigration contained therein.

Special recognition is given to *Director, Mr. Clarence A. Russell II, Assistant Director Keturah Ferguson, Superintendents Donnalee King-Burrows and Stephen Laroda* for their vision and leadership in bringing this 2019 Annual Report to fruition. Special thanks is also given to *Dr. Robert Higgs* of Grand Bahama for his valuable contribution. Commendation is extended to *Officer Thea Moss* of the Public Relations Unit and *Officers Anishka Bowleg and Celest Williams* of the I.T. Unit for their hard work and dedication in spearheading and producing this report. Thanks is extended to *Officers Charles Walkine and Mercedes Ferguson* of the Research & Planning Unit for serving on the Annual Report Committee.

We look forward to the continued support and cooperation of all aforementioned persons and others as we continue to advance the Immigration Department and in protecting our borders in the years ahead.

Thank you!



# PART ONE



# 80

years *'Commemorating Our Beginning, Working in Our Now and Influencing Our Future!'* Under this theme formulated by **Gr.II Officer Anishka Bowleg**, the Department celebrated its 80<sup>th</sup> anniversary in 2019. To mark this professional milestone, a select committee was formed to organize a series of events.

*"From the experience of the past,  
we derive instructive reasons for  
the future."*

John Quincy Adams

~1825~

Established in 1939, the Department of Immigration boasts of a rich history that spans back to 1920, *(even before its official established date)* when times were much

different from they are today. An era where the Department was sufficiently staffed with two distinct ranks (Immigration Officer & Assistant Immigration Officer) and a total staff compliment of three until the 6<sup>th</sup> January 1964 with the secondment of Wenzel Granger as Chief Immigration Officer, thus introducing a third rank to the structure.

1964 – Chief Immigration Officer –most senior rank in the rank structure.

2019 – Director of Immigration – most senior rank in the rank structure.

The month of May was designated as Immigration Awareness Month. On 13<sup>th</sup> May, a weeklong exhibition was held at the Mall at Marathon which afforded staff and the general public access to a plethora of information. The event showcased the history of the Department, mission and vision, former directors, the newly formed Canine Unit and introduced our new automated systems. Mrs. Cora Colebrooke,

Acting Permanent Secretary in the Ministry of Financial Services, Trade and Industry and Immigration gave the keynote address. The event was a resounding success!

On the 14<sup>th</sup> May, the Department fellowshiped at St. Joseph's Roman Catholic Church, Boyd Road; giving honor and thanksgiving to God for bringing the organization thus far. In attendance were representatives of the local law enforcement community, dignitaries, and other community leaders. In his Homily, Vicar Kendal Forbes encouraged the staff and all in attendance to unite as one to get the job done.

To effectively carry out all aspects of our jobs, it takes the support of family and friends, especially the hardworking officers that risk their lives on the streets and overseas when duty calls. To this end the Department took the time on the 25<sup>th</sup> May to say thank you to staff and their family with an annual family fun day, held at the Beach Soccer Stadium, East Bay Street. Activities like the dunking booth, petting zoo, water slides for the kids and competitive but fun games of volleyball and a domino tournament were all a part of the grand celebration. We congratulate the staff of LPIA, who walked away winners of the volleyball tournament!

*"Growth is never by mere chance, it is the result of forces working together."*

James Cash Penny, founder  
-J.C.Penny

Still creating historical waves, 2019 ushered in yet another professional milestone for the organization. On 29<sup>th</sup> May, the department hosted a certification ceremony for officers who successfully completed the K9 Handlers Training Program. Included in this training was a participant from The Bahamas Customs and Excise

Department, which speak to collaborative efforts between both Departments and future similar partnerships with other law enforcement agencies.

As the celebrations were not New Providence centric, other islands were also included and held events to commemorate the historic occasion. On 29<sup>th</sup> May, the Grand Bahama district celebrated with a church service at Mary Star of the Sea Roman Catholic Church; Director Russell attended and brought remarks. Additionally, the district hosted an exhibition at the Cornelius A. Smith Building, GB, and a Family Fun Day at Banana Bay Beach on 15<sup>th</sup> June. On 27<sup>th</sup> July, the district's Social, Sports and Welfare Committee also hosted a grand steak-out in which part proceeds was donated to the Home Away From Home Retirement Center. The event was dubbed a great success and was fully supported by the Grand Bahama community.

The Abaco district celebrated with a church service and luncheon on 2<sup>nd</sup> June at St. John the Baptist Anglican Church and Wally's Restaurant in Marsh Harbour.

Also joining in the celebrations were the Eleuthera district who celebrated with honoring staff for dedicated and outstanding services, the Andros district who celebrated by giving back to the local communities of both Central and San Andros, and the Exuma district who celebrated by partnering with the Bahamas Customs Department on that island in a Halloween Trick or Treat give back to the children of the district.

To culminate the events for the anniversary, on 30<sup>th</sup> November, the Department hosted its 1<sup>st</sup> Annual Fall Feast Luncheon at Mount Royal House. Scrumptious thanksgiving meals and pastries were served. The event was well supported by staff, fellow law enforcement agencies and other stakeholders. Food from the event was also donated to the Great Commission Ministries to assist in feeding those most in need.

80 years of not just a rich history and a firm foundation to build upon, but also the realization that there is much room for growth and harnessing of young talents in



collaboration with wise counsel from pillars within the organization, coupled with the embracing of a new technological era; it is certain that the future of The Bahamas Immigration Department is beaming bright and well on the right path to effectively and efficiently carry out its mandate of protecting the borders of the country.

A glance back into 1939 shows us not only the growth of the Department; but as a matter of fact, how far we've come as a nation! It provides a snapshot so vivid that it propels us forward to embrace change and move with the times to ensure the organization is strategically placed, sufficiently staffed with trained officers and support staff, and access to resources needed to aid in the fight against the new criminal element that has grown in pandemic proportions worldwide. So as we celebrated a momentous professional milestone, we likewise prepare for future eventualities!

### *80<sup>th</sup> Anniversary Banner*



*'Commemorating Our Beginning, Working in Our Now and Influencing Our Future'*

# SOCIAL COMMITTEE

## STATEMENT OF PURPOSE

The Social and Welfare Committee is responsible for planning and coordinating social activities such as mix and mingles, fundraisers, fun days, and novelty acts for the benefit of the Department. The feedback and engagement during the year has proven to increase employee morale, which is an important aspect for a productive and efficient workplace. The committee also aids in creating a community spirit among all staff members through the wide variety of events offered.

## EXECUTIVE MEMBERS:

**Mizpah C. Smith** – President

**Ashton Greenslade** – Vice President

**Arneth Rolle-Hanna** – Treasurer

**Jameka Thurston** – Asst. Treasurer

**Andrea Moxey** – Secretary

**Braddesha Lloyd** – Asst. Secretary

**Alton Forbes** – Chaplin

**Lynette Rolle** – Asst. Chaplin

**Tamika Neymour** – Event Coordinator

**Derricka Pitt** – Event Coordinator

**Xavier Todd** - Event Coordinator

**Lavardo Wilmott** – Event Coordinator



## OTHER MEMBERS:

Charlsina Strachan

Denaj Wilchombe

Corey Bonaby

Andrea Longley

Dale Robinson

Dwayne Kelly

Perry Davis

Juanita Armbrister

Marvette Young

Eva Knowles

## SOCIAL EVENTS

In 2019, the Social and Welfare Committee has embarked on a quest to restore comradery within the Department by introducing a calendar of events. The Department celebrated its **80th anniversary** this year, so this task was much more significant.

On **13<sup>th</sup> April, 2019**, we hosted a *'Soca Edition' Mix & Mingles*, this event garnered the attention of the young and the young at heart, and proved to be very successful.

The Social and Welfare Committee collaborated with a sub-planning committee that was instituted to coordinate events for Immigration Awareness Month in May 2019. This collaboration yielded a successful month, some of the events included:

- Annual Family Fun day on **May 25, 2019** at Bahamas Football Association arena
- Annual Church Service & Reception on **May 26, 2019** at St. Joseph's Roman Catholic Church, Boyd Road
- Annual Mother's Day giveaway on **May 10, 2019**

On **June 14, 2019** we hosted a Father's Day giveaway where all fathers received a token of love and appreciation. This initiative included staff at Mount Royal House, Prince George Wharf, Carmichael Road Detention Center and Enforcement Unit. The Lynden Pindling International Airport staff hosted their Father's Day celebration on **June 17, 2019**.

Thanksgiving was celebrated with a *Fall Feast Luncheon* on **November 30, 2019**, this event was well supported by the staff and the public at large. A large number of meals was donated to the Great Commission Ministries International, Wulff Road. The sale of tickets for this event was won by our team at Lynden Pindling International Airport and the entire staff compliment was rewarded with a 'Pizza Party', compliments of the Social & Welfare Committee.

## 80<sup>th</sup> Anniversary & Social Committee in Conjunction with the Public Relations Unit Celebrate a memorable 2019!

### *Immigration Awareness Exhibition-New Providence*

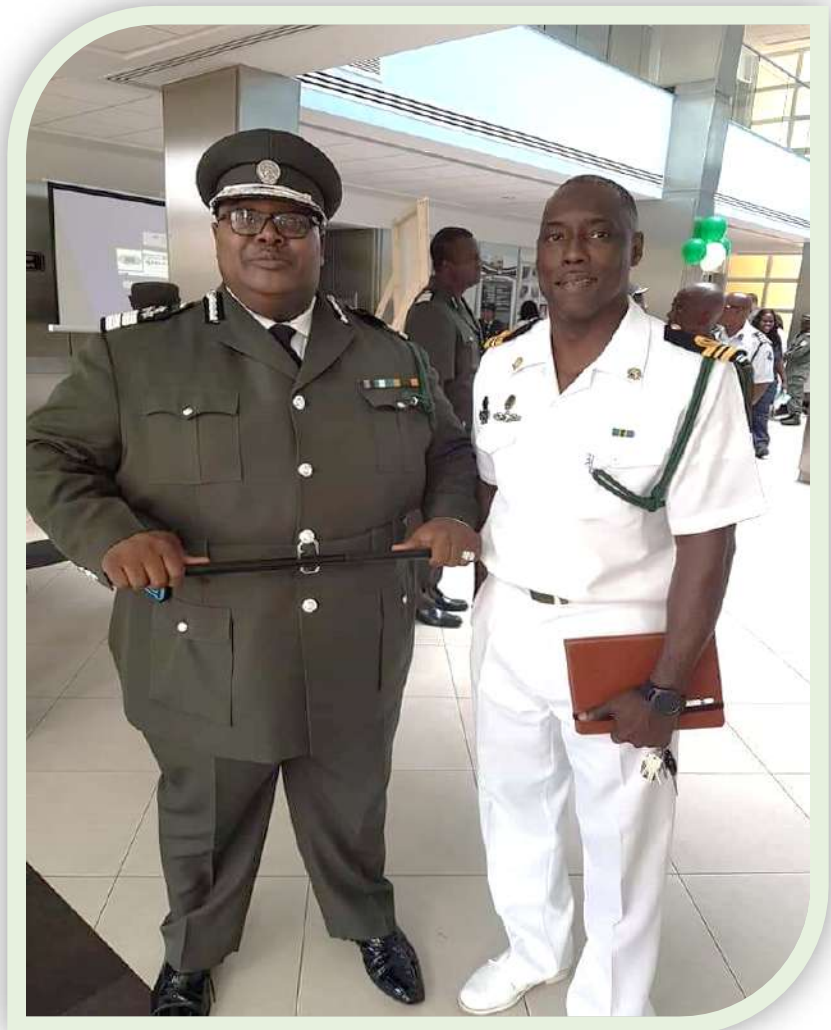








*Immigration Awareness Exhibition -Grand Bahama*





### K9 Handler's Certificate Ceremony





*Family Fun Day- New Providence*







## 80<sup>th</sup> Anniversary Church Service –New Providence







**80<sup>th</sup> Anniversary Church Service –Grand Bahama**



*80<sup>th</sup> Anniversary Church Service – Abaco*





*The Public Relations Unit partners with the Social & Welfare Committee for the success of the **Fall Feast Fundraiser** and the **Annual Christmas Party** events!*

## Fall Feast Fundraiser



## Annual Staff Christmas Party









# PART TWO





# ACCOUNTS UNIT

## UNIT STAFF

- **Althea Smith-** Finance Officer II
- **Clarise Gardiner-** Finance Officer III
- **Deborah Styles-** Finance Officer III
- **Vinique Deveaux-** Senior Clerk
- **Jameka Thurston-** Senior Clerk
- **Joan Demeritte-** Chief Accounts Clerk
- **Lottie Palumbo-** Chief Accounts Clerk
- **Jessie Reckley-** General Service Worker
- **Annastacia Sears-Rolle-** Assistant Cashier
- **Kereese Moss-** Clerical Assistant
- **Latalier Rose-** Clerical Assistant
- **Evernique Munroe-** Clerk



# UNIT STATISTICS

## A ctual /F orecast Revenue 2019

Account Description	2019 Actuals	2019 Forecast	Prior Year Actuals	Variance Actuals vs. Forecast	Variance Actuals vs. Prior Year Actuals
Value Added Tax	0.00	0.00	0.00	0.00	0.00
Immigration Fees	28,340,540.81	72,419,239.00	55,031,884.78	-44,078,698.19	-26,691,343.97
Naturalisation	166,475.00	347,351.00	258,235.00	-180,876.00	-91,760.00
Residency	799,694.23	2,404,255.00	2,220,775.00	-1,604,560.77	-1,421,080.77
Work & Resident Permit Fees	4,247,725.46	17,985,910.00	6,196,344.83	-13,738,184.54	-1,948,619.37
Sale Of Immigration Cards	10,697.38	49,770.00	38,831.20	-39,072.62	-28,133.82
Homeowner Card	26,750.00	61,369.00	43,650.00	-34,619.00	-16,900.00
Homeowner Card Processing Fee	12,400.00	52,134.00	33,950.00	-39,734.00	-21,550.00
Immigration Training Levy	0.00	0.00	0.00	0.00	0.00
Immigration Inspection	67,956.20	557,208.00	568,820.87	-489,251.80	-500,864.67
Immigration Fees	6,931,303.54	0.00	17,764,049.30	6,931,303.54	-10,832,745.76
Naturalisation	9,850.00	0.00	30,450.00	9,850.00	-20,600.00
Residency	9,500.00	0.00	39,600.00	9,500.00	-30,100.00
Work & Resident Permit Fees	1,665,611.89	0.00	3,557,475.00	1,665,611.89	-1,891,863.11
Sale Of Immigration Cards	3,260.00	0.00	0.00	3,260.00	3,260.00
Homeowner Card	4,000.00	0.00	11,000.00	4,000.00	-7,000.00
Homeowner Card Processing Fee	5,000.00	0.00	11,700.00	5,000.00	-6,700.00
Immigration Inspection	82,692.42	0.00	98,690.22	82,692.42	-15,997.80
Naturalisation	5,480.00	0.00	24,200.00	5,480.00	-18,720.00
Residency	2,900.00	0.00	50,475.00	2,900.00	-47,575.00
Work & Resident Permit Fees	400,628.45	0.00	3,866,290.69	400,628.45	-3,465,662.24
Sale Of Immigration Cards	0.00	0.00	353.00	0.00	-353.00
Homeowner Card	0.00	0.00	4,950.00	0.00	-4,950.00
Homeowner Card Processing Fee	0.00	0.00	1,700.00	0.00	-1,700.00
Immigration Inspection	2,977.23	0.00	0.00	2,977.23	2,977.23

## Revenue Forecast 2020

Account Description	2020 Actuals	2020 Forecast	Prior Year Actuals	Variance Actuals vs. Forecast	Variance Actuals vs. Prior Year Actuals
Value Added Tax	0.00	0.00	0.00	0.00	0.00
Immigration Fees	29,047,168.87	72,419,239.00	55,031,884.78	-43,372,070.13	-25,984,715.91
Naturalisation	168,675.00	347,351.00	258,235.00	-178,676.00	-89,560.00
Residency	803,994.23	2,404,255.00	2,220,775.00	-1,600,260.77	-1,416,780.77
Work & Resident Permit Fees	4,397,050.46	17,985,910.00	6,196,344.83	-13,588,859.54	-1,799,294.37
Sale Of Immigration Cards	12,489.38	49,770.00	38,831.20	-37,280.62	-26,341.82
Homeowner Card	27,500.00	61,369.00	43,650.00	-33,869.00	-16,150.00
Homeowner Card Processing Fee	12,400.00	52,134.00	33,950.00	-39,734.00	-21,550.00
Immigration Training Levy	0.00	0.00	0.00	0.00	0.00
Immigration Inspection	74,256.20	557,208.00	568,820.87	-482,951.80	-494,564.67
Immigration Fees	7,536,150.93	0.00	17,764,049.30	7,536,150.93	-10,227,898.37
Naturalisation	9,850.00	0.00	30,450.00	9,850.00	-20,600.00
Residency	10,300.00	0.00	39,600.00	10,300.00	-29,300.00
Work & Resident Permit Fees	1,707,811.89	0.00	3,557,475.00	1,707,811.89	-1,849,663.11
Sale Of Immigration Cards	3,260.00	0.00	0.00	3,260.00	3,260.00
Homeowner Card	4,000.00	0.00	11,000.00	4,000.00	-7,000.00
Homeowner Card Processing Fee	5,200.00	0.00	11,700.00	5,200.00	-6,500.00
Immigration Inspection	82,792.73	0.00	98,690.22	82,792.73	-15,897.49
Naturalisation	5,480.00	0.00	24,200.00	5,480.00	-18,720.00
Residency	2,900.00	0.00	50,475.00	2,900.00	-47,575.00
Work & Resident Permit Fees	400,628.45	0.00	3,866,290.69	400,628.45	-3,465,662.24
Sale Of Immigration Cards	0.00	0.00	353.00	0.00	-353.00
Homeowner Card	0.00	0.00	4,950.00	0.00	-4,950.00
Homeowner Card Processing Fee	0.00	0.00	1,700.00	0.00	-1,700.00
Immigration Inspection	2,977.23	0.00	0.00	2,977.23	2,977.23



# APPLICATION PROCESSING UNIT



The purpose of **Application Processing Unit** is to prepare an application summary for every individual electronic file and submit this summary to the Directorate so that they may make the necessary recommendations and the Immigration Board Final Decisions for all applications. The Application Processing Unit is vital to the process because it acts as the “seeing eye” for the Immigration Board. Moreover, the information which is compiled from the various documents and interviews for each application creates a transparent work environment.



## UNIT STAFF

- **Florinda Black-Farrington**, Chief Immigration Officer
- **Michelle Williams**, Immigration Officer I
- **Marva Gibson**, Immigration Officer I
- **Tameka Russell**, Immigration Officer II
- **Eulamae Rolle**, Chief Clerk
- **Marinetta Williams**, Chief Clerk
- **Heather McPhee-Bain**, Senior Clerk
- **Marina King**, Senior Clerk
- **Ashley Taylor**, Trainee Immigration Officer
- **Rodericka Lafleur**, Trainee Immigration Officer
- **Xaviera Roach**, Clerk
- **Turkessa McIntosh**, Data Entry Operator

## AREAS OF RESPONSIBILITY

- Peruse applications to ensure that the request submitted to the Department is properly documented; if the application is not fully documented, request any additional documents via emails, telephone calls, or client visit to the office to obtain documents/ information for the applications before submitting an application summary.
- Communicate with prospective sponsors/employers to obtain clarity regarding their need.
- Conduct interviews for in depth knowledge concerning each request for Long Term/Short Term Work Permits and Permits to Reside.

- The application summary operator must compile information into approval notes by preparing a detailed application summary for each application. This summary which is submitted, assists the Directorate greatly, to make their recommendations for approval, refusal or further discussions before the final decision is made by the Board on each application.

This Unit is also responsible for the generation of agendas for long term applications, including new, renewal, reconsideration of work permits and new or renewal of permits to reside.

### **HIGHLIGHTS FOR 2019**

- Identity Document Management System (IDMS) upgrade of spell check, history at the bottom of application notes, ability to view documents in the approval notes page while summaries are being typed.
- Joining the team in 2019 were Eulamae Rolle, Marinetta Williams, Turkessa McIntosh and Marina King. A number of officers previously assigned to the area were reassigned to work at LPIA and Prince George Dock.

### **UNIT GOALS FOR 2020**

- Improve delivery of service to our clients: Timely processing and improved communication with those we serve on a daily basis.
- Professional in our department and conduct.

- Further training and retraining to ensure that each team member is knowledgeable and fully equipped to execute his/her duties.
- Additional staff
- The success of indexing of all files to ensure that summary operators have all the necessary history and information related to each application
- Monthly staff meetings to ensure that all staff are aware of any changes or new policies.
- Engage management in discussions for the re-implementation of an Interviews & Inspections Division.
- Improve internal communication with each other and the various sections that we work with daily.
- Improve presentation of the compilation and final product of our work.
- Employee of the month/quarter incentive.

# BOARD MATTERS

## UNIT STAFF

- Fearlease Wallace, Superintendent of Immigration
- Gina Ross, Registry Supervisor

## UNIT AREAS OF RESPONSIBILITY

- Entering the Immigration Board's decisions into the Identity Document Management System (IDMS)
- Ensuring that fees, Job Titles and duration of the Permits are correct



# COMMUNICATIONS & CONSULTATION UNITS



## UNIT FUNCTIONS & AREAS OF RESPONSIBILITY

The Consultation and Communications Sections were established in September 2018 upon the launch of the Immigration Department's new **Identity Document Management System (IDMS)**. Mrs. Linda Munroe-Nairn, Executive Officer (EO), manages both units.

The Consultation and Communications Sections are responsible for providing the majority of verbal and written correspondence between The Immigration Department and the general public as it relates to Work and Resident Permits. General duties include but are not limited to; answering general inquiries about the status of pending applications in addition to the generation and issuance of most of The Department's external correspondence.

## UNIT STAFF

**Mrs. Linda Munroe-Nairn**

Executive Officer

### **Consultation Unit**

**Ms. Marvette Young**

Senior Clerk

**Ms. Yoanne Sands**

Clerk

**Ms. Arlinka Brice**

General Service Worker

### **Communications Unit**

**Lakethera Curry**

Trainee Immigration Officer

**Andrea Longley**

Trainee Immigration Officer

Kelicia Clarke

Trainee Immigration Officer

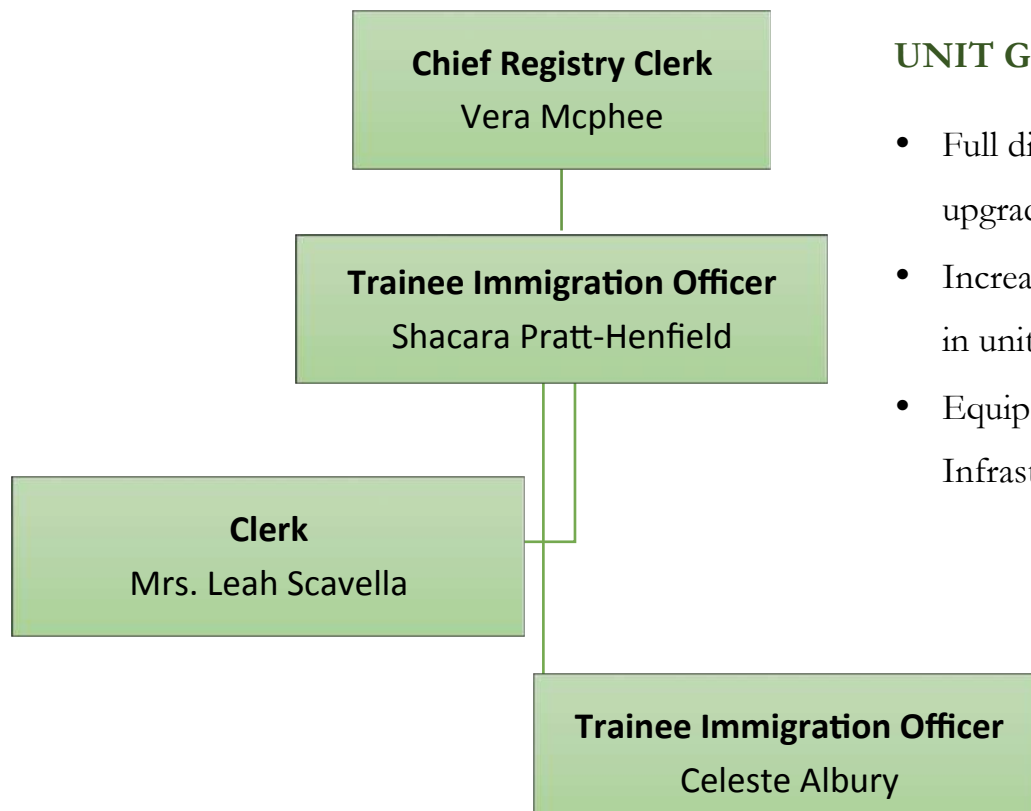
## UNIT GOALS 2020

- To Minimize Errors
- To Improve Time Management & Delivery
- To Improve Inter-office Professional Relationships
- To Continuously Train & Develop new skills

# DATA CORRECTION UNIT

The Data Correction Unit is responsible for correcting errors that were keyed into the **Identity Document Management System (IDMS)**. Furthermore, this unit is responsible for making updates to applications that were missed at the enrollment stage and scanning in new/additional documents requested in support of an application.

## UNIT STAFF



## UNIT GOALS FOR 2020

- Full digitization and upgrade of filing system
- Increase human resources in unit
- Equipment and Infrastructural Upgrades

# Enforcement Unit

The Department of Immigration's Enforcement Unit primarily consists of the *Investigations Section, Canine Unit, Legal Affairs, Refugee Administration, Deportation Unit and Detention Center*. Collectively, these sub-units work together to ensure that the ends of justice are met as it relates to the arrest, timely prosecution and repatriation of individuals found in contravention of the **Statute Law of The Bahamas – Immigration Act Chapter 191**.

Enforcement Unit Officers have a wide range of duties and play many different roles when dealing with people from various countries, social class and cultures. Listed below are some of the key roles that an Enforcement Officers undertake:

1. Surveillance Officer
2. Arresting Officer
3. Escorting Officer
4. Intake Officer
5. Liaison with other Law Enforcement Agencies and Social Service Department.
6. Custodial





*“Kudos to the hard working men and women of the Enforcement Unit for a productive 2019. Your dedication and commitment in putting country above self is evident in the results of this report. We pray God’s blessing for good health, safety, a renewed commitment in 2020 as we continue to serve the people of the Commonwealth of The Bahamas.”*

*-Harold Thurston, O/C Enforcement Unit, 2019*



## INVESTIGATIONS UNIT STAFF

**Harold Thurston**, Chief Immigration Officer  
O/C Enforcement Unit (New Providence)

**Vonetta Darling- Flowers**  
Senior Immigration Officer, O/C Deportation Unit

**Lynette Rolle**

Immigration Officer I

**Denaj Wilchcombe**

Immigration Officer II

**Corey Bonaby**

Immigration Officer II

**Dwayne Kelly**

Immigration Officer II

**John Meadows**

Trainee Immigration Officer

**Thorn Curry**

Trainee Immigration Officer

**Romania Rolle**

Trainee Immigration Officer

**Freelandra Rolle**

Trainee Immigration Officer

**Kashanique Charlton**

Trainee Immigration Officer

**Kenisha Rahming**

Trainee Immigration Officer

**Trevorvao Mackey**

Trainee Immigration Officer

**Jamal Williams**

Trainee Immigration Officer

**Brindera Pratt**

Trainee Immigration Officer

**Andrew Gittens**

Immigration Officer I

**Larenza Brown,**

Immigration Officer II

**Andreka Hanna**

Immigration Officer II

**Donphilip Newbold**

Trainee Immigration Officer

**Bradley Rahming**

Trainee Immigration Officer

**Alexis Knowles –Barr**

Trainee Immigration Officer

**Bradesha Mackey**

Trainee Immigration Officer

**Eva Knowles**

Trainee Immigration Officer

**Natalia Brown**

Trainee Immigration Officer

**Glenroy Darville**

Trainee Immigration Officer

**Trevon Greene**

Trainee Immigration Officer

**Sebastian Joyce**

Trainee Immigration Officer

**Jamie Johnson**

Trainee Immigration Officer

**Clarence Russell**  
 Director of Immigration



**Dwight BENEBY**  
 Assistant Director of Immigration



**Harold Thurston**  
 Chief Immigration Officer  
 O/C Enforcement Unit



**Lynette Koile**  
 Immigration Officer I



(2) Trainee Immigration Officers



**Andrew Gittens**  
 Immigration Officer I



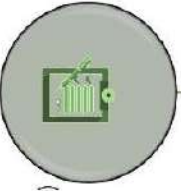
(5) Immigration Officer II



**Yonetta Darling-Flowers**  
 Senior Immigration Officer  
 O/C Deportation



(1) Trainee Immigration Officer



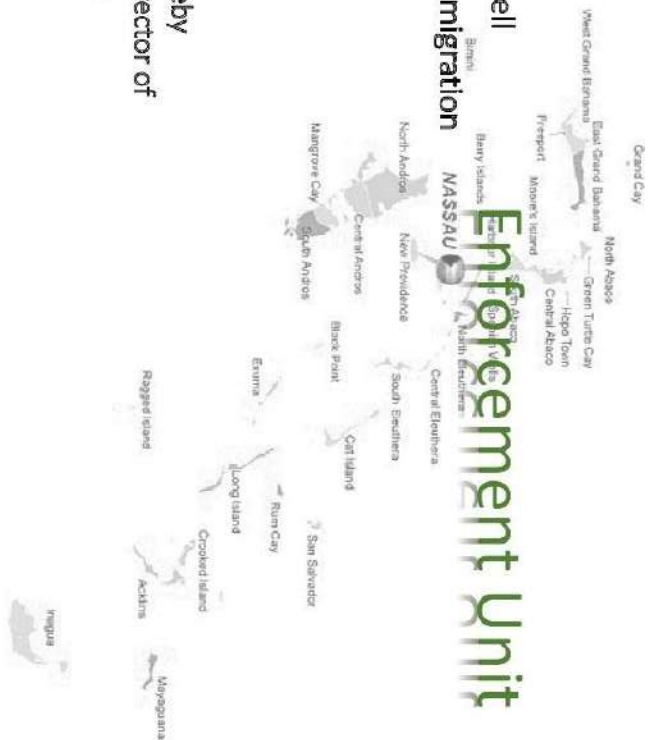
*Administrative Team Member*



*Tactical Team Member*



(17) Trainee Immigration Officers



**Enforcement Unit**

SECTOR OF MASSAU



## INVESTIGATIONS UNIT HIGHLIGHTS 2019

### TRAINING OPPORTUNITIES

**Basic Firearms Training**



**Basic Apprehension Tactics**



**Trafficking in Persons Training**

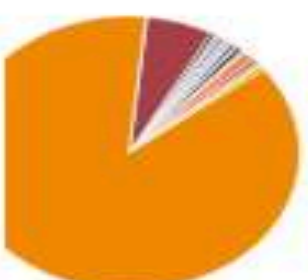






## ARREST STATISTICS

# 2019



● Canadian	1	● America	7
● Brazilian	4	● Colombian	10
● Cuban	7	● Dominican	3
● German	3	● Guyanese	5
● Haitian	935	● Italian	1
● Jamaican	67	● Mexican	5
● Peruvian	1	● Venezuelan	4
● Bangladeshi	1	● Filipino	4
● Spanish	2	● Bosmain	1
● Russian	3	● New Zealand	2
● Polish	1	● Indian	7

ENFORCEMENT UNIT

# CANINE UNIT

## (K9 UNIT)

The K9 Unit was established in **January, 2016** with a team of four (4) Officers. It has since grown to a team of thirteen (13) Officers between the New Providence and Grand Bahama Districts. There are currently seven (7) tactically trained canines attached to the Unit. The canines of choice for the Immigration Department are Belgium Shepherds, German Shepherds and Doberman Pinschers. Some of their specialties include: ***Tracking, Protection, Find & Bark, Riot Control, Combat Swimming, Border Patrol, Drug Detection*** and ***Firearm Detection***.



## K9 UNIT STAFF

**Mr. David Rolle**  
Unit Supervisor

**Ms. Tia Charlow-Moss**  
Immigration Officer II

**Mr. Terron Williams**  
Immigration Officer II

**Mr. Philip Poitier**  
Immigration Officer II

**Mr. Neko Pearce**  
Immigration Officer II

**Mr. Devaughn Anderson,**  
Trainee Immigration Officer

**Mr. Kadrian Cooper**  
Trainee Immigration Officer

**Mr. Stafford M. Higgs**  
Trainee Immigration Officer

**Mr. Sheldon Horton**  
Trainee Immigration Officer

**Mr. Trae Gilbert**  
Trainee Immigration Officer

### UNIT CANINES & SPECIALTIES:

**Anna** – Attack & Tracking

**Cane**- Attack & Tracking

**Bella**- Attack & Tracking

**Caesar** – Ammunition, Firearms & Narcotics

**Diego**- Tracking & Patrol

## **PRIMARY RESPONSIBILITIES OF THE K9 SUPERVISOR:**

- To give general supervision of the K9 Unit 24/7.
- To identify and maintain a dedicated and accredited trainer for the K9 Unit as approved by The Director.
- To offer bi-annual Review and inspection of all K9 Unit training records and deployment records.
- To Inspect K9 equipment on a regular basis.
- Ordering of all food rations, canine specific equipment and Medication as needed.
- Coordination of all community related demonstrations with the canines.



## K9 TRAINERS' GRADUATION



On May 29<sup>th</sup>, 2019, the Department of Immigration introduced for the first time in its 80 year history its very own K9 Trainers, Decoy and Handlers Graduation Ceremony. The proud graduates who worked extremely hard for the honours and accolades which were not just restricted to Immigration Officers. **Customs Officer Jaydawn Turnquest** (female) participated and was successful as well. The training lasted over a period of 2 months and pushed the officers, human and k9 to new limits in physical and mental strength. The K9 unit has proven itself to be an integral part of The Immigration Department despite being one of the newest units to be established. After the graduation ceremony attendees were treated to a K9 exhibition at Malcolm Park, East Bay Street, where our combined skilled teams put on a riveting display of Dogs with Handlers.

Special guests in attendance were **RBDF Lieutenant Commander Freddy Brown, RBPF's Superintendent Curry and Assistant Superintendent Williams, Former Assistant Director of Immigration William Nottage, BDOC Petty Officer Whyms** and Bahamas Customs representatives. Additionally a number of Immigration staff members alongside the family, friends and supporters of the graduates were pleased. The Officer-in- Charge of K9, **David Rolle**, beamed with pride as he gave a speech commissioning and congratulating those he saw grow in confidence and skill throughout the course. **Immigration Officers DeAntrinique Whyms, Terron Williams, Phillip Poitier, Stafford Higgs, Juan Ritchie, Trae Gilbert, Dillon McKinney and Jaydawn Turnquest** (Bahamas Customs) were the successful candidates and participants.

#### **UNIT GOALS FOR 2020**

- Establish a home base for the K9 Unit, with kennels.
- International Training for K9 Officers
- Another key component to advancement is growth and expansion meaning breeding however, without our own facilities being able to breed would be very difficult.

# REFUGEE

## ADMINISTRATION

The Bahamas Immigration Refugee Administration Unit assists the Ministry of Foreign Affairs by processing applications from persons seeking asylum in The Bahamas; who qualify according to the **1951 Geneva Convention and its 1967 Protocol**. The Unit also identifies, processes and assists human trafficking victims.

### *Trafficking in Persons*

**Trafficking in persons (TIP)**, also known as human trafficking, refers to the recruitment, transfer/transport, harboring/receiving of persons by force, kidnapping, fraud or any other means of manipulation/ deceit with the aim of exploiting them. Immigration Officers trained in TIP work with other law enforcement agencies to identify victims and perpetrators of human trafficking, provide protection for the victims and prosecute their transgressors.

## UNIT STATISTICS FOR 2019

Number of Persons Entered and Screened (Cubans)	<b>57</b>
Number of Persons Interviewed for Asylum	<b>57</b>
Number of Persons Recognized	<b>0</b>
Number of Persons Entered and Screened (Venezuelan)	<b>1</b>
Number of Persons Interviewed for Asylum	<b>1</b>
Number of Persons Recognized	<b>1</b>
Number of Persons Entered and Screened (Bangladesh)	<b>1</b>
Number of Persons Interviewed for Asylum	<b>1</b>
Number of Persons Recognized	<b>0</b>
Number of Persons Entered and Screened (Nigerian)	<b>5</b>
Number of Persons Interviewed for Asylum	<b>1</b>
Number of Persons Recognized	<b>1</b>
Number of Persons Entered and Screened (Cameroon)	<b>7</b>
Number of Persons Interviewed for Asylum	<b>7</b>
Number of Persons Recognized	<b>7</b>
<b>TOTAL</b>	<b>147</b>



# D

## ETENTION

### CENTER

In accordance with **Section 45 Statute Law of The Bahamas – Immigration Act Chapter 191 (Official Gazette 8th May, 2015)**, Immigration Officers may lawfully house persons detained for violation(s) against the principal Act, in any facility deemed by the Minister responsible for Immigration as a Detention Center, pending his/her deportation from The Bahamas.

The Honorable Janet G. Bostwick served as the Minister for Justice and Immigration when The Carmichael Road Primary School was converted to the Carmichael Road Detention Center. This conversion was influenced by the influx of Cuban Refugees arriving to the Bahamas.

The Detention Center is a holding facility, used to detain individuals suspected of visa violations, or any other breach of the Immigration Act, until a decision is made by Immigration authorities or a Magistrate to release them into the community, or to repatriate them to their country of origin. The Detention Center is located on Golden Isles Rd. off Carmichael Rd. Nassau, Bahamas. The Center is administered by The Bahamas Immigration Department and its Security is provided by the Royal Bahamas Defense Force.

## UNIT STAFF

The Detention Center staff comprises of an Administrator, Peter Joseph-Superintendent of Immigration, Cherise Williams-Johnson- Senior Immigration Officer & Administrative Assistant and forty-nine (49) subordinate staff. Detention Center (D/C) encompasses both the Detention Center located Golden Isle Road and the Safe House – which houses females and children; both entities are manned 24 hours a day, 7 days a week inclusive of holidays. Currently there are three (3) operational shifts (Alpha, Bravo and Charlie); 8:00 a.m. – 4:00 p.m., 4:00 p.m. – 12:00 midnight, 12:00 midnight -8:00 a.m.

The responsibilities of the Administrator is to oversee the daily operations of Detention Center inclusive of staff, vehicles, maintenance and upkeep of the grounds and physical structure. The Administrator Assistant is to keep the Administrator abreast of the daily activities at the Center; ensure that the daily processes of the center are carried out by the Shift Leaders and their subordinate staff, advise the different foreign Consulates of their nationalities that are committed to D/C and communicate with the various government and non-governmental agencies when necessary to ensure effective operation and Center policies are adhered to.

Shift Leaders are responsible for overseeing and ensuring that their subordinate staff carry out the execution of Committal, Surrender Order, Release and Repatriation Orders, temporary custodial passes, ensuring welfare of detainees, feeding, visitation rights, intake of properties, preparation for court /detention records, management of Safe House security, hospital/clinic visits and laundry errands.

## UNIT GOALS 2020

- Appropriate staffing of officers at D/C is pivotal to the growth of this office. Each shift is under the command of a Senior Immigration Officer or the very least a seasoned Grade I Officer.
- Regular rotations of D/C staff will reduce high absenteeism. Adequate supplies and functional vehicles can enhance the daily operation and performance of shifts.
- Greater working relationships with governmental and non-governmental agencies can aid in quick turnaround of detainees being processed.
- Security and infrastructure upgrade.
- Upgraded medical facility
- Local and International training for all staff as well and intergovernmental training (Ministry of Health).
- Construction of an onsite laundry facility
- New furniture for dormitories.
- Construction of cover for new generator

## UNIT HIGHLIGHTS 2019

### New Construction and Upgrades

We are happy that recently two (2) buildings were constructed to house passengers who are Refused Leave to Land. Each unit consists of 3 bedrooms, bathrooms, living and dining quarters. Additionally, new air-conditioning units were installed at the Safe House and some plumbing upgrades.



Detention Center now has a fully operational kitchen.







A Generator has been installed which was a great asset during the frequent blackouts.



The department has also provided this facility with the use of a truck which has greatly enhanced our capabilities with respect to collection and movement of supplies/materials required for the operation of this station.



## UNIT STATISTICS FOR 2019

<b>ACTION</b>	<b>NATIONALITY</b>	<b>MALE</b>	<b>FEMALE</b>	<b>CHILDREN</b>	<b>TOTAL</b>
<b>Arrests (Nassau)</b>	Haitian	633	221	47	901
	Jamaican	23	25	2	50
	Indian	7	0	0	7
	Venezuelan	0	5	0	5
	Colombian	7	7	0	14
	Trinidadian	0	1	0	1
	Guyanese	0	5	0	5
	St. Lucian	0	3	0	3
	Canadian	1	0	0	1
	South African	0	1	0	1
	Italian	1	0	0	1
	Peruvian	1	0	0	1
	Malawian	1	0	0	1
	Dominican Republic	2	0	0	2
	Dominican	0	1	0	1
	Bangladeshi	2	0	0	2
New Zealander	0	0	2	2	
Cuban	1	0	0	1	
Chinese	1	0	0	1	
<b>TOTAL</b>		<b>680</b>	<b>269</b>	<b>51</b>	<b>1000</b>

<b>ACTION</b>	<b>NATIONALITY</b>	<b>MALE</b>	<b>FEMALE</b>	<b>CHILDREN</b>	<b>TOTAL</b>
<b>Arrests (Family Island)</b>	Haitian	355	96	13	464
	Jamaican	15	3	0	18
	Romanian	4	1	2	7
	Venezuelan	0	2	0	2
	Colombian	8	2	0	10
	Antiguan	1	0	0	1
	Guyanese	1	2	0	3
	Peruvian	0	2	0	2
	Cameroonian	5	2	0	7
	Nigerian	5	0	0	5
	Grenadian	1	0	0	1
	American	3	1	0	4
	Ecuadorean	6	3	0	9
	Dominican Republic	5	0	0	5
	Cuban	2	4	0	6
	Chinese	0	2	0	2
	Brazilian	13	1	0	14
	British	0	1	0	1
	Sierra Leonean	0	1	0	1
	Mexican	1	0	0	1
Russian	1	0	0	1	
<b>TOTAL</b>		<b>426</b>	<b>123</b>	<b>15</b>	<b>564</b>



# ISLAND UNIT FAMILY

The **Family Island Unit** falls within the portfolio of **Mr. Dwight Beneby**, Assistant Director of Immigration. **Mrs. Donnalee E. King-Burrows**, Superintendent of Immigration manages the unit and supervises its two (2) staff members **Ms. Alexandria Fox-McPhee**, Immigration Officer II and **Ms. Makia Nairn**, Trainee Immigration Officer.



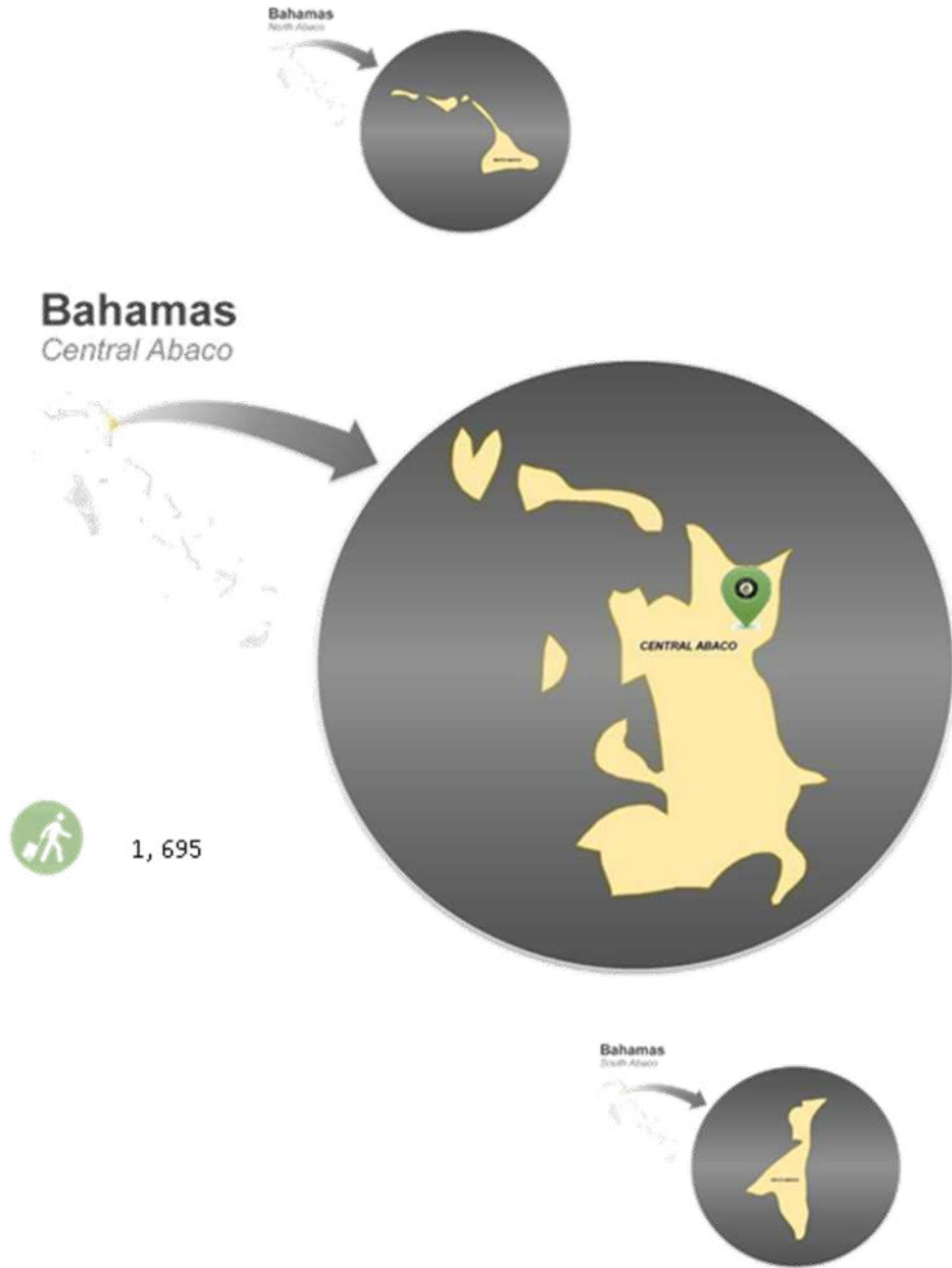
The Immigration Offices on the Family Islands are guided by the Department's Mission and Vision Statements as they are extensions of the services offered at Immigration Headquarters in New Providence.

Accordingly, the mandate of the Family Island Unit is to ensure that all Family Island offices maintain the established standard operating procedures with respect to applications, documentation and all other services offered by the Department.

## UNIT RECOMMENDATIONS 2020

- Increase staff complement in the Family Islands while also developing proper Rank Structure
- Periodic visits to family Islands by O/C
- To Complete and occupy new office space at Fresh Creek
- Installation of the IDMS, BCMS and WLMS at Fresh Creek, San Andros, Great Harbour Cay and Chub Cay
- Increase budgets for Exuma and Andros to facilitate monthly visits to nearby Cays in their areas
- Find affordable rental spaces for additional office space at San Andros, Rock Sound,
- Office need to be more accessible to disabled clients at Governor's Harbour, Harbour Island and Spanish Wells
- Educational, Technological and Physical Training in all related areas, including Firearms and Ammunition
- Periodic assistance from Enforcement Team
- Installation of security cameras at local offices where needed

# ABACCO



### Map Key:

\*Geographically posted since Hurricane Dorian



FLIGHTS



PASSENGERS



CREW



PLEASURE VESSELS



CARGO VESSELS

# ANDROS

Wearing the crown as the largest island in The Bahamas, Andros is also shrouded in mystic and wonder from folklores about a sleeping giant to tales of the Chickcharney. It boasts of great natural resources, thriving sports fishing businesses and natives that are warm and welcoming. The Department of Immigration has been serving on the island for many years and officers stationed in the district see to the management of immigration matters, in North, Central and South Andros, and Mangrove Cay. San Andros is a mere 10 minutes away by airplane from the capital and this convenience serves to keep a flow of international and domestic travelers visiting the island where the possibilities are endless.



# SAN ANDROS DISTRICT (NORTH)

## Bahamas North Andros



Pax=Visitors Only



840



2,376



1,091

Pax=Visitors Only



65



89



144



Map photo credit -  
<https://www.24point0.com/ppt-shop/powerpoint-map-bahamas/>

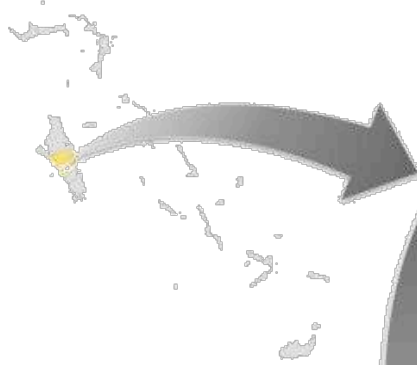
Staff Compliment	2
Kara Ferguson	Immigration Officer I
Stephen Farquharson	Immigration Officer II

The port of San Andros is located in the northern region of the island of Andros. Daily duties of the port consist of but is not limited to facilitating and processing of all work/residence/spousal applications, Permanent Residence, Citizenship and daily passenger arrivals. The Officer in charge on the island of Andros is Senior Immigration Officer Carolyn Robinson, stationed at Fresh Creek.



# CENTRAL AND SOUTH ANDROS & MANGROVE CAY DISTRICT

**Bahamas**  
Central Andros



**Bahamas**  
Mangrove Cay



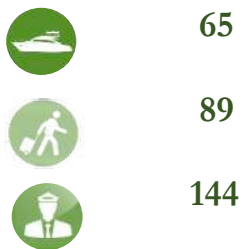
**Bahamas**  
South Andros



Pax=Visitors Only



Pax=Visitors Only

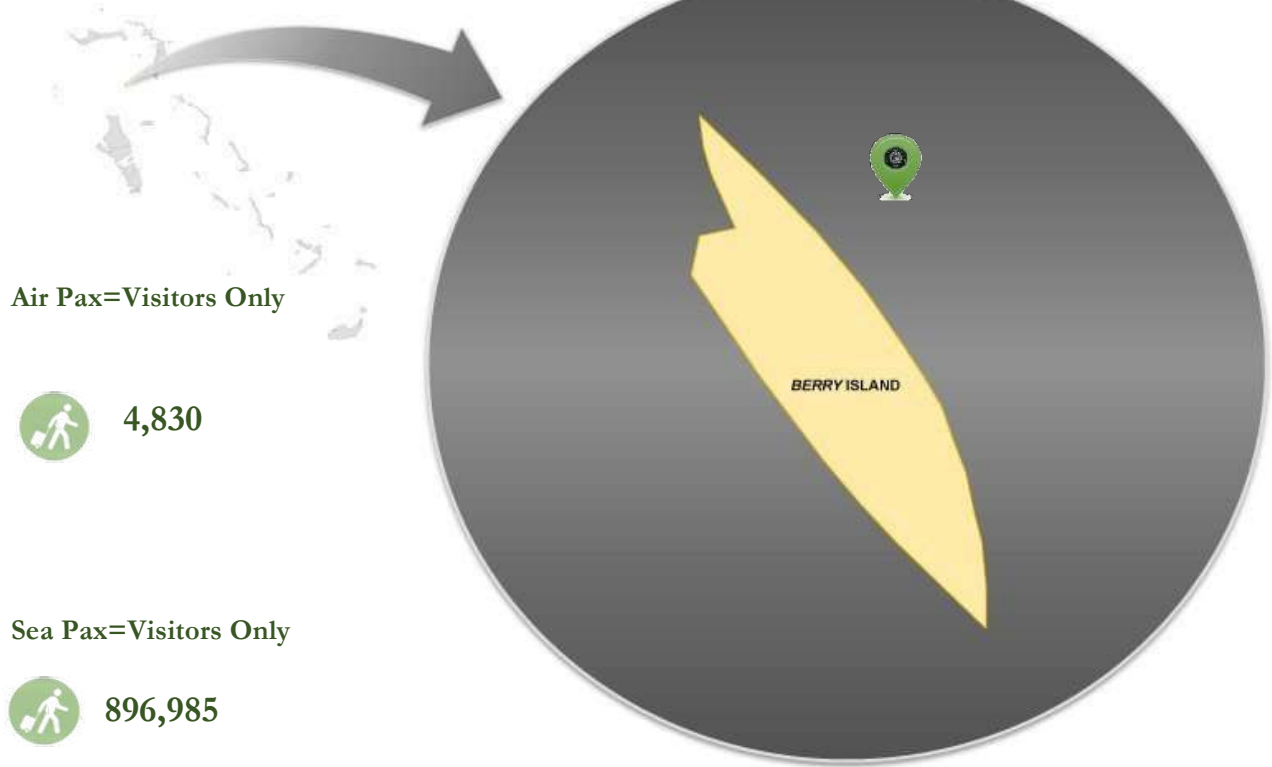


Map photo credit -<https://www.24point0.com/ppt-shop/powerpoint-map-bahamas/>

Staff Compliment	2
Carolyn Robinson	Senior Immigration Officer
Elkino Major	Immigration Officer II

# Great Harbour Cay

## Bahamas Berry Islands



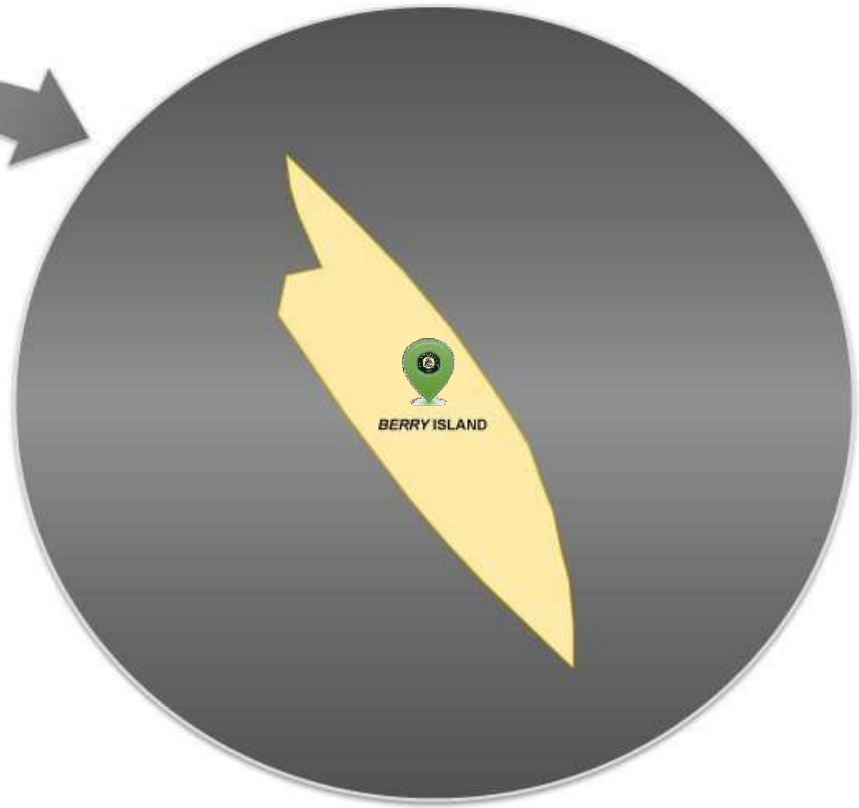
Map photo credit -<https://www.24point0.com/shop/powerpoint-map-bahamas/>

Staff Compliment	1
Brian Davis	Immigration Officer I



# C HUB CAY

## Bahamas Berry Islands



Air Pax=Visitors Only



6,134

*Map photo credit -<https://www.24point0.com/ppt-shop/powerpoint-map-bahamas/>*

Staff Compliment	1
Rudolph Stubbs	Immigration Officer I

# ELEUTHERA

Eleuthera, called the island of Freedom in ode to the Eleutheran Adventurers is home of the world renowned Glass Window Bridge. The Glass Window Bridge is "the narrowest place on earth" showcasing the deep blue of the Atlantic Ocean and the turquoise of the Caribbean Sea. This island is a treasure trove holding some of the riches Bahamian history, and the Department of Immigration are the fierce guardians of its legacy. Stationed in Governor's Harbour, Rock Sound, North Eleuthera, Spanish Wells and Harbour Island, Immigration Officers serve the island with pride and count it a privilege to make the experience of residents and visitors par excellence.



Photo: Glass Window Bridge, Credit: <https://ewnews.com/glass-window-bridge-in-eleuthera-closes-2>

# GOVERNORS HARBOUR

## ELEUTHERA

The historic settlement of Governors Harbour is the capital of Eleuthera. This area can also be considered the Administrative capital of the island, though in recent years it has not attracted the kind of economic boom that the Northern part of the island is presently experiencing. This annual report for Governors Harbour seeks to present what has transpired in Governors Harbour over the reporting period.

On **17<sup>th</sup> June, 2019**, it is to be noted that the Officer-in-Charge of Eleuthera leads the entire island from Governors Harbour, but is assisted by a Senior Immigration Officer and an Immigration Officer I, having carriage over stations in North and South Eleuthera, respectively. Montello Gibson, Senior Immigration Officer, succeeded Shema Saunders-Darling, Chief Immigration Officer (CIO) as the Officer in Charge of the Governor's Harbour Office.

### PORT STAFF

Presently, the Governors Harbour office consist of four (4) Officers;

- **Shema Saunders-Darling**, Chief Immigration Officer (until 17<sup>th</sup> June, 2019)
- **Montello Gibson**, Senior Immigration Officer (from 17<sup>th</sup> June, 2019)
- **Shantor Bowe**, Immigration Officer II
- **Eric Sands**, Immigration Officer II
- **Arnold Josey**, Immigration Officer II

Officers assigned to this station are responsible for all immigration matters inclusive but not limited to:

- Airport duties
- Marina duties
- Investigations/Enforcement/Complaints
- Intelligence Gathering
- Deportations/Escorts
- Reception/Enrollment of Applications
- Interviews
- Inspections
- Processing of Applications
- Collecting and Depositing of Government Revenue

### **CURRENT PROJECTS:**

If there ever was a time, in recent history, where the feeling of an economic boom was about to take place in Central Eleuthera that time appears to be now. Generally speaking, there is excitement in the air in Central Eleuthera; a feeling that an economic shift is taking place from the projects that are presently being worked on or are waiting to being.

#### **Potlach Club Eleuthera**

The new owners of The Potlach Club Eleuthera, Hans Febles and Bruce Loshusan have started work on renovating and restoring the 12-acre property. The club which is well on its way will consist of, a spa/gym, a hair salon, two restaurants and bars and approximately a total of 30 rooms.



## **North Windemere Island Development**

The owners of Bakers Bay on Guana Cay, Abaco have embarked on another ambitious project on Windermere Island. From the figures being tossed about this project may be in the vicinity of \$1.6 billion dollars. Without having seen the Heads of Agreement or spoken with any of the principals, it appears that approximately 60 homes valued in the range of \$20 million dollars and a hotel along with other amenities are to be constructed.

## **Philautia Airport Project**

The Philautia Airport Project is expected to have a Boutique resort, restaurants, spa, arts studio and a self-sufficient farm. This project, as I am advised, has already been approved by the Government. Indeed, the owner of the project in anticipating the need for office space, has purchased a stately looking house on Cupids Cay. It is presently being renovated to be used as a meeting space with living accommodations on the second level.

## **Coco Di Mama**

Coco di Mama Beach Resort located a short distance away from the Governors Harbour International Airport has fourteen (14) bedrooms and can accommodate up to 35 guests. I am advised that plans have been approved to add an additional fifty (50) rooms to the resort and that construction is expected to commence shortly.

## **Villa Eleuthera**

Villa Eleuthera is a villa style community that has commenced with the initial work of land preparation. The concept behind this luxury residence is to provide eco villas for the eco-friendly community. The plan is to build forty (40) to fifty (50) two (2) bedroom villas with all the amenities for the discerning home owner.

## La Bougainvillea

La Bougainvillea is a 4 star boutique Hotel and restaurant is also in the expansion mood and has recently resubmitted its drawings for approval.

## Homes etc.

In addition to the above projects there are any number of homes being constructed, many of which are owned by the average Bahamian whilst others are being constructed by persons who are wealthy, as is reflected by the types, style and size of homes being constructed.

## RECOMMENDATIONS 2020

*“ It is my view that if we are going to make the Department [of Immigration] better prepared for the challenges of a new decade, then we are going to have to find ways of doing that which we do more efficiently and purposeful.”*

*- Montello Gibson, Senior Immigration Officer (Eleuthera District)*

- I. All major islands in The Bahamas should be overseen by a Superintendent, or more senior rank, with sufficient staff to carry out the mandate of the Department for that island.
- II. The Family Island Unit requires additional staff in order to efficiently process the increasing number of applications and other requests from the islands.

- III. Family Island Budgets need to be revisited and increased to reflect the current needs at each port
- IV. On-going training and skills development for staff should be implemented and should **always** include Officers stationed on Family Islands.
- V. A stringent policy regarding staff transfers needs to be established.
  - i. It is suggested that by the first working day in April transfer lists should be finalized and letters distributed to those affected.
  - ii. All staff (officers) should at some point experience redeployment to a Family Island office.
  - iii. Clerical Staff should also be included in Family Island rotation.
- VI. Owing to current staffing challenges, Immigration Reserves should be deployed/assigned on various Family Islands.
- VII. Establish and enforce a standard uniform for all Immigration Officers.
- VIII. Standardize the Immigration landing, date, refusal, extensions stamps etc. in circulation.
- IX. Each staff member should be issued an official email address for ease of communication.
- X. BCMS should be deployed at ALL ports of entry.

# GOVERNOR'S HARBOUR, (CENTRAL) ELEUTHERA

**Bahamas**  
*Central Eleuthera*



Pax=Visitors Only

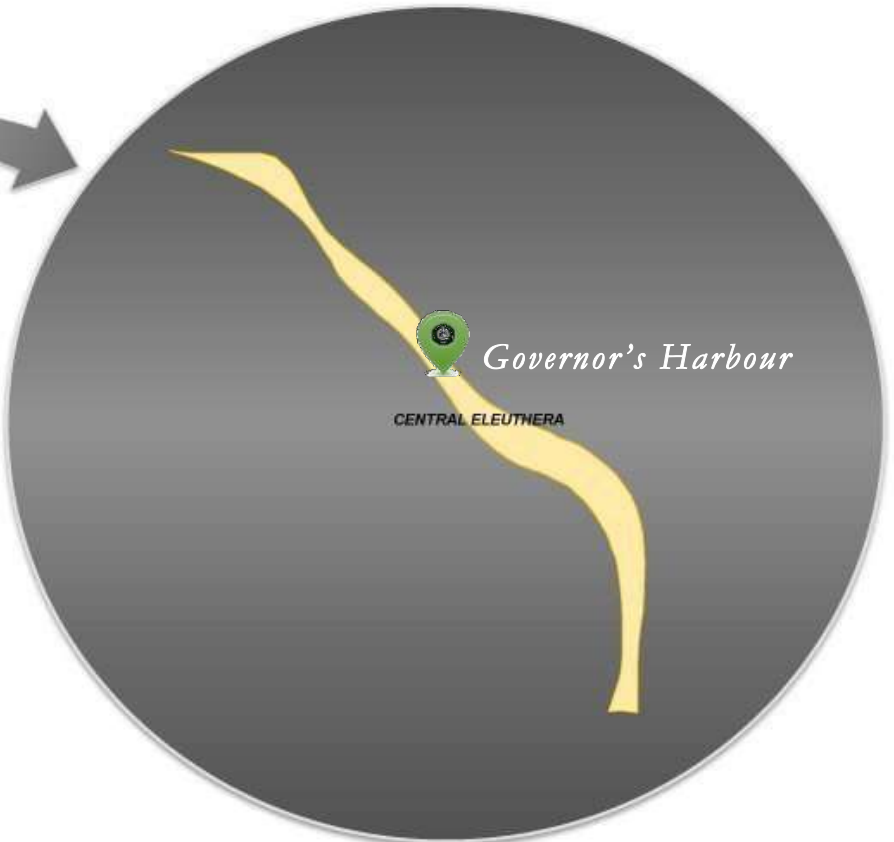
 951

 5,353

 676

Pax=Visitors Only

 29



*Map photo credit -<https://www.24point0.com/ppt-shop/powerpoint-map-bahamas/>*

Staff Compliment	4
Montello Gibson	Senior Immigration Officer
Shantor Bowe	Immigration Officer II
Eric Sands	Immigration Officer II
Arnold Josey	Immigration Officer II



# ROCK SOUND, (SOUTH)

## Bahamas South Eleuthera



Pax=Visitors Only



362



1,319

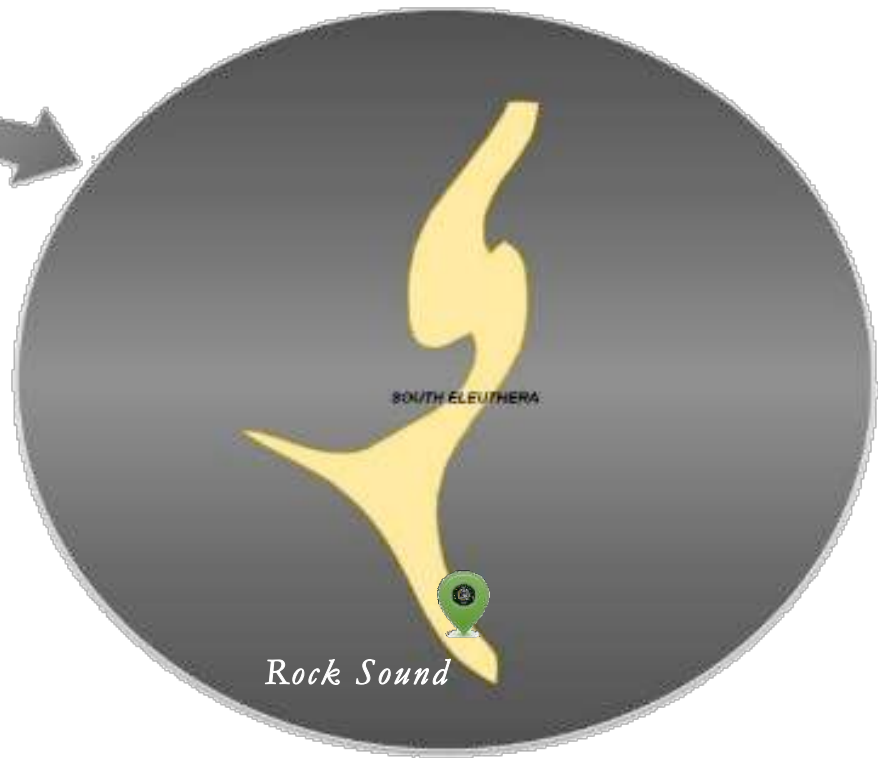
Pax= Visitors Only



329



675,419



Map photo credit -<https://www.24point0.com/ppt-shop/powerpoint-map-bahamas/>

Rock Sound	
Solomon Clarke	Immigration Officer I
Romel Andrews	Immigration Officer II
Charmaine Smith	Immigration Officer II

# NORTH ELEUTHERA

The direct supervision of the North Eleuthera district is by Senior Immigration Officer **Jennifer Johnson-Kelly** who is assisted at the office in Lower Bogue by Senior Clerk **Novelette Andrews**. **Lubin Lutus**, Immigration Officer I, has responsibility for the **Spanish Wells office**, **Shantavia Roberts**, Immigration Officer II, monitors the **Harbour Island office**, and **Antonio Clarke**, **Shonelle Gibson**, **Whitney Wilkinson**, **Joshua Johnson**, **Rashede Taylor**, and **Deora Johnson**, are assigned at the **North Eleuthera Airport**.

**NORTH ELEUTHERA** is made up of the following settlements:

**Harbour Island**

**Spanish Wells**

**Lower Bogue**

**Upper Bogue**

**Current**

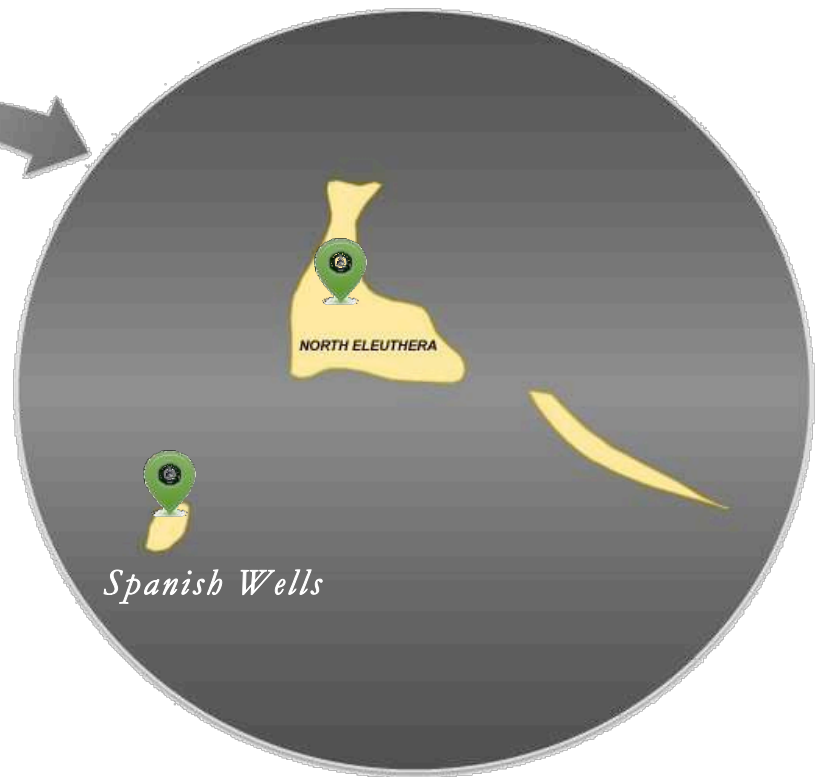
**Current Island**

**Bluff**



## Bahamas

### North Eleuthera



Pax=Visitors Only



4,841



59,990

Pax=Visitors Only



239



890

Map photo credit -<https://www.24point0.com/ppt-shop/powerpoint-map-bahamas/>

Staff Compliment	10
Jennifer Johnson-Kelly	Senior Immigration Officer
Lubin Lutus (Spanish Wells)	Immigration Officer I
Shantavia Roberts (Harbour Island)	Immigration Officer II
Shonell Gibson	Immigration Officer II
Antonio Clarke	Immigration Officer II
Whitney Wilkenson	Immigration Officer II
Joshua Johnson	Immigration Officer II
Rashede Taylor	Immigration Officer II
Deora Johnson	Immigration Officer II
Novelette Andrews	Senior Clerk

## UNIT STATISTICS 2019

### *Permits Issued*

Processing Location	Permit Type	Number Issued
GOVERNOR'S HARBOUR IMMIGRATION OFFICE	HOMEOWNER CARD	6
GOVERNOR'S HARBOUR IMMIGRATION OFFICE	PERMIT TO RESIDE	11
GOVERNOR'S HARBOUR IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
GOVERNOR'S HARBOUR IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	52
GOVERNOR'S HARBOUR IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	36
NORTH ELEUTHERA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM	1
NORTH ELEUTHERA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	1
ROCK SOUND AIRPORT/IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	1
SPANISH WELLS IMMIGRATION OFFICE	PERMIT TO RESIDE	1
SPANISH WELLS IMMIGRATION OFFICE	RESIDENT BELONGER PERMIT	1

Processing Location	Permit Type	Number Issued
SPANISH WELLS IMMIGRATION OFFICE	RESIDENT BELONGER PERMIT	3
SPANISH WELLS IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
SPANISH WELLS IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	61
SPANISH WELLS IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	6
<b>Grand Total</b>		<b>746</b>



Processing Location	Permit Type	Number Issued
SPANISH WELLS IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	1
NORTH ELEUTHERA IMMIGRATION OFFICE	PERMIT TO RESIDE	2
NORTH ELEUTHERA IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	3
NORTH ELEUTHERA IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	22
NORTH ELEUTHERA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM	4
NORTH ELEUTHERA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	311
SPANISH WELLS IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	5
ROCK SOUND AIRPORT/IMMIGRATION OFFICE	PERMIT TO RESIDE	1
ROCK SOUND AIRPORT/IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
ROCK SOUND AIRPORT/IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	39
ROCK SOUND AIRPORT/IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM	1
ROCK SOUND AIRPORT/IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	161
NORTH ELEUTHERA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	1
SPANISH WELLS IMMIGRATION OFFICE	PERMIT TO RESIDE	12

# EXUMA & THE CAYS

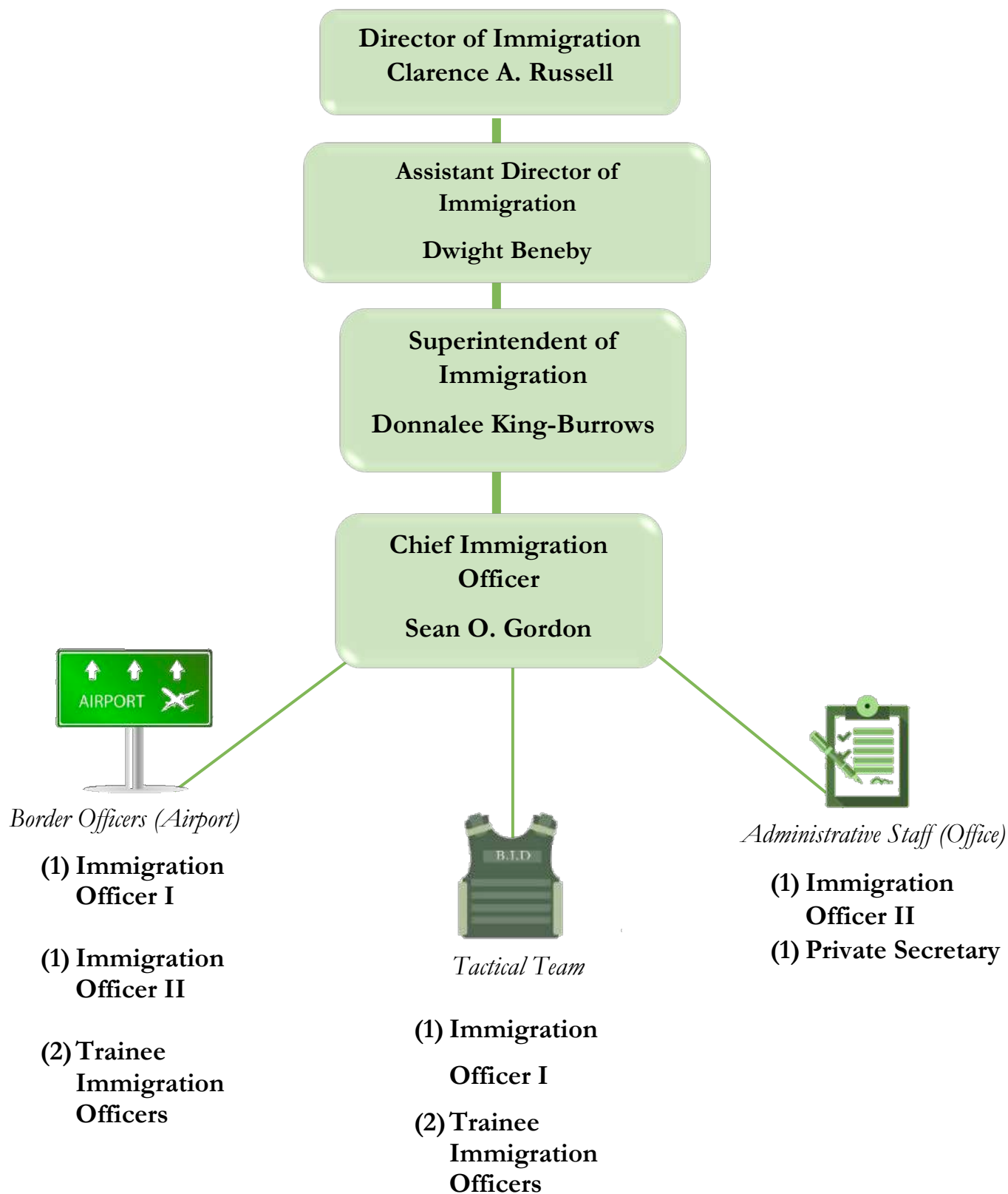
Exuma is an island in The Bahamas, which is made up of over 365 islands, cays and rocks. The largest of the cays is Great Exuma, which is 37 miles in length and is joined to another island called Little Exuma, by a small bridge. The capital and largest town in the District is George Town. The Immigration Department is located in George Town, on the second floor eastern end of the “Turnquest Star Plaza”.

The year 2019 was a transitional year for the Exuma District office. Whereas, on Friday, 21<sup>st</sup> June 2019, Senior Immigration Officer (SIO) Chedville Adams returned to Freeport, Grand Bahama after serving as the Officer in Charge of the District for a period of eleven (11) months.

Subsequent to SIO Adams, Chief Immigration Officer (CIO) Sean Gordon was designated to temporarily manage the office effective, Monday, 24<sup>th</sup> June, 2019. Chief Gordon was later confirmed as the Officer in Charge of the District effective Monday, 12<sup>th</sup> August, 2019.

As at 31st December, 2019 the Exuma District was staffed by a total of nine (9) officers and one (1) clerical.

## UNIT HEIRARCHY



## UNIT STAFF

### OFFICER IN CHARGE

**Chedville Adams (departed June)**, Senior Immigration Officer

**Sean Gordon (since June)**, Chief Immigration Officer

### SUPERVISOR

**Daina Burrows**, Immigration Officer I

**Shanori Francis**, \*Immigration Officer I

### STAFF

**Zephia Newbold**, Immigration Officer II

**Ganyell Lewis-Francis**, \* Immigration Officer II

**Jacquay Riley**, Immigration Officer II

**Amanda Strachan-Albury**, Trainee Immigration Officer

**Jermaine Deveaux**, Trainee Immigration Officer

**Aprial Deane**, Trainee Immigration Officer

**Brittany Walkes**, \*Trainee Immigration Officer

**Angela Williams**, Private Secretary

\*Geographically posted since Hurricane Dorian



## ONGOING PROJECTS IN THE EXUMA DISTRICT

### **Normans Cay**

In 2019 Normans Cay commenced a major project involving the clearing of vacant land for sale and construction of private homes. The Exuma office has been advised that the development has been temporarily been put on hold, however, three (3) multimillion dollar lots at Whale Tail have been purchased and construction on these lots will commence in 2020. The Marina at Normans Cay along with the airstrip are operational for domestic and international travelers.

### **Lignum Vitae Cay – Known As “Bock Cay”**

The construction of the Golf Course recommenced in 2019. There were a number of structures that have not been completed but it is anticipated that future plans regarding further development are being discussed.

### **Neighbour Cay**

The current multimillion dollar unit and guest house is near completion and hope to be finished by 2020.

### **Lumina Point (Kahari Resort) / Stocking Island**

In the last quarter of the reporting period, Lumina Point was sold to Bespoke Exuma Ltd. and the resort was renamed Kahari Resort. Kahari Resort is a twelve (12) unit luxury resort and the Exuma office has been advised that refurbishment will be carried out in the coming months.

## Staniel Cay

On Staniel Cay, private home owners are carrying out renovation and construction projects. Renovations are being carried out by local construction Company, Razor Blade Construction, operating out of Black Point, Exuma.

Further, upon an enhanced review of the entire Exuma District, a clear strategy was implemented to ensure a smoother and efficient operation hence, focus was given in the following areas:

- Office Administration (ensuring all processing are done in an efficient timely manner)
- Enforcement
- The Airport (arrival of inbound passengers, i.e. domestic and international)

### 1. Office Administration

The Exuma office is now complimented by a Private Secretary and two (2) Officers.

### 2. Enforcement Unit

Special focus was given to the “Enforcement Unit” whereas officers are now patrolling the streets of Exuma on a **daily basis**. This initiative was instituted on 4<sup>th</sup> November, 2019 and its goal is to ensure all illegal immigrants are apprehended and brought to justice in accordance with the Immigration Laws. For the good of this report, it must be noted that policing was also carried out in remote areas of the island. Additionally, collaboration between Immigration and the Police Force continues to be very successful venture.

The Enforcement Unit is currently staffed by a compliment of three (3) Officers. This initiative led by Grade I Officer Shanori Francis, reported directly to CIO Gordon.

### **3. The Airport**

The airport was staffed by six (6) Officers to ensure all shifts are efficiently covered. This strategic staffing ensured sufficient officers were in place to handle the increase of international air arrivals. Moreover, the Airport staff received full access as permitted by the Department to the Identity Document Management System “IDMS” which became fully implemented in Quarter 4, 2019. Grade I Officer Daina Burrows currently held oversight of the airport and she reports directly to CIO Gordon.

### **PORT RECOMMENDATIONS 2020**

- CIO Gordon is currently working on a detailed Procedure Manual for the Exuma District office which will entail the operation of the station. Once the drafted Procedure Manual is finalized, same will be submitted to the Directorate for review and approval. Such Manual will be beneficial for the future succession planning of the Exuma District and is anticipated to be completed by Quarter 2, 2020.
- In going forward, CIO Gordon’s strategic plan is to implement a cross-training for Officers of the district whereas Officer D. Burrows and Officer S. Francis will switch roles. It is anticipated that this will be implemented in Quarter 2, 2020.

# Bahamas

Exuma

Pax=Visitors Only



3019

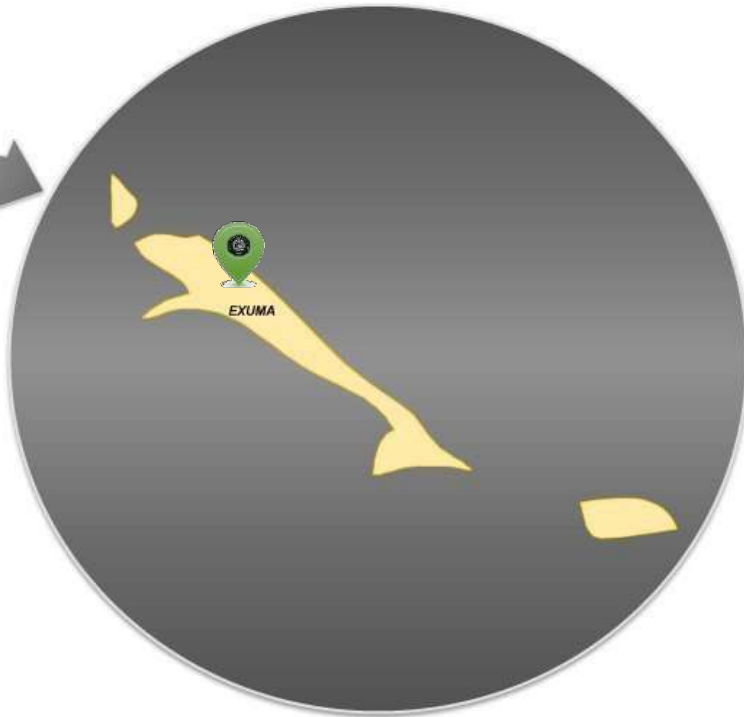


71,587

Pax=Visitors Only



29



Map photo credit -<https://www.24point0.com/powerpoint-map-bahamas/>

Staff Compliment	10
Sean Gordon	Chief Immigration Officer
Daina Burrows	Immigration Officer I
Shanori Francis*	Immigration Officer I
Ganyell Lewis-Francis*	Immigration Officer II
Jacquay Riley	Immigration Officer II
Zephia Newbold	Immigration Officer II
Amanda Strachan-Albury	Trainee Immigration Officer
Jermaine Deveaux	Trainee Immigration Officer
Brittany Walkes	Trainee Immigration Officer
Aprial Deane	Trainee Immigration Officer
Angela McKenzie	Private Secretary



## UNIT STATISTICS

### *Permits Issued*

Processing Location	Permit Type	Number Issued
EXUMA IMMIGRATION OFFICE	GOVERNMENT WORKER CARD	4
EXUMA IMMIGRATION OFFICE	HOMEOWNER CARD	14
EXUMA IMMIGRATION OFFICE	PERMANENT RESIDENT CARD	6
EXUMA IMMIGRATION OFFICE	PERMIT TO RESIDE	20
EXUMA IMMIGRATION OFFICE	RESIDENT BELONGER PERMIT	1
EXUMA IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	3
EXUMA IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	78
EXUMA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM	19
EXUMA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	588
EXUMA IMMIGRATION OFFICE	PERMIT TO RESIDE	4
EXUMA IMMIGRATION OFFICE	RESIDENT BELONGER PERMIT	3
EXUMA IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	2
EXUMA IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	3
EXUMA IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	1
<b>Grand Total</b>		<b>746</b>

# GRAND BAHAMA & BIMINI DISTRICT

The Northern Region of the Department of Bahamas Immigration now consists of Grand Bahama and Bimini Islands. This area is under the command of Assistant Director, **Hubert E. Ferguson** who is assisted by Superintendents **Garnet N. Rolle**, who is responsible for Administration and **Agatha Joyce**, who is responsible for Operations. There are over 100 Immigration Officers and Clerical Staff assigned to this area. The Headquarters for Grand Bahama is situated in The Cornelius A. Smith Building Complex, Mall Dive, Freeport.

## GRAND BAHAMA PORTS OF ENTRY:

- Grand Bahama International Airport
- Freeport Harbour
- Port Lucaya Marina
- Deep Water Cay
- West End

## BIMINI ISLAND PORTS OF ENTRY:

- North Bimini (Sea Plane/marinas)
- South Bimini (Airport/Marinas)
- Cat Cay (marina)
- Ocean Cay (Air Strip/Cruise Port)

**DISTRICT SECTION HEADS:****NORTHERN REGION TEAM LEADER**

**Hubert E. Ferguson** Assistant Director

**ADMINISTRATION**

**Garnet N. Rolle** Superintendent

**NATURALIZATION**

**Stanley Wilson** Chief Immigration Officer

**HUMAN RESOURCE**

**Joanne Moxey-Lockhart** Administrative Cadet

**ACCOUNTS**

**Mizpah Bain** Accountant

**APPLICATIONS**

**Elkanah E. Bain** Chief Immigration Officer

**PERMITS**

**Sophia Ferguson** Chief Immigration Officer

**SHORT TERM**

**Ruth Pinder** Chief Immigration Officer

## **GRAND BAHAMA SHIPYARD**

**Renee Burrows**

Senior Immigration Officer

## **TRIAGE**

**Cheryl Lloyd-Pinder**

Senior Immigration Officer

## **DRY DOCKING**

**Patrice Darling**

Senior Immigration Officer

## **REGISTRY**

**Kristin Pratt**

Chief Executive Officer

## **OPERATIONS**

**Agatha Joyce**

Superintendent

## **GRAND BAHAMA INTERNATIONAL AIRPORT**

**Greta Knowles**

Chief Immigration Officer

## **FREEPORT HARBOUR**

**Bernard Pratt**

Chief Immigration Officer

## **ENFORCEMENT**

**Chedville Adams**

Senior Immigration Officer





**WEST END****Eugene Cowan**

Immigration Officer I

**BIMINI ISLAND****Allan Smith**

Chief Immigration Officer

**GRAND BAHAMA DISTRICT STATISTICS***Permits Issued**Arrivals:***AIR:** 51,868 Visitors | **SEA:** 469, 389 Pleasure Craft Visitors

# Grand Bahama Enforcement Unit

The Enforcement Unit undertakes an enormous responsibility within the Department of Immigration, especially in Grand Bahama. This unit can be considered the face of the Department and significantly impacts the lives of the general public and the officers which are a part of this distinguished organization.

At this time, the Enforcement Unit (Grand Bahama) is responsible for the following:

- **Investigations & Immigration Act Enforcement**
  - **Intelligence Gathering**
  - **Deportation/Repatriation**
  - **Courts Escorts & Prosecutions**
  - **Interviews/Inspections**
  - **K9 Unit**
  - **Human Trafficking and Refugee Administration**
  - **Vehicle Maintenance**
  - **Building Maintenance and Security**
- **Purchasing/ Inventory Management**

## **SECTION MOTTO:**

*“PROTECTING OUR BORDER, PRESERVING OUR LAND, CHARACTER, INTEGRITY, DISCIPLINE”*

*“I wish to take this time to interject that in my six (6) months of supervising the above officers they have all performed above and beyond the call of duty and I **commend** each of them for their efforts without any restriction.”*

- Chedville Adams, O/C Enforcement Unit, 2019

## ENFORCEMENT UNIT STAFF

**Agatha Joyce, Superintendent of Immigration**, has oversight of this area and is updated daily on the activities and successes of this area. In her absence, Superintendents **Garnett Rolle** or **David Duncombe** would be afforded the same respect.

- **Chedville D Adams (Supervisor)** – Senior Immigration Officer
- **Shenella Griffin-King** – Immigration Officer I (Extensions and Diary Records)
- **Mervin Dean** – Immigration Officer I (Supplies and Vehicular Maintenance)
- **Naphthali Cooper** – Immigration Officer I (Interviews and Inspections)
- **Tadia Mitchell-Knowles** – Immigration Officer II (Human Trafficking/Refugee Status)
- **Wayne Smith** – Immigration Officer II
- **Shanara Russell** – Immigration Officer II
- **Neko Pearce** – Immigration Officer II (K9 Unit and Information Technology)
- **Lawrence McIntosh** – Immigration Officer II (Information Technology)

- **Kadrian Cooper** – Trainee Immigration Officer (K9 Unit)
- **Devaughn Anderson**- Trainee Immigration Officer (K9 Unit)
- **Tristan Laing**- Trainee Immigration Officer
- **Shiann Bethel** - Trainee Immigration Officer
- **Sheldon Horton**- Trainee Immigration Officer (K9 Unit)
- **Latira Rolle** - Trainee Immigration Officer
- **Valdez Cooper** - Trainee Immigration Officer
- **Clayton McIntosh** - Trainee Immigration Officer
- **Brandyn Simmons** - Recruit

## ENFORCEMENT UNIT STATISTICS

### *Persons Arrested & Deported 2019*

A total of **Three Hundred and Thirty Nine (339)** Persons of Innumerable Nationalities were arrested on various breaches of the Immigration Act and Penal Code; Illegal Landing, Overstaying, Illegal Embarkation, Assisting in Illegal Embarkation, Harboring Illegal Persons, Misleading an Immigration Officer, Resisting Arrest, Obstruction, and Possession of Fraudulent Documents (Extension Stamps and Landing Stamps), Delinquent Fees, and Engaging in Gainful Occupation Without Permit.

<i>NATIONALITY</i>	<i>NO. OF PERSONS</i>
Haitians	188
Dominicans	7
Grenadian	1
Jamaicans	27



Americans	4
Polish	1
Montenegrin	1
Venezuelan	3
Ecuadorian	7
Chinese	5
Colombian	12
Guyanese	2
Cubans	50
Nigerian	12
Brazilian	7
French	1
Indian	6
Romanian	5
<b>TOTAL</b>	<b>339</b>

*Persons Charged before the Magistrate's Court during the year 2019*

A total of **Two Hundred and Eighty (280)** persons were charged before the Magistrate's Court here in Grand Bahama on various offences which would include the Immigration Act and the Penal Code

<b>MONTH</b>	<b>NO. OF PERSONS</b>
January	13
February	8
March	35
April	22
May	25
June	32
July	30
August	25
September	1
October	16
November	40

December	33
<b>TOTAL</b>	<b>280</b>

**OFFENCE**

**NO. OF PERSONS CHARGED**

Overstaying	80
Illegal Embarkation	102
Harboring Illegal Persons	13
Misleading an Immigration Officer	4
Illegal Landing	100
Assisting in Illegal Embarkation	2
Possession of Forged Extension Stamp	3
Possession of Forged Landing Stamp	1
Threats of Harm	1
Resisting Arrest	1
Carrying on a Business Without License	2
Deceit of a Public Officer	2
Engaging in Gainful Occupation	1
Counterfeit Currency	2

\*\*Please note that in some cases individuals were charged with multiple offences

**Total Fines Collected: \$139, 270.00**

The above figures do not include persons that may have paid fines after being escorted to the Bahamas Department of Corrections by the Royal Bahamas Police Force.

# F REEPORT HARBOUR

The year of 2019 for Freeport Harbour Station, Department of Immigration, Grand Bahama was a year of building relationships with our stakeholders.



## UNIT STAFF

**Bernard V. Pratt** - Chief Immigration Officer (Officer-in-Charge)

**Ruis Gibson** - Senior Immigration Officer (Supervisor)

**Darron Bodie** - Senior Immigration Officer (Supervisor)

**Sharean Scott-Bowe** - Immigration Officer I (Alternate Supervisor)

**Dawn Clarke** - Immigration Officer I (Alternate Supervisor)

**Shericka Bastian** - Immigration Officer II

**Demarco Lockhart** - Immigration Officer II

**Gabrielle Styles** - Immigration Officer II  
**Sabrina Sawyer** - Trainee Immigration Officer  
**Cecil Williams Jr.** - Trainee Immigration Officer  
**Antonio Hernandez** - Trainee Immigration Officer  
**Darrecka Pratt** - Trainee Immigration Officer  
**Kadijah Sweeting** - Trainee Immigration Officer  
**Brittisha Armbrister** - Trainee Immigration Officer



(Above - our booths for processing passengers arriving on the grand celebration. We are requesting the return of the ramp that traverses from the grand celebration to this upstairs terminal. This will allow us to process passengers properly utilizing our Bahamas Border Control Management System. This is vital to our national security.)

# BIMINI DISTRICT

The Bimini District, which encompasses North & South Bimini, North & South Cat Cay and Ocean Cay, continues to experience tremendous growth in tourist arrivals. At present, this port has a compliment of **fourteen (14) Immigration Officers**, namely; *one (1) Chief Immigration Officer, one (1) Senior Immigration Officer, one (1) Immigration Officer Grade I, three (3) Immigration Officers Grade II and eight (8) Trainee Immigration Officers.*

## DISTRICT GOALS & RECOMMENDATIONS FOR 2020

- Additional Staff for District
- Obtain Firearm Certification for Officers
- Upgrade South Bimini District Vehicle
- Launch Immigration Awareness education campaign in schools
- Increase presence and involvement in community



## BIMINI DISTRICT STATISTICS FOR 2019

### *Arrivals:*

- **AIR: 29,687 Visitors, 2,664 Residents, 6,437 Aircrafts**
- **SEA: 56,300 Pleasure Craft Visitors, 24,791 Cruise Ship Visitors, 3,524 Residents, 58,516 Cruise Ship Transit Passengers, 8,176 Sea Vessels**

### *Arrests:*

<b>Nationality</b>	<b>Total</b>
American	2
Antiguan	1
Brazilian	4
Chinese	4
Chilean	1
Colombian	1
Cuban	5
Dominican (DR)	1
Ecuadorian	4
Filipino	1
Haitian	23
Jamaican	10
Peruvian	1
Russian	1
Sierra Leone	8
Slovakian	1
Venezuelan	1
<b>GRAND TOTAL</b>	<b>69</b>



## ISSUED PERMITS

# 2019



BIMINI

# Inagua

Situated in the Atlantic Ocean, The Bahamas is made up of over 700 islets, islands and over 2,000 cays. One of its islands, namely Inagua, has been explicitly declared as the 'best kept secret' of The Bahamas in a popular Bahamian song. It is home to just over 900 residents and is the most Southern island, located 350 miles South East of New Providence and approximately 60 miles from the coasts of Cuba and Haiti.

Inagua is known historically as the place where salt is mass produced and the industry has not ceased to be an economic stimulus for the island throughout the years.

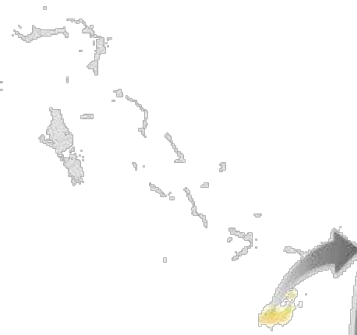
The Inagua National Park ensures that the island remains an undisturbed natural habitat for the national bird of the Bahamas, the West Indian flamingo, which was nearly deemed extinct but now has a healthy population of over 80,000 birds. Eco-tourism enthusiasts will not be disappointed as they will also be treated to views of the Bahama parrots, pelicans, herons, egrets, wild donkeys, boars and Bahama pintail ducks.

The dawn of the twentieth century saw the development and regularization of Laws of Emigrating which sought to monitor and control the movement of persons across the air and sea ports of Inagua. In particular, the mandate as outlined in the Vessels Restriction Regulations [Section 45: Immigration Act Chapter 191- Statute Law of The Bahamas] saw the permanent establishment of the presence of

Immigration Officers on the island. They address all vessels entering from any port in Haiti; which are obligated to seek clearance through Matthew Town, Inagua.

# Bahamas

## Inagua



Pax=Visitors Only

 13

 666

 361

Pax=Visitors Only

 379

 634

 2,111

Staff Compliment	2
Elmore Pratt	Immigration Officer I
Reynard McIntosh	Immigration Officer II

### Permits Issued

Processing Location	Permit Type	Number Issued
MATTHEW TOWN IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	32
Grand Total		32



# SAN SALVADOR

San Salvador Station was recently upgraded with the implementation of the **IDMS** beginning with its installation on the **23<sup>rd</sup> May, 2019**. Training and systems test were conducted with Mr. Jerome Hutcheson III, Senior Immigration Officer and Aaron Newry, Immigration Officer II, following the installation of the system. The station went live on Wednesday, **1<sup>st</sup> May, 2019**. Currently, there are three (3) systems assigned to this station, two (2) installed in the arrival hall for the processing of individuals seeking entry to the Bahamas and one (1) in the general area of the office to facilitate the processing of applications for both long and short term applications.

**Police Summer Camp:** Officer A. Newry, during the month long summer camp spoke to the children of the community about the role an Immigration Officer plays in protection, security and development of the nation, the diversity of the Department in the processing of visitors at the ports of entry, Processing of applications and Enforcement of Immigration Laws and Policies.

**Church Visits:** Law Enforcement Department Heads decided that because there were so many churches of different denominations on the island, many with only a few members, that instead of visiting the church of our choice, we would assemble a team consisting of officers from the three (3) agencies and visit a different church each Sunday. A collection is taken from each officer prior to the visit and presented to the host Pastor during the Service.

Department of Immigration, San Salvador has partnered with the Royal Bahamas Police Force and Bahamas Customs Department to form the first ever **Law Enforcement Association** designed to foster and fortify the bond between the three

(3) agencies, promote an atmosphere of solidarity and assist officers in time of bereavement or sickness by sending flowers or fruit baskets etc. To aid in this, The San Salvador Law Enforcement Association held its first Steak Out to raise funds for the association on National Heroes Day, 14<sup>th</sup> October, 2019 at the Police compound. Members of the community turned out in droves to support the function. After expenditure the Association was able to deposit almost **two thousand dollars (\$2000.00)** to the account. Additionally, our officers assemble the last Friday in each month, after work to have a social gathering which is usually attended by other government department heads, staff as well as certain members of the community. The social begins with a meeting to discuss any concerns agencies may have and to formulate strategies for combating crime and securing the security of the island.



#### **School Careers Day:**

Since my deployment to San Salvador, DOI has been invited to attend the graduation ceremony of students as well as career day at both Primary and High Schools. On two occasions members of the three (3) Law

Enforcement Agencies made impromptu visits at both Primary and High Schools for talks with students about career paths and warn them about the consequences of anti or disruptive behavior and or involvement in gangs.

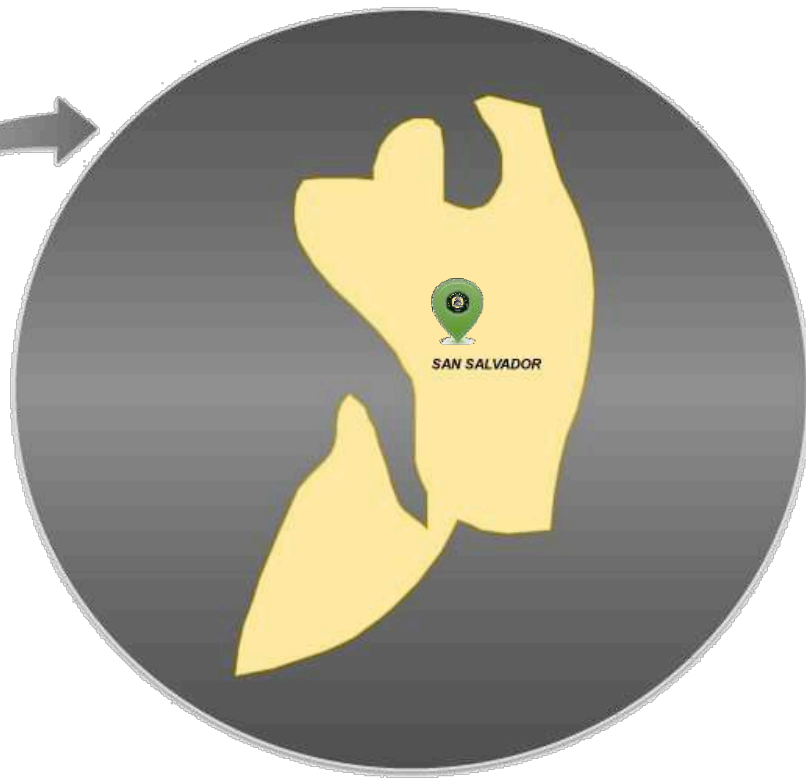
# Bahamas

## San Salvador

Pax=Visitors Only



Pax=Visitors Only



Staff Compliment	2
Jerome Hutcheson III	Senior Immigration Officer
Aaron Newry	Immigration Officer II

# HUMAN

## RESOURCES UNIT

People are the greatest resource in any organization. Hence the strong belief that the success of any organization lies in the quality of its staff. The Human Resources Unit is the hub of any organization. Its functions include ensuring that all staff are functioning at optimum capacity: to make certain that the rights of employees are not infringed upon and that policies and procedures are followed as intended.

### UNIT STAFF

**Karen Neilly**, First Assistant Secretary

**Veronica Styles**, Office Manager

**Cynthia Thompson**, Senior Executive Officer

**Deloris Burrows-Rolle**, Senior Executive Officer

**Charity Delancy**, Administrative Assistant

**Sandra Hanna**, Senior Private Secretary

**Karen Rahming**, Senior Clerk

**Dyancah Rahming**, Filing Assistant

**Tamika Neymour-Louis**, Filing Assistant

### UNIT FUNCTIONS & AREAS OF RESPONSIBILITY

- Formulate & Distribute Circulars (Ministry of Public Service & Inter-Office)

- Appointment
- Confirmation
- Promotion
- Reclassification
- Disciplinary Matters
- Vacation, Compassionate, Sick & Casual Leaves
- Maternity , Special & Unauthorized Leaves
- Unpaid & Extended Sick Leave, Leave of Absence
- Study Leave, Day Release
- In-Service Award
- Day Back
- Resignation
- Retirement
- Nomination for Public Service Training Courses
- Dismissals
- Transfer/Redeployment/Deployed
- Employee Performance Appraisal Reports/Job Description
- Interdiction
- Attendance Registers
- Official Secrecy Act
- Application for Designation of Death Benefits
- Industrial Accident
- Security Vetting Forms
- Remuneration for Bachelor of Arts/Master's Degree
- Accelerated Increment 7(A)



- Job Letters
- Time Sheet
- Salary Advance
- Medical Loans
- Staff List
- Jury List
- Counselling
- Employment Application
- NIB Claim Forms
- Needs Assessment
- Colina Group Insurance
- Budget
- Inquiries from Internal & External Customers

### **UNIT GOALS 2020**

- On the job training through case studies, conferences, discussions, computer based training, tele-training and e-learning
- Career Counselling
- Tracking system for EPAR
- Tracking system for incoming correspondences
- Senior Officers need access to J.D. Edwards System
- On-line Leave Forms
- Needs Assessments
- Completion of Confirmation/Promotion of 2017 Squad
- Promotion of Officers/Administrative/Clerical
- In-house Training for HR Staff

- Set-up of HR Registry
- Ensure that Family Island leaves are submitted on bi-weekly, accompanied by absentee forms/medical where applicable
- Employee Performance Appraisals are completed and submitted to HR by the end of February of each year to meet the Public Service Commission's deadline 31<sup>st</sup> March.
- Educating Staff regarding Public Service Policies and Procedures
- Cross Training/Exchange Program of Administrative and Clerical Staff to other government agencies for the purpose of gaining more experience and being exposed to the wider public service.
- Regularize two persons assigned to the department from National Job Creation & Skills Enhancement Program 2019/2020.
- In-House Rotation of clerical staff (in an effort to better utilize skills).
- Family Island travel to ensure compliance with human resources policies.
- Success Planning.
- To administer skills assessment and personality tests to match candidates with the right job within the organization.

# INFORMATION TECHNOLOGY UNIT (IT UNIT)

The **IT UNIT** based at **Mount Royal House** bears primary responsibility for all of the IT concerns of each Immigration Office in the Commonwealth of The Bahamas.

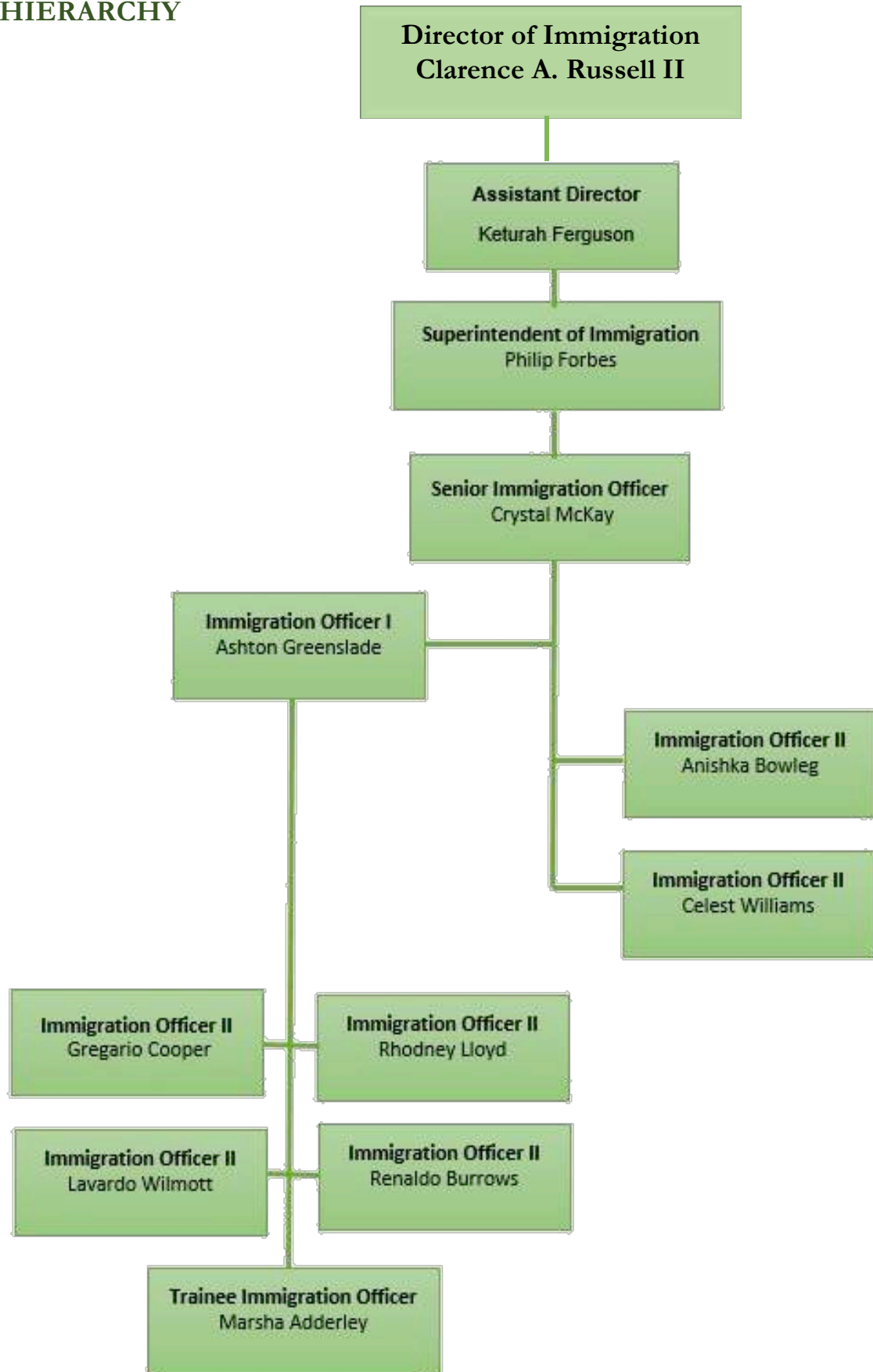
## UNIT MISSION STATEMENT

To build a quality and comprehensive technology infrastructure that delivers quality, prompt, cost effective and reliable service and to make technology an asset for the Department of Immigration by empowering its staff through training, new IT strategies and procurement of new equipment and technologies.

## UNIT VISION STATEMENT

To empower all staff and provide an infrastructure that supports the goals of the Department of Immigration.

## UNIT HIERARCHY



## FUNCTIONS & AREAS OF RESPONSIBILITY

**Active Directory Administrator:** provides end-user support including account creation, user password resets along with managing user-account privileges.

**AFIS Administrator:** conducts visual quality assurance and utilizes dynamic matching to improve the quality of captured fingerprints and verify fingerprint matches in the **Automated Fingerprint Identification System**.

**APIS Administrator:** monitors and processes passenger/crew manifests submitted in advance of the embarkation and disembarkation of all commercial air craft and sea vessels within the territorial borders/waters of The Bahamas.

**Audio & Visual Support:** consists of the installation and maintenance of televisions, video conference equipment etc.

**BCMS Administrator:** System Administrator with expertise in **Border Control** Applications and process management.

**Correspondence:** I.T. Administrator responsible for generating, formatting and processing all I.T. related in-house and external messages.

**Deployment & Installations:** I.T. Administrator responsible for coordinating and facilitating the distribution



and set-up of all CBN/ Windows equipment throughout all Immigration Offices/ Ports.

**DTMS Administrator:**

System Administrator with expertise in Detainee Management applications and process management.

**EEP Verification:**

I.T. Administrator with responsibility for confirming the authenticity of **Electronic Entry Permits** via telephone.

**Family Islands Liaison:**

I.T. administrator with responsibility for managing and addressing the I.T. needs of the Family Island Offices

**Help Desk:**

Direct telephone complaints/concerns of end-users to the relevant I.T. Administrator.

**IDMS Process Issues:**

Troubleshoot, Monitor and Streamline any processing challenges within the IDMS.

**ID Verification:**

I.T. Administrator responsible for improving the Visual Quality Assurance/ processing the Dynamic Matching Array of fingerprints in the AFIS.

**IIMS Policy and Documentation:**

Create standard operating procedures for ALL IIMS modules

**IIMS Process Management:**

Monitor functionality and proper use of IIMS modules

<b>KIOSK Management:</b>	Automated Passport Control Systems Administrator
<b>LSP Liaison:</b>	I.T. Administrator responsible for forwarding communication and concerns to the relevant Immigration LSP as they relate to the IIMS and CBN equipment.
<b>Network &amp; Communications:</b>	I.T. Administrator responsible for managing all network and telecommunication issues
<b>Person Record:</b>	I.T. Administrator responsible for conducting person record search across IIMS and generating the relevant reports.
<b>Procurement:</b>	I.T. Administrator responsible for managing and coordinating the acquisition of all equipment/ systems and resources needed by the I.T. Unit to fulfil its functions.
<b>Tech Support:</b>	I.T. Technician responsible for troubleshooting and remotely or physically resolving hardware or software related challenges for the end-user.

**Canadian Bank Note (CBN)  
Local Service Providers (LSP)**

Technical support for all CBN workstations/equipment is provided by the following LSPs;

- Dario Jenoure** - New Providence (Lynden Pindling International Airport)
- Devito Bullard** - New Providence (Mount Royal & Monarch Houses)
- Javan Lightbourn** - Grand Bahama
- Cordero Colebrooke** - Grand Bahama

## UNIT HIGHLIGHTS FOR 2019

- IIMS Project Final Phase Review (At CBN Headquarters)
- Deployment of IDMS on Family Islands
- Immigration Web Portal Proposal
- Administered Officers/Staff IIMS Refresher Courses
- Review Immigration Arrival Card Digitization Proposal
- Host/Participate in Ministry of Foreign Affairs eVISA Meeting & Training
- IT Unit Staff Attend Professional Development Courses
- Immigration Website Management

## UNIT RECOMMENDATIONS FOR 2020

- Training & Skills Development
- Specialized Skill Allowance
- Staff Meetings
- Maintenance & Site Inspections
- Intranet
- Redundancy
- Petty Cash
- Documentation
- Access Control (Doors)
- Employee Identification Badges (Expedite)
- Replacement Card Fee for Government Workers
- Develop or Procure Process Improvement Software (HR & Purchasing Units)

# LEGAL AFFAIRS

The Legal Affairs Unit commenced in January 2019, allowing the Department to have self-representation through **Ms. Anastasia Minnis**, a licensed Attorney/Immigration Officer. Ms. Minnis is the appointed Attorney and Legal Officer for the Department of Immigration.

## UNIT FUNCTIONS & AREAS OF RESPONSIBILITY

The General Responsibilities of the Legal Officer are:

- Liaising with the Office of the Attorney General, RBPF, RBDF, Social Services, Ministry of Foreign Affairs and other government entities on Immigration Matters.
- Assisting the Office of The Director of Immigration
- Drafting Legal Opinions, Memoranda and Minutes
- Assist with drafting Court Submissions in Immigration Matters
- Collaborating with internal law enforcement units (i.e. Courts, Deportation, Enforcement, K9 Unit, Detention Center) to ensure compliance with the Department's mandates, laws, recommendations from OAG, and rulings from the Judiciary.
- Advancing Policy and Regulation recommendations on issues that place the Department at risk and provide alternative options for mitigation.
- Assisting with external legal concerns from the community

- Attending meetings, seminars and conferences
- Conduct legal research
- Monitor all legal concerns as assigned



# LYNDEN PINDLING INTERNATIONAL AIRPORT (LPIA)

The Lynden Pindling International Airport is staffed with over **one hundred and fifteen (115) Immigration Officers** and additionally provides service to three (3) Fixed Base Operator (FBO) locations; namely *General Aviation Charter, Jet Aviation* and *Odyssey Aviation*. Each FBO is ordinarily manned by one (1) Immigration Officer of the Grade II or Grade I rank. However, upon the request, Jet Aviation and Odyssey may be assigned additional manpower to sufficiently accommodate busy season's workload.



The Immigration office at LPIA is managed by one (1) Superintendent of Immigration and one (1) Chief Immigration Officer, with one (1) Clerical Officer overseeing the Automated Data Processing Unit. Moreover, there are three (3) work shifts, *Alpha, Bravo* and *Charlie*. Each shift is individually managed by (2) Senior Immigration Officers who are supported by three (3) Grade I Officers, five (5) Grade II Officers and the remainder are Trainee Immigration Officers. These officers are

responsible for processing passengers, escorting persons refused entry to the various destinations, etc. During the year 2019 a total of *over 1.3 million Visitors and Returning Residents were processed at LPIA.*

## UNIT HIGHLIGHTS FOR 2019

- Permanent Residents and Permit Holders gain access to APC Kiosks
- Credit Card Machine installed at LPIA Immigration Office
- **Grade II Officer Alicia Kemp** elected LPIA Employee of The Year 2019/20
- **Officers Lacya Scavella and Kevion King** received professional development certificates
- **I.O Janay Johnson-Ferguson** won Best Dressed Officer of the Year Award
- **Minister Elsworth Johnson** thanks LPIA Officers for their service.





Clarence Russell  
Director of Immigration



Dwight Barclay  
Assistant Director of Immigration



Juanita Armbrister  
Supr. of Immigration  
O/C Lynden Pindling  
Int'l Airport

Support Staff:  
(1) Immigration Officer I  
(1) Trainee Immigration Officer



Rudolph Ferguson  
Chief Immigration Officer  
Officer 2<sup>nd</sup> In charge  
Lynden Pindling Int'l  
Airport

Alpha

- (2) Immigration Officer I
- (7) Immigration officer II
- (21) Trainee Immigration Officer

Bravo

- (3) Immigration Officer I
- (7) Immigration officer II
- (21) Trainee Immigration Officer

Charlie

- (1) Immigration Officer I
- (7) Immigration officer II
- (21) Trainee Immigration Officer

## UNIT RECOMMENDATIONS FOR 2020

- Designated section bus driver
- Effective use of the *Mobile Clearing System*
- Improvements to LPIA holding cells
- Uniforms availability
- Training & Skills Development (Foreign Language Courses)
- Departmental Promotion Exercise (Urgent)

## UNIT STATISTICS FOR 2019

ITEM	TOTAL
LPIA Visitor Arrivals	1,303,711
Short Term Work Permit Applications	4169
Revenue Collected	\$980,353.63

# AUTOMATED DATA PROCESSING UNIT (ADP)

The ADP Unit is responsible for the purchasing, dissemination and collection of all Bahamas Immigration Arrival/Departure Cards. This unit, comprised of one (1) Immigration Clerical Officer, works directly with Bahamas Tourism agents and operates directly from the Lynden Pindling International Airport.

## UNIT STAFF

**Kemuel Collymore**- Supervisor (until July)

**Dexter Brown**- Messenger (from July)



# NATURALIZATION

## UNIT

**The Naturalization Unit** of the Department of Immigration is charged with the responsibility of the preparation and processing of applications for permanent status in The Bahamas; namely *Permanent Residence, Registration of Citizenship and Naturalization*. All such applications are prepared for presentation to the **Cabinet of The Bahamas** for determination. The Unit also ensures that Cabinet decisions are executed and communicated to the applicants.

Applicants are seen by appointment only on Monday – Thursday at the Naturalization Unit. All visitors to the Naturalization Unit are requested to appear in business casual attire.

### UNIT STAFF

**Rochelle Smith**, First Assistant Secretary (Administration)

**Ella Porter-Lewis**, Chief Immigration Officer (Human Resource)

**Norman Bastian**, Chief Immigration Officer (Investigations)

**Jasmine Rolle**, Chief Clerk (Minister's Office)

**Brittney Strachan**, TA (Minister's Office)

**Orian Forbes**, Chief Immigration Officer (Permanent Residence-Spouse)

**Phylcia Woods-Curry**, F & TO I (Permanent Residence-Economic)

**Khaliah Brown**, F & TO II (Permanent Residence-Economic)

**Kendal Smith**, Immigration Officer II (Permanent Residence-Economic)



**Latosca Mortimer**, Immigration Officer I (Forms 1, 3 & 6)

**Angelique Sawyer**, F & TO II (Forms 1 & 3)

**Ursula Oliver**, Immigration Officer I (Form 2)

**Levon Adderley**, Trainee Immigration Officer (Form 2)

**Sanford Rolle**, Trainee Immigration Officer (Form 4)

**Alton Forbes**, Immigration Officer II (Form 6)

**Kevano Farrington**, Recruit (Assist with Form 6)

**Erica Brown-Moss**, Chief Clerk (Family Islands & Overseas)

**Shantal Curtis**, Recruit (FAS Office)

**Andrew Ferguson**, Recruit (Registry)

**Shakanah Fernander**, General Service Worker (Assist with certificates & reception)

## **CUSTODIAL STAFF**

Eunice Oliver

Gerzario Anderson

Jean Louis Germulus

## **UNIT HIGHLIGHTS FOR 2019**

- Relocation of the Naturalization Unit to Monarch House building, East Bay Street
- Rochelle Smith, First Assistant Secretary- officially assigned as head of Naturalization Unit
- Persons were charged before the courts for fraud in relation to naturalization applications

## UNIT GOALS FOR 2020

- Improve application processing times
- Diminish backlogged applications and address all outstanding matters
- Launch Naturalization education campaign for schools and general public
- In-house training and development workshops/seminars

## UNIT STATISTICS FOR 2019

### *Citizenship/Naturalization*

APPLICATION TYPE	PERIOD	APPROVED	REFUSED AND GRANTED P.R. RIGHT TO WORK	PENDING CABINET DECISION	TOTAL
Form 1	Jan. – Dec.	12	1	5	18
Form 2	May & Aug.	391	0	191	582
Form 3	Jan. – Dec.	5	3	14	22
Form 4	Jan. – Dec.	109	0	52	161
Form 6	Jan. – Dec.	13	21	9	43

**Grand Total:**

**826**

### *Permanent Residence*

APPLICATION SECTION	PERIOD	APPROVED	REFUSED	PENDING CABINET DECISION	TOTAL
13 & 16	Jan. – Dec.	198	6	36	240
14	Jan. – Dec.	60	1	12	73

**Grand Total:**

**313**

# P ERMITS UNIT

The Bahamas Immigration laws require that persons other than Bahamians must be in possession of a valid permit to engage in gainful employment or reside in the country. The Permits Section of the Department of Immigration, is task with ensuring that persons in



either of the aforementioned categories (work or reside) are issued valid permits, once approved and payment made.

## UNIT STAFF

- **Ephriam Rolle**, Superintendent of Immigration (until June)
- **Judith Coleby**, Chief Immigration Officer (from June)
- **Darren Deveaux**, Immigration Officer I
- **Tia Knowles**, Immigration Officer II
- **Elkeria Williamson**, Senior Clerk, (Missing from photo)
- **Jayquisha Hinsey**, Trainee Immigration Officer
- **Lakeisha Gay**, Trainee Immigration Officer
- **Antoyna Lockhart**, Trainee Immigration Officer
- **Deandra Rolle**, Trainee Immigration Officer
- **Ricardo Glinton**, Trainee Immigration Officer (Missing from photo)

## AREAS OF RESPONSIBILITY

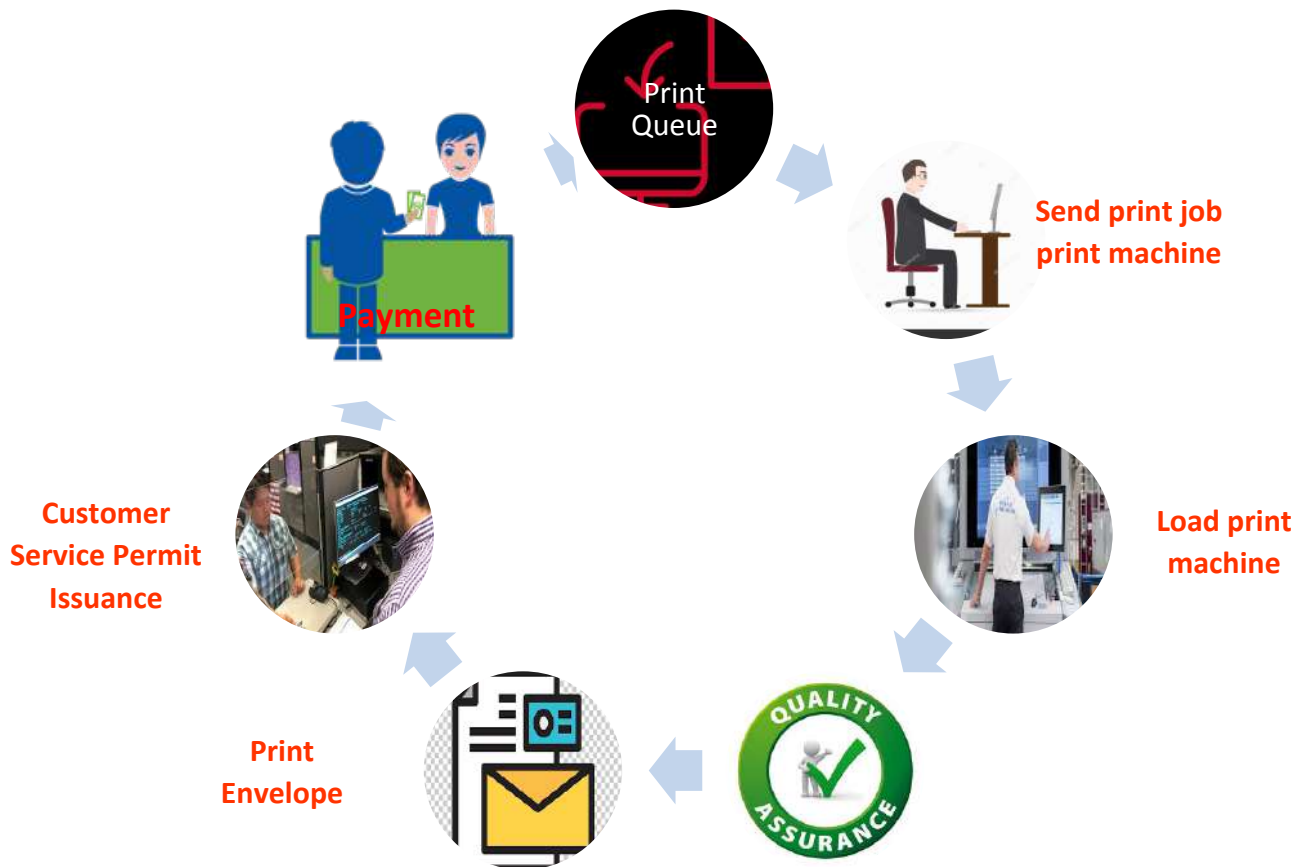
The Permits Section is responsible for the following:

1. Print all classes of permits for New Providence and all other islands other than the Northern Region; these permits include:
  - a. Long and short term work permits
  - b. Diplomat permits
  - c. Government worker permits
  - d. Homeowner permit
  - e. Permit to reside
  - f. Resident Belonger permits
  - g. Refugee permits, Resident Spouse Permits
  - h. Permanent Resident permits
  - i. Non-secure documents which includes: Special Permits, Short term emergency permits, Electronic Entry Permits).
2. Issuance of permits to only persons **authorized** to collect them
3. Conduct **Quality Assurance** checks on each permit to ensure that photos are in line with international standards and that (bar code and MRZ) can be read
4. Deactivation of permits that were reported lost, damaged, stolen, and valid permits that were returned to the department for cancellation after issuing.
5. Manage secure documents

6. Maintain the Print Room
7. Address Customer Service issues-reference to permit/card
8. Prepare permits for all Family Island applicants

## UNIT FUNCTIONS

The officers of the Permits Section are dedicated to ensuring that permits are processed in an efficient and timely manner. They are committed to delivering the highest level of customer services. See process below:



1. Customer makes document fee payment



2. After payment is received it goes into the print queue
3. Officer sends print job to the print machine
4. Blank cards are loaded into the print machine and the produce command selected; print machine produce one card per minute with the capacity of producing over a 100 cards per print job.
5. After print job is completed, permits are sent over to the Quality Assurance section of the print room; permits as scrutinize for defects. If something is found wrong with the permit it is rejected.
6. Good permits are then sent over to have envelopes printed and forwarded to the issuing station for collection.

## UNIT HIGHLIGHTS FOR 2019

The year 2019 brought considerable changes to the Permits Section. **Superintendents Philip Forbes (not shown) and Ephraim Rolle**, played major roles in the newly designed Permits Section, both of whom have submitted their notice of retirement from the organization after serving forty (40) years of dedicated service.



During Superintendent Rolle's tenure, he ensured that all of his staff were trained to perform each function in the section. In addition, he started a Birthday Club ensuring that they received a cake and he treated them to lunch most Tuesdays. To foster better working relationship with the Accounts staff, he invited the staff to be a part of the birthday club and it grew from cake to full luncheon. He began his pre-retirement leave on the 28<sup>th</sup> June, 2019 and was presented with a plaque from the staff.

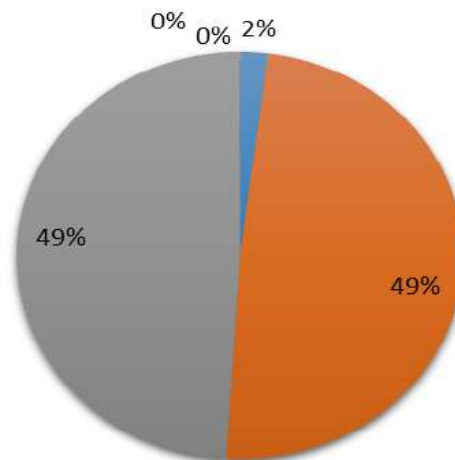
## UNIT STATISTICS FOR 2019

<b>Stock Type</b>	Secure Card
<b>Doc. Type</b>	Production
<b>Product Type</b>	Card
<b>Reporting Period</b>	1 <sup>st</sup> January 2019 – 31 <sup>st</sup> December 2019
<b>Location</b>	Immigration Office (Nassau)

Doc. Rejected/Damaged	760
Doc. Issued (total)	18572
Doc. Issued Standard	18561
Doc. Issued Expedited	1
Doc. Issued Urgent	10

### Production - Approved Job Summary

■ Doc. Rejected/Damaged  
 ■ Doc. Issued (total)  
 ■ Doc. Issued Standard  
■ Doc. Issued Expedited  
 ■ Doc. Issued Urgent  
■



## *Permits Issued*

Processing Location	Permit Type	Number Issued
NASSAU IMMIGRATION OFFICE	ASYLUM SEEKER	2
NASSAU IMMIGRATION OFFICE	DIPLOMAT CARD	221
NASSAU IMMIGRATION OFFICE	GOVERNMENT WORKER CARD	569
NASSAU IMMIGRATION OFFICE	HOMEOWNER CARD	89
NASSAU IMMIGRATION OFFICE	PERMANENT RESIDENT CARD	759
NASSAU IMMIGRATION OFFICE	PERMANENT RESIDENT CERTIFICATE	94
NASSAU IMMIGRATION OFFICE	PERMIT TO RESIDE	2429
NASSAU IMMIGRATION OFFICE	REFUGEE	9
NASSAU IMMIGRATION OFFICE	RESIDENT BELONGER PERMIT	422
NASSAU IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1155
NASSAU IMMIGRATION OFFICE	WORK PERMIT - LONG TERM	7235
NASSAU IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM	940
NASSAU IMMIGRATION OFFICE	WORK PERMIT - SHORT TERM EMERGENCY	6886
	<b>Grand Total</b>	<b>20810</b>



# P RINCE

## GEORGE DOCK

The Prince George Dock (PGD) hosts a minimum of twenty four (24) cruise ships weekly which brought in approximately **3,869,183 passengers** and **1,389,856 crew members** in 2019. In addition, there were also **343 passengers** and **6792 crew arrivals** on private yachts at PGD and marinas throughout the year.

### UNIT STAFF

The Bahamas Immigration Office at **Prince George Dock** is currently staffed with twenty one (21) Officers. This unit is managed by **Claudine Minus, Superintendent of Immigration, Norman Bastian, Chief Immigration Officer** and **Leroy Miller, Senior Immigration Officer**.

### UNIT RECOMMENDATIONS FOR 2020

- Training Needs Assessment
- Additional Staff
- Additional Resources (golf carts, computers/copiers etc.)

## STATISTICS 2019

### *Cruise Ship Arrivals*

<b>Month</b>	<b>Passengers</b>	<b>Crew</b>
January	368,396	133,500
February	305,578	114,543
March	391,750	137,416
April	347,370	121,573
May	287,713	101,430
June	310,947	106,633
July	321,844	107,504
August	315,639	107,575
September	233,305	89,103
October	268,813	100,542
November	331,420	129,844
December	386,408	140,193
<b>TOTAL</b>	<b>3,869,183</b>	<b>1,389,856</b>



# PUBLIC RELATIONS UNIT

On 14th January 2019, the Department introduced its Public Relations Unit under the direction of Director Russell, headed by **Donnalee King-Burrows**, Superintendent of Immigration (Public Relations Officer) and staffed with two (2) additional officers: **Sean Gordon**, Chief Immigration



Officer (Public Relations Assistant Officer) and **Braddesha Lloyd**, Trainee Immigration Officer (Press Liaison Officer).

## PURPOSE OF THE UNIT

In today's market, knowledge is the new economy, therefore, information is its currency. With this in mind, it is important to note that today's public desire access, and relationship with the Department for a smooth and harmonious process. Hence, the role of the Public Relations Unit (PRU) which includes but is not limited to the intentional managing of the flow of information between the public and the Department is extremely vital. Through public awareness campaigns and a host of other medium, the unit exists to change the face of the organization and maintain a

positive image. Today, the PRU incorporates the following areas to ensure that the aforementioned relationship is forged and maintained:

- ✓ Press Liaison
- ✓ Social Media & Digital
- ✓ Employee Relations
- ✓ Community Relations
- ✓ Family Island Relations

In June of 2019, staff complement of the PRU increased by two(2) additional officers: **Thea Moss**, Immigration Officer II and **Jolando Adderley**, Trainee Immigration Officer. The duo was brought on to assist with the areas of Community Relations, Employee Relations, Family Island Relations, and Social Media & Digital Marketing.

In September of 2019, **Shemah Saunders-Darling**, Chief Immigration Officer assumed the role of Public Relations Assistant Officer after the confirmed Geographical posting of Chief Officer Sean Gordon to George Town, Exuma.

## COMMUNITY RELATIONS

As part of the Public Relation Unit, the Community Relations arm was in action in December attending a career day at **The Leadership Academy** where members of the team presented on the history, services and employment opportunities offered by the Department. As a part of this section, there was also collaboration with the **Sports Committee** to support other law enforcement agencies by way of participation in an effort to strengthen relationships and encourage camaraderie amongst Law Enforcement Officers.



PUBLIC RELATIONS UNIT RECEIVES TRAINING IN INTERNATIONAL  
PROTOCOL AND DIPLOMACY





## COMMUNITY OUTREACH AND TRAINING

Immigration Officers represent the Department at Career Exhibitions and Job Fairs at the S.C. McPherson Junior Highschool and Queen's College Methodist School.



*“If you want more hope for your future, go help someone else and have more hope for their future.”*

Germany Kent



# DIGITAL MARKETING

## PERFORMANCE



Our online advertising has helped to build our brand, engage our target markets, and assist the public in better understanding who we are as a Department and more. While this year we launched and utilized the Facebook platform alone, this channel experienced significant growth and has proven to be most valuable as it relates to the public's feedback and information gathering tool.

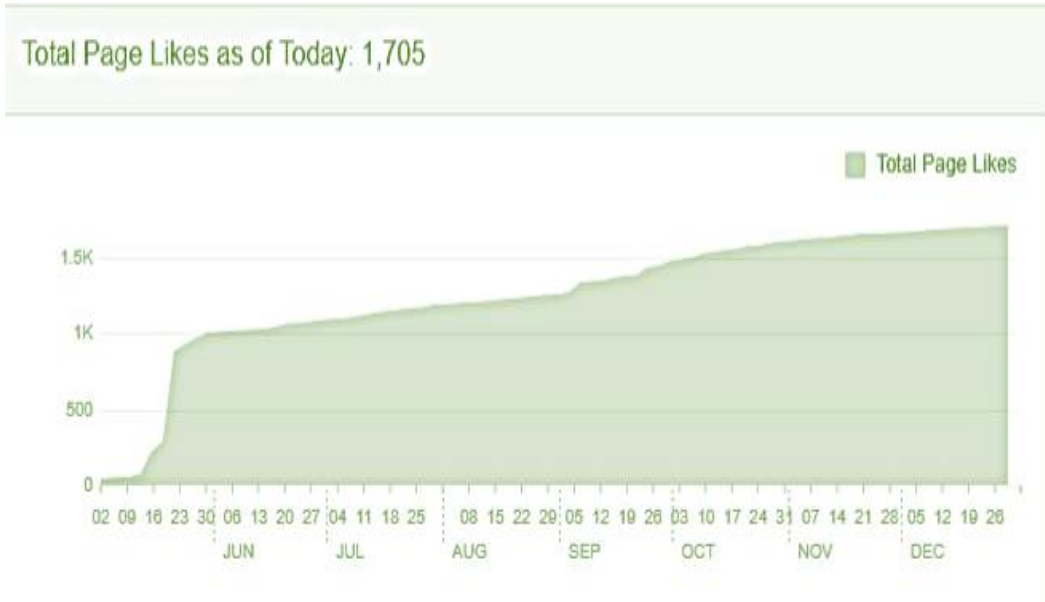
As the internet runs 24 hours per day, 7 days per week and 365 days per year at virtually no cost, our future digital marketing strategy will prioritize Facebook as the primary growth channel for social outreach, introduce Instagram early 2020, while driving more traffic to the Department's website for informational purposes. It is expected that this strategy will exceed the current success rate.

### FACEBOOK

In **February 2019**, the Department's social media platform was launched with the creation of its Facebook account with the intent to further expand to other platforms in succession. The page gained popularity in May, 2019 and maintained momentum throughout the year with peak activity as shown in the data recorded below.

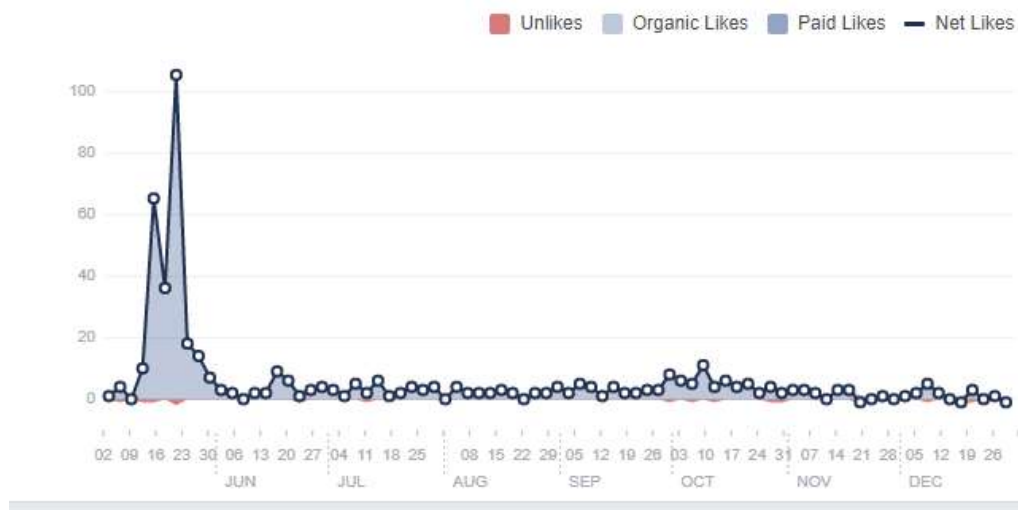
## UNIT SOCIAL MEDIA PLATFORM STATISTICS FOR 2019

Page Likes: 1<sup>st</sup> May 2019 to 31<sup>st</sup> December 2019



### Net Likes

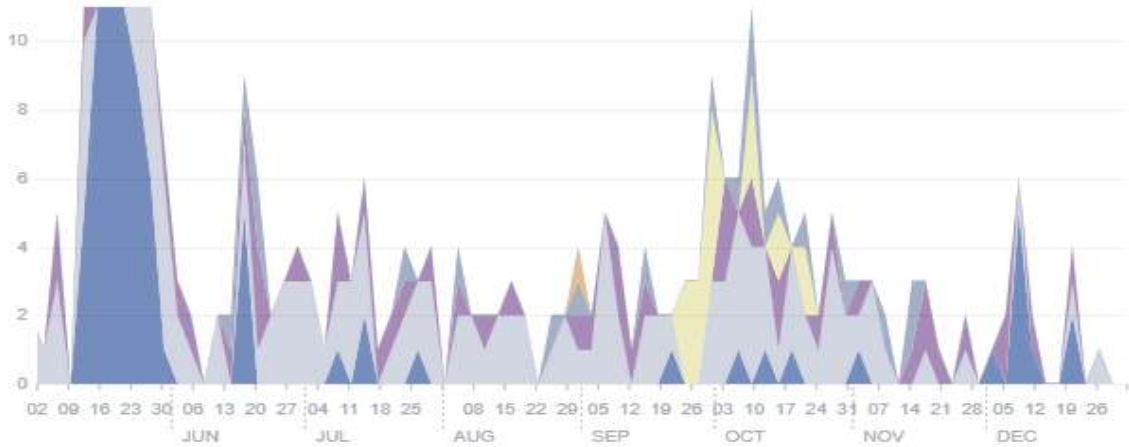
Net likes shows the number of new likes minus the number of unlikes.



## Where Your Page Likes Happened

The number of times your Page was liked, broken down by where it happened.

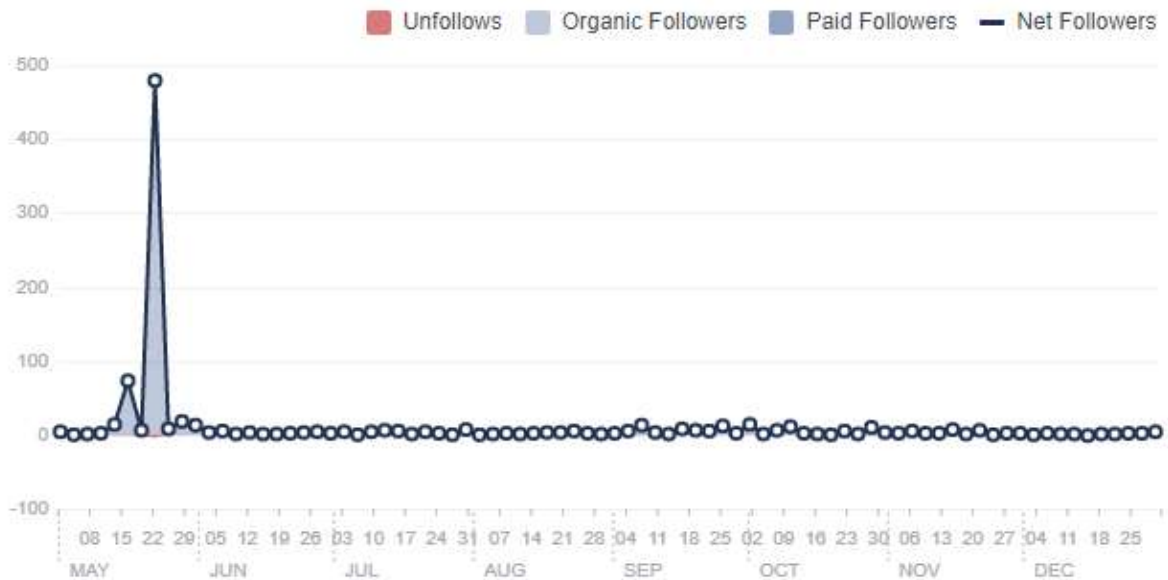
■ News Feed  
 ■ Your Page  
 ■ Search  
 ■ Other  
 ■ Page Suggestions  
■ Restored Likes from Reactivated Accounts



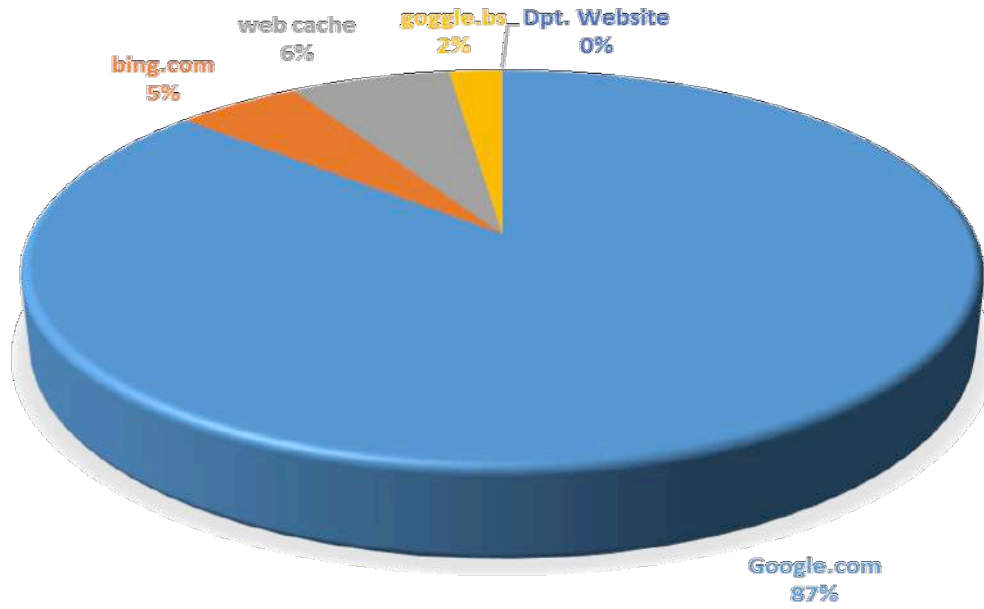
*Page Followers: 1<sup>st</sup> May 2019 – 31<sup>st</sup> December 2019*

## Net Followers

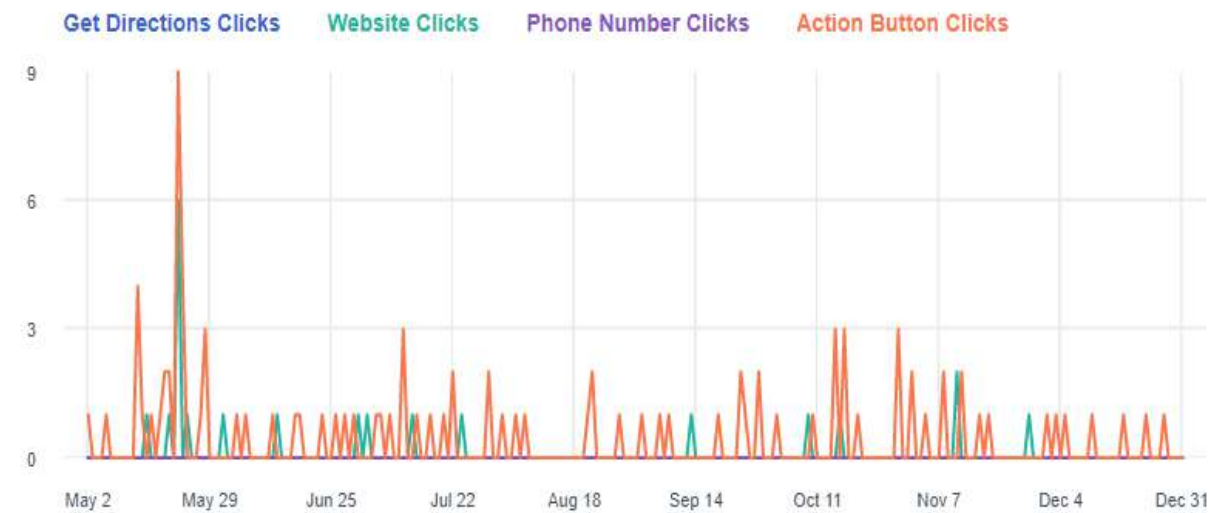
Net followers shows the number of new followers minus the number of unfollows.



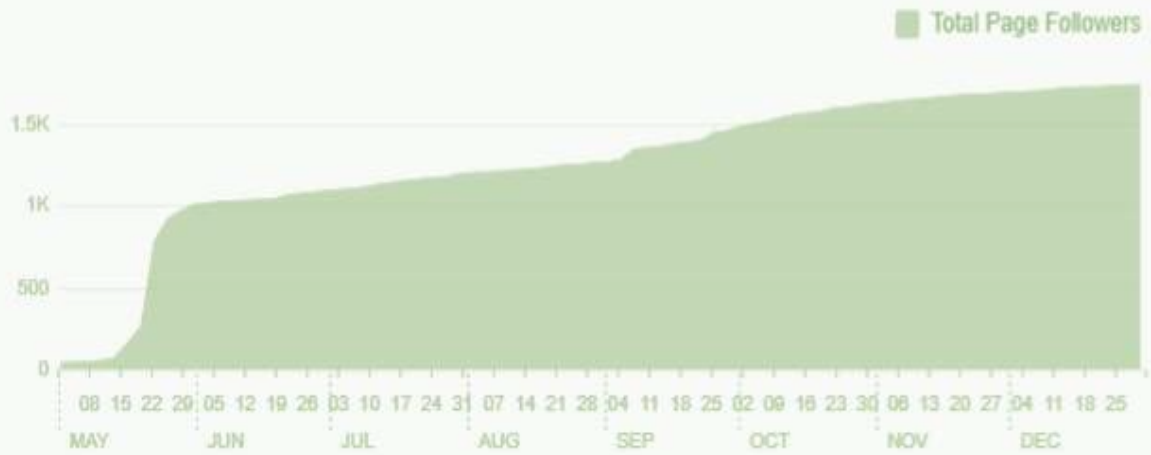
### HOW USERS ACCESSED PLATFORM



### Total Actions on Page



Total Page Followers as of Today: 1,736



People Who Clicked Website

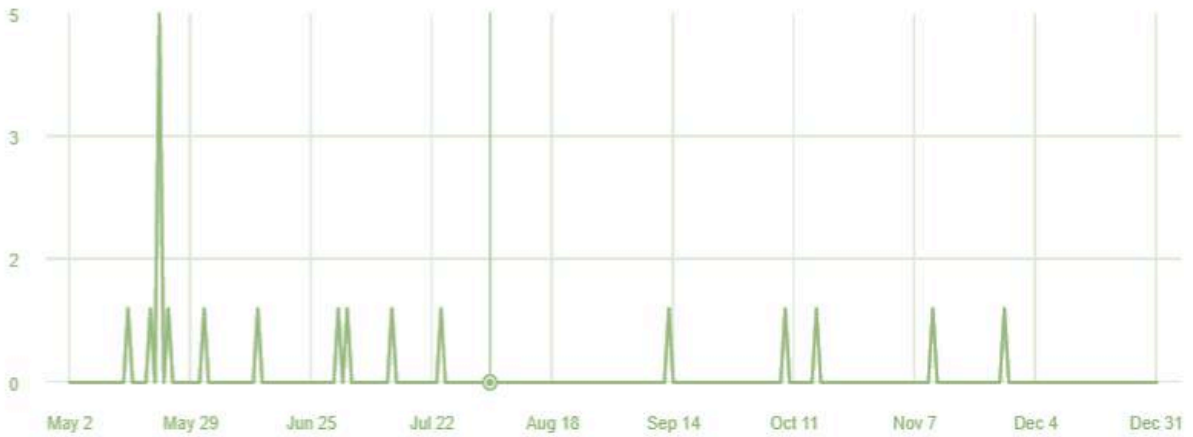
By Age and Gender

By Country

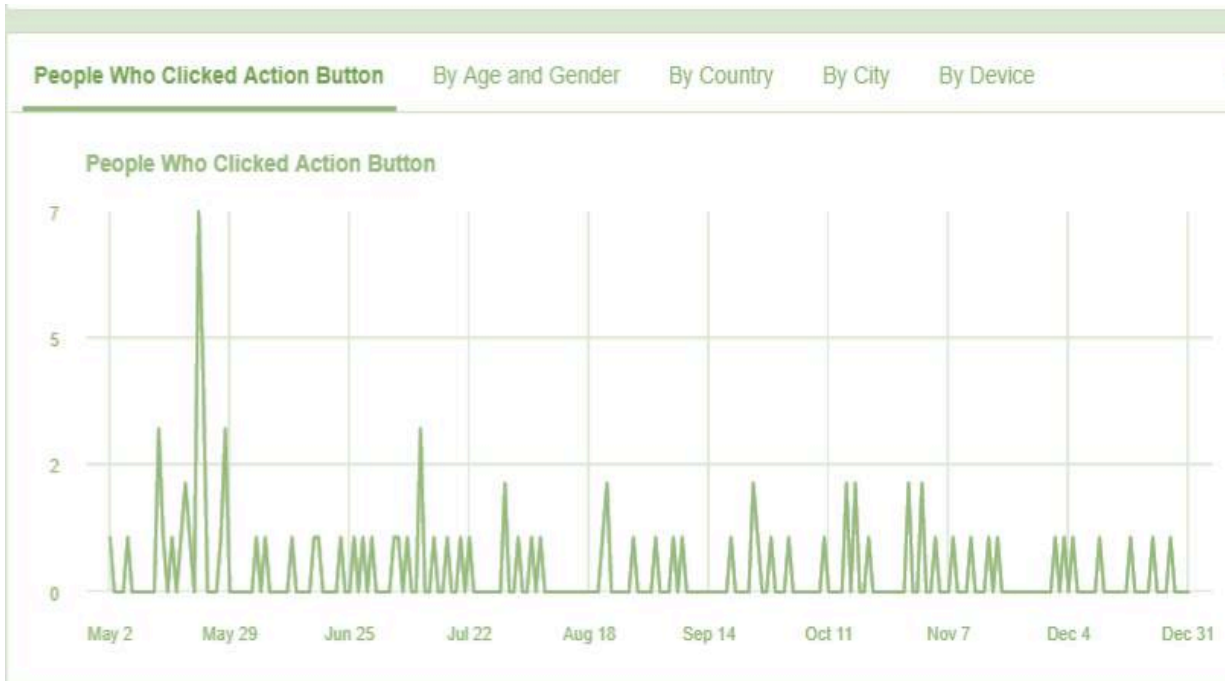
By City

By Device

0 People Who Clicked Website





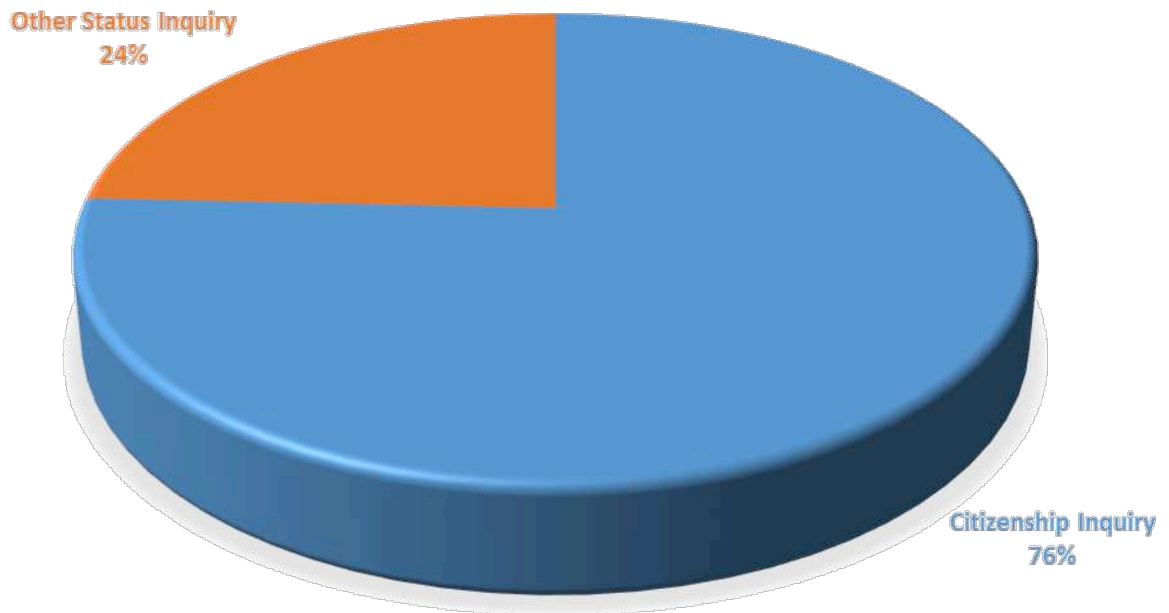


### Complaints 85%

<i>Positive feedback</i>	6%
<i>Application Inquiry</i>	5%
<i>Human Resource Inquiry</i>	4%

## DEPARTMENT GENERAL EMAIL STATISTICS FOR 2019

### STATUS INQUIRY



<i>Complaints</i>	25%
<i>Human Resource Inquiry</i>	13%
<i>Application Inquiry</i>	45%
<i>Entry Queries</i>	14%
<i>Information Request</i>	3%

## PUBLIC RELATIONS 2020 AND BEYOND

It is the intent of the Public Relations Unit to have a stronger presence in the traditional print and multi-media arena. The introduction of the World Wide Web and the proliferation of social media has taken the job of marketing/public relations specialists to new heights, however, a certain degree of consideration for multi-level marketing is still paramount when it comes to monopolizing and seizing every opportunity available to ensure that our product is successfully sold or presented to customers.

With this in mind, 2020 will see a more saturated presence of the Department. Campaigns will be launched to educate, inform and foster a greater working relationship with the public and staff. One such campaign is the intended launch of *'Immigration 360.'*

### ADDITIONAL PLANS FOR THE UNIT:

1. Fully Staff the Unit
2. Introduce Department Employee Survey
3. Partner with administration and Officer/Clerical of the year Committee
4. Release of 2020 Department Calendar of Events
5. Obtain professional equipment and software for unit
6. Take advantage of all necessary Training
7. Reintroduce Newsletter
8. Release of Department's Newsletter

# RECEPTION

## UNIT



The Reception Unit is an essential part of the Immigration Department as it relates to the processing of applications for persons desirous of working or residing in The Bahamas. All incoming applications are submitted through the reception unit.

The Identity Document Management System (IDMS) is a new system that was introduced to the Department of Immigration in September, 2018 to provide features that would allow application to be process more effectively and efficiently.

**Reception Unit (formally Customer Service) consist of four main sections:**

Triage

Reception

Biometrics

Employer Management

Each section plays a pivotal role in the day to day operation of the Reception Unit.

\*Geographically posted since Hurricane Dorian

**UNIT STAFF****SUPERVISORS**

**Ms. Andrea Moxey**  
Chief Immigration Officer  
**Ms. Annatol Bain**  
Chief Clerk

**OFFICERS**

**Lakeisha Lopez– Sawyer**  
Immigration Officer II

**Anthlee Adderley\***  
Trainee Immigration Officer

**Tericka Bodie\***  
Trainee Immigration Officer

**Phylicia Bootle\***  
Trainee Immigration Officer

**Shalanka Gaitor**  
Trainee Immigration Officer

**Lazell Strachan**  
Trainee Immigration Officer

**Teshan Young**  
Trainee Immigration Officer

**Akera Sands**  
Trainee Immigration Officer

**Latia Tucker**  
Trainee Immigration Officer

**Kushna Rolle-Miller**  
Trainee Immigration Officer

**Jessica Williams**  
Trainee Immigration Officer

**Monalisa Farrington**  
Trainee Immigration Officer

**Lanisha Armbrister**  
Trainee Immigration Officer

**SUPPORT STAFF:**

**Karen Barton-Williams**

**Paulamae Hall**

**Salathiel Anderson**

**Latoya Johnson**

**Rashad Smith**



## **TRIAGE**

Triage has several functions:

1. One of the main function of triage is to greet all incoming customers in a professional and efficient manner.
2. Triage personnel has the responsibility of thoroughly vetting all incoming applications. The application must meet the department's checklist requirements before acceptance.
3. Subsequently, applications that meets the requirements are distributed to the Reception personnel for enrolment.
4. Triage is also responsible for assisting with various inquires relative to Citizenship, Permanent Resident, Work Permit, Permit to Reside, Belonger Permit, Resident Spouse Permit and Homeowner Permit applications.
5. Collecting all Acceptance Slips from Accounts and distributing to the various Section of the Department to the relevant officers for further processing e.g. Resident Spouse Section.
6. Issue application forms to customers upon request.

## **RECEPTION**

Reception Operators are responsible for ensuring all applications and supported documents are entered in the Identity Document Management System (IDMS).

1. Reception operators also has the responsibility of ensuring that the application meet all of the department's requirements. Therefore, another vetting occurs before it is given to the customer.
2. The Reception operators can also create a new person or add information to a person already existing in the system.
3. Reception operators are required to beckon customer to be seated at the desk for a full assessment of documents given from Triage. This enables eye contact from personnel to customer. The documents are returned to the customer along with three Acceptance Slips (customers will be directed to biometrics is required) and then directed to Accounts Section to make necessary payment of the processing fee.
4. Reception operators are also required to scan documents in the Registry Module. E.g. an outstanding document requested by the department that was not scanned at the initial submission stage.

## **BIOMETRICS**

Biometrics staffs are responsible for capturing photograph and fingerprints of customers who requires this service. These are the following guidelines:

1. Ensure that the photo captured is clear and precise.
2. Biometrics personnel should use applicant's passport, a legal ID or the Consultation Module to view an existing photo of the subject presenting themselves to biometrics to ensure the identity is the same.

3. Biometrics personnel also work side by side with Reception personnel to assist with enrolment of applications.
4. Biometrics is centralized station which can captured fingerprint and photos in the various modules e.g. Permits, Data Correction, Registry and Approvals.

## EMPLOYER MANAGEMENT

Employer Management personnel is responsible for updating and creating records of all employers. Employers are created in two categories by either:

1. Organization, which consist of company, diplomats and government workers.
2. Person.

## HIGHLIGHTS 2019

The **VIP and Diplomatic Services** was introduced in October 2019. It is offered to retired civil servants and current government employees. The Diplomatic services is also offered to all Embassies and Consular Officers.

Customers must first make an appointment with the Customer Service Section by contacting **242-604-0238**. If a customer is identified in the waiting area and that meets the required categories, then that customer would be lead to VIP section for further processing.

## UNIT GOALS 2020

- Provide professional, effective and efficient services.
- To improve credibility within the section.

- To interact more with customers and make effort to resolve their issues.

## UNIT RECOMMENDATIONS FOR 2020

1. Additional booths/stations to be added to maximize processing of applications.
2. Periodic training for Reception Staff.
3. Timely Rotation of Staff every three to six months.
4. Booth/station for Elderly/Disabled individuals.
5. Suggestion Box for feedback from customers.
6. Ensure that all staff have the proper furniture to secure personal items.  
(lockers)
7. Additional furniture for the upgrade of the section (customer chairs, cabinet, office desk etc.)

# REGISTRIES



The Registry was completely relocated into the warehouse in 2019 so as to control access to files. The files have to be requested in writing. The only files are situated in Headquarters are the ones that are being worked on for interviews or investigation. The supervisor of the Registry is responsible for overseeing the movement of all files.

## UNIT STAFF

- **Vera Mcphee**, Chief Clerk- Registry Supervisor
- **Sherrell Bullard**, Clerk
- **Keiran McSweeney**, Clerk
- **Shanique Mackey-Bain**, Clerk
- **Samantha Brennen**, Clerk

## SCANNING & INDEXING SECTION

Scanning and Indexing Section responsibility is to scan all files into the Docuware System which will help in information collection. They have the responsibility of pulling, stripping, sorting, scanning and compiling the files so that they can be put away and the information can be found in IDMS.

## UNIT STAFF

- **Sandra Johnson**
- **Amanda Johnson**
- **Tekoah Turnquest**
- **Kayuse Burrows**
- **Clement Rose**
- **Antoinette Mackey**



# ADMINISTRATIVE REGISTRY

The automation of the Department of Immigration's Administrative Registry was formulated in September, 2019. The overall objective of this initiative is to computerize all administrative files. Mrs. Edris Davis, First Assistant Secretary, has the responsibility of being the Department's Administrative Officer and has been tasked with heading the Administrative Registry as well as developing the Policies and Procedures Manual for the Department.

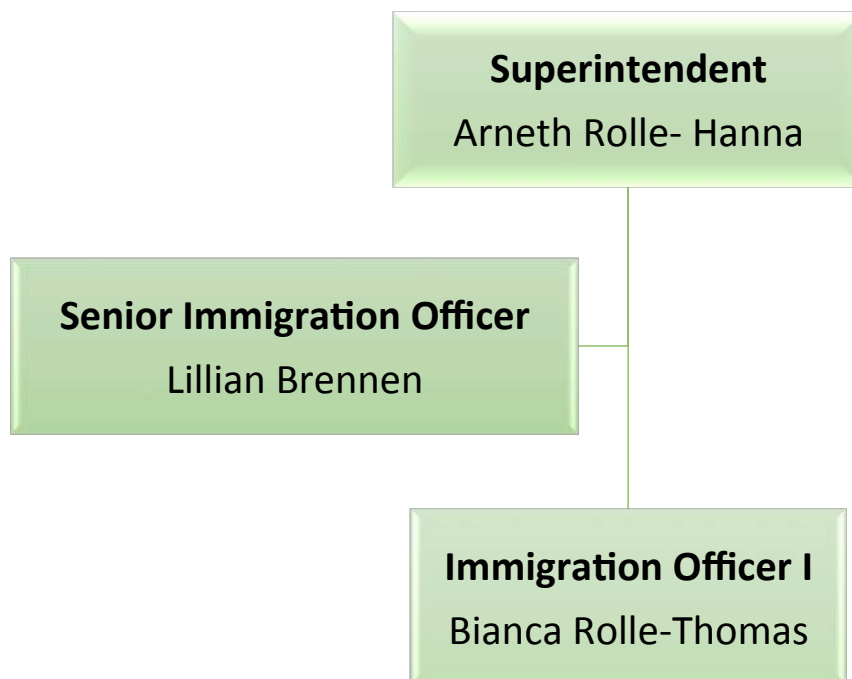
## UNIT STAFF

- **Cheryl Saunders**, Senior Immigration Guard
- **Cindy Sawyer**, Clerk
- **Terran Curtis**, Trainee Immigration Officer

# CLASSIFIED REGISTRY

The Classified Registry Section is responsible for managing and maintaining information on The Bahamas Immigration **Watch List Management System (WLMS)**. Confidential files are created and maintained within this registry, which is also responsible for making recommendations for persons to be Restricted from landing in The Bahamas. Furthermore, the Classified Registry also manages the issuances of Immigration Landing Stamps and process applications for special permits.

## UNIT STAFF



# Research & Planning Unit

The Research and Planning unit was launched as a part of the Directors strategic plan for 2018. This Unit is headed by **Stephen LaRoda**, Superintendent, assisted by **Charles Walkine, Immigration Officer II** and **Mercedes Ferguson**, Trainee Immigration Officer. The primary function of this area is to act as a support unit to the entire Immigration Department, with a primary focus on enhancing the growth and development of the Agency.

## UNIT FUNCTION & AREAS OF RESPONSIBILITY

- Development Planning implementation
- Monitoring and Evaluation of plan implementation
- Research into the sectors over which the Department has jurisdiction
- Research into the internal organization and Operational modalities of the department
- Constant collection and processing of data and statistics relating to the Department
- The production of the Department's Annual Report
- Statistical analysis

- Assist the Director as necessary
- Prepare information for presentation at Seminars and Conferences
- Assist Public Relations with graphic design for pamphlets and booklets
- Responsible for Photography at all Departmental events and functions
- Policy and Procedural Research
- Research innovative strategies
- Research Innovative Equipment

### **UNIT HIGHLIGHTS 2019**

During the year 2019, the Research and Planning Unit accomplished the following:

- Production of the first Annual Report for Bahamas Immigration Department 2018
- Drafted the first “Know Your Bahamas” Citizenship manual for Naturalization purposes
- Attended and participated in Policy and Procedural Manual Committee meetings
- Request additional pedestrian signage and crossings for both public and staff

### **UNIT GOALS 2020**

- Increased training opportunities in the areas of research and development
- Training in Statistical Analysis
- Increased number of Senior ranked staff

- Increased staff compliment within the unit
- Completion of Procedural Manual
- Improve maintenance of statistical data
- Create a strong basis for applied research
- Improve the management of the research, development and innovation system
- Seek and Obtain Cabinet approval on publications produced by the R&P unit
- Increased presence and participation in the implementation of sectional policies and procedures throughout the entire Department
- Assist Public Relations Unit with the production of the first recruitment video for the Department and also the production of an Annual Report video for 2020



# RESIDENT SPOUSE PERMIT UNIT

The **Resident Spouse Section** processes applications for foreign persons who are married to Bahamian citizens. The **Resident Spouse Permit (RSP)** allows these individuals to live and work in The Bahamas. The job of the staff in this section is to confirm the subsistence of the marriage. RSP's are issued for a maximum of five (5) years at a time and may be extended for a further period if the couple reside together.



\*Geographically posted since Hurricane Dorian

## UNIT STAFF & AREA RESPONSIBILITIES

### Section Manager:

- **Mizpah Smith**, Superintendent of Immigration

### Process Applications/Conduct Interviews/Prepare Application Summaries:

- **Beatrice Johnson**, Administrative Officer
- **Leonard Smith**, Senior Immigration Officer
- **Valarie Murphy**, Chief Clerk
- **Venetta Saunders\***, Immigration Officer I
- **Latoya Williams-Reid**, Senior Clerk

\*Geographically posted since Hurricane Dorian

### Check Acceptance Slips For Documentation/Schedule Appointments/Scan Documents/Mark In/Out Files:

- **Lachelle Mcphee**, Trainee Immigration Officer
- **Zelma Minott**, Trainee Immigration Officer
- **Endira McKenzie**, Trainee Immigration Officer
- **Brittney Kemp**, Trainee Immigration Officer
- **Rashad Edgecombe**, Trainee Immigration Officer
- **Floniece Russell**, Trainee Immigration Officer

### 2019 HIGHLIGHTS

- National Investigation of local Haitian Embassy for issuance of fraudulent documents for the purpose of obtaining legal immigration status (RSP etc.)
- Investigation of local Justices of the Peace in connection with marriages of convenience and performing marriages without the presence of the Bahamian spouse

## UNIT GOALS & RECOMMENDATIONS 2020

- DNA Testing for children within the marriage
- Separate groups in alphabetical order to the interviewing offices
- Require additional documents as proof of address
- Periodic staff training sessions
- Cause for thorough investigations of Justices of the Peace

## UNIT STATISTICS

### *Issued Resident Spouse Permits*

Processing Location	Permit Type	Number Issued
EXUMA IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	3
FREEPORT IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	98
MARSH HARBOUR IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
NASSAU IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
GOVERNOR'S HARBOUR IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
NASSAU IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
MARSH HARBOUR IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	44
NASSAU IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	11
EXUMA IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	2
FREEPORT IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
MARSH HARBOUR IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	2
NASSAU IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1066
NORTH BIMINI AIRPORT/IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	3
NASSAU IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	1
NORTH ELEUTHERA IMMIGRATION OFFICE	RESIDENT SPOUSE CARD	3
<b>Grand Total</b>		<b>1238</b>

# SECURITY OPERATIONS & BUILDING MAINTENANCE

The Security Operations & Building Maintenance Unit is responsible for ensuring the physical protection of the internal/external customers maneuvering about Mount Royal and Monarch Houses as well as overseeing the maintenance of the physical structures.

## UNIT STAFF

- **Larenza Brown**, Immigration Officer II- Supervisor (until October)
- **Vasco Johnson**, Senior Immigration Officer- Supervisor (from October)
- **Davon Adderley**, Trainee Immigration Officer
- **Javano Musgrove**, Trainee Immigration Officer
- **Kareem Thompson**, Trainee Immigration Officer
- **Dominic Taylor**, Officer
- **Deangelo Moss**, Security Guard
- **Kenneth Butler**, Security Assistant
- **Shaimaco Clarke**, Security Assistant
- **James Thurston**, Security Assistant
- **Derrick Neymour**, Security Assistant

## CUSTODIAL STAFF:

**Jewel Rolle**, Head Janitress

**Sharon Adderley**

**Shanderia Camacho**

**Deborah Humes**

**Ruth Thurston**

**Tedvan Dixon**

**Jacqueline Forbes**



# SHORT TERM APPLICATION UNIT



The Short Term Application Unit is responsible for all Emergency Short Term and Short Term applications issuable for a time frame of **one (1) day to thirty (30) days**. The maximum duration of a short term permit is a total of **ninety (90) days**.

Moreover, this unit is responsible for the approval of all Short Term applications submitted and for the correction of dates of validity of said permits. However, because of the short time structure of these applications, once application summary is completed, the final decision is made by the officer in charge of the short term work permit section for one (1) day to thirty **(30) days** and the Directorate for thirty one (31) to ninety (90) days.

## UNIT STAFF

- **Arneth Rolle-Hanna**, Superintendent of Immigration
- **Carnie Gibson**, Senior Immigration Officer
- **Lillian Brennen**, Senior Immigration Officer
- **Suenell Sands**, Clerk

It is very crucial to convey the sharing of information internally regarding Other Nationals and Haitian applications with supervisors within the section as this allows individual staff members to learn and become more knowledgeable of the work they are assigned.



# PART THREE

# S PORTS COMMITTEE

## SPORTS COMMITTEE

One of the core values of the Immigration Sports Unit is “movement” and it is around this value that plans are made and executed. We encourage all staff members to participate in some form of physical activity that involves

movement. This year, our men and women in the department utilized their skills and passion for health and wellness in organized sports and other forms of activities. Ultimately, we help build confidence and willpower through sports and foster a camaraderie among participants.



## TRACK & FIELD

The Department of Immigration participated in the annual Royal Bahamas Police Force Track and Field event where we are the defending champions in the 4 × 100 relay. Our male and female officers also competed in the Department of Corrections 5K Fun, Run, Walk, where our very own Joshua Rolle, Trainee Immigration Officer, won the overall male division and Anishka Bowleg, Immigration Officer II, won overall female division.

We also competed in the Royal Bahamas Defence Force Run where all of our officers performed extremely well!



## SOFTBALL

Bahamians have a healthy love for softball and this sport is indeed making a comeback in the Bahamas. Our newly formed Immigration Department Slow Pitch Softball Team, “Immigration Regulators” (Nassau) and “Immigration Enforcers” Co-Ed Team (Freeport), continue to be very competitive in their respective leagues.



## SOCIAL

A time for the display of true etiquette arrived and as usual Immigration was there for it all. A few lovely ladies of our department socialized with their counterparts at the R.B.P.F. Annual Ladies Tea Party held at the Paul Farquharson



Center, Police Headquarters. Amid stellar decorations, native teas, delicious crumpets and a fashion show proved the event was par excellence.

## **SOCIAL**

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## FAMILY FUN DAY

The Immigration Department's 1st Annual Family Fun Day was a success. Immigration staff members touched down at the National Football Stadium with their family in tow. The hot ticket item was the DUNK TANK, where it was a joy to make some of the members of staff and of the national soccer team sink to the bottom. Bull's eye! A dynamic game of volleyball ensued with teams formed based on their unit of assignment and Prince George Dock ultimately were defeated by the crew of Lynden Pindling International Airport. Our children were frolicking on the waterslides, running in the sand and jumping around excitedly as they waited for their pony rides. The day of fun ended with the grand prize of the raffle, which was a flat screen TV being claimed by Immigration Officer Marva Gibson.

## GIVING BACK

It was a great pleasure to present a cheque to the Immigration Department's Social Committee to assist with their efforts. The monetary donation was our way of showing our support for the efforts made by the Social Committee to bring us closer together through their events.

## HIGHLIGHTS 2019



Congratulations Team Grand Bahama on their Sporting successes, as the Agency's only Co-ed Volleyball Team thus far. You make The Department very proud – in the spirit of Community involvement and interaction. Excellent show of Quality Leadership from CIO Bernard Pratt and Officer Pearce. Keep up your good works!

- 23 March, 2019

# WELFARE COMMITTEE

## WELFARE MATTERS

As the Bible suggests in Genesis 4:9, we must be our brother's keeper. When any amongst us is hurt, sick or bereaved, we want to rally around them and give our complete support. During the reporting period, the Welfare Committee provided wreaths when a staff member lost a loved one. Further, during instances of hospitalization or extended sickness with medical certificate for 10 days or more, we would extended our love and support by presenting a fruit basket or an arrangement, in addition to a special prayer session with the staff member.

In the aftermath of Hurricane Dorian, **Mizpah Smith**, President of the Social & Welfare Committee and **Shemah Darling**, Assistant Public Relations Officer, participated in a '*Lunch & Learn*' segment facilitated by Dr. Richard Adderley, Clinical Psychologist at the Queens College Center for Further Education. This session was both timely and valuable in educating the Welfare Committee about Post Traumatic Stress Disorder (PTSD) and the proper way to care for survivors of traumatic events such as Hurricane Dorian.

In order to achieve its mandate, the Welfare Committee, solicited Department-wide donations from staff members. A nominal fee of (\$5.00) five dollars a month was accepted from junior staff members, i.e. Trainee Immigration Officer to Immigration Officer I, Janitor to Clerk and (\$10.00) ten dollars a month was accepted by senior staff members, i.e. Senior Immigration Officer to Directorate, Senior Clerk to Permanent Secretary. The Social and Welfare Committee maintained full transparency by keeping proper records which could be reviewed at any time.

We sincerely hope to bridge the gap from Grand Bahama in the North to Inagua in the South, and fellowship as a united force with our annual events, in addition to new initiatives in 2020.

### COMMITTEE GOALS FOR 2020

1. Prayer Breakfast
2. Game Night
3. Grill & Chill
4. Health & Wellness Challenge
5. Mother's Day Giveaway
6. Father's Day Giveaway
7. Birthday Club
8. Annual Church Service
9. Annual Family Fun Day
10. Sip & Create
11. Themed Mix & Mingle
12. Christmas Decorating Competition
13. Thanksgiving Luncheon
14. Annual Christmas Party
15. Source Small Loans to Participating Members



# T HE DORIAN REPORT

The first three (3) days into September 2019 heralded a paradigm shift in the climatological norms within the Small Island Developing State of The Bahamas. Destruction, loss, chaos, despair and confusion swept over The Islands as Hurricane Dorian, the unprecedented Category 5 storm, made landfall on Abaco and then Grand Bahama. On the 3<sup>rd</sup> September 2019, after Dorian was a safe distance away, resilient survivors began emerging, and the shell-shocked country began taking stock. Entire communities had ceased to exist, properties and businesses were destroyed, loved-ones were no more. The nation and international community were in mourning.

In view of this, Director Clarence Russell quickly met with his Executive Management Team and actioned the first stage of The Department's Disaster Response Plan with the immediate purchase of almost \$15,000.00 worth of food items, sanitary supplies and essential household products for Immigration Officers and Staff from the affected communities. The stock consisted of items such as; double burner stoves with butane gas, airbeds, flash lights and batteries, canned food and water etc. One hundred (100) cases of water were kindly donated to these efforts by Yonder Holdings Ltd.

Immigration Officers and Staff from the Abaco District were among the thousands of residents evacuated to New Providence after the all clear was issued by the **National Emergency Management Agency (NEMA)**. Within days of their arrival, Director Russell, Superintendents Mizpah Smith and Donnalee King-Burrows compassionately received them in the Swearing-In Room at Mount Royal House. Director Russell offered words of comfort and condolences to all present and sincerely expressed his gratitude that all of their lives were spared; in spite of great loss



of their personal effects. Director Russell also recognized Mr. Vasco Johnson, Senior Immigration Officer, Shanori Francis, Immigration Officer I and Renaldo Darville, Trainee Immigration Officer who were described as heroes during the storm because of the assistance they offered to their co-workers and the general public.

Consequently, in this forum, the displaced Abaco Staff members also gave accounts of their material losses, immediate needs and made special requests to Superintendents Mizpah Smith and Donnalee King-Burrows; who were charged with responsibility for Welfare and Resources, respectively. On behalf of The Bahamas Immigration Department, Superintendent King-Burrows distributed customized relief packages to the displaced Staff Members and led efforts to re-assign them to other Family Islands or to temporarily place them in sections within New Providence.

During a follow-up session with the Officers and Staff, they shared their experiences about the trauma and the horrific scenes that were played out in front of them and were counselled by Rev. Angela Palacios and Dr. Nelson Clarke, trained Psychological Practitioners. After this initial session, some agreed to continue with the sessions while others opted to seek private consultation or none at all. However, all were encouraged to get help for themselves and their families. Immigration Officers and Staff in Grand Bahama received their initial *post-trauma* counselling from Dr. Greg B. Swann, Clinical Psychologist and were offered the same option to continue sessions as needed.

Disaster Relief and Recovery efforts continued on September 6, 2019 as **Peter Joseph**, Superintendent of Immigration, led a team into Grand Bahama via the Royal Bahamas Defence Force vessel **HMBS BAHAMAS**, with supplies for the Immigration Staff who remained there. Likewise, **Dwight Beneby**, Assistant Director of Immigration and a team of Officers simultaneously travelled via Pineapple Air Charter into Abaco with food and other essential supplies for the Immigration Staff

on site. The Department maintains its presence in the Abaco District, through the rotation of New Providence District Officers, to ensure that the Immigration mandate is upheld.

Subsequent to the Department's deployment of Aid in the form of Human Resources and Relief Supplies from the New Providence District, the Bahamas Cabinet Office sanctioned monetary concessions in the amounts of \$1000.00 lump sum and \$2600.00 displacement allowance to eligible government officials from the Abaco and Grand Bahama Districts. Eligible parties were also afforded up to two months' salary advance on the condition of repayment within two years.

The entire Bahamas Immigration family and Bahamas Government are extremely saddened by the loss of life, the devastation of homes/property and immutable damage to the environment in Abaco and Grand Bahama. Therefore, we wish to extend a heartfelt **THANK YOU** to everyone who offered any form of assistance during this time. We continue to remain prayerful for the physical/economical/spiritual restoration and psychological recovery of all those affected by this national tragedy.

## *Surviving Dorian*

- Renaldo Darville, Trainee Immigration Officer

Devastation and destruction happening all around, fear and panic setting in and a city once rich with life and a thriving economy now flat lined having its residents lose everything but the clothes on their backs. This is the scene set in Abaco, Bahamas a few short weeks ago as Hurricane Dorian ripped through the island laying waste to everything in its path. Through it all though, Officer Renaldo Darville recalls his experience of the ordeal and his efforts in the aftermath to make contact with Assistant Director Fausteen Major-Smith and other officers.

In what he describes as “something you can only imagine happening in a movie”, Officer Darville selflessly took on the responsibility of not only ensuring the safety of his mother, sister and disabled nephew, but also spear headed efforts in securing other residents of the island in the banquet hall of the hotel where they were situated after ghastly winds and fierce waves had destroyed the rooms in which they were staying on the same property. With limited supplies, what grew into be unsanitary living conditions and no contact with the outside, Darville remained steady headed as it was becoming increasingly more difficult to keep the situation under control as tempers began to flare and persons became more uneasy.

Having done the best he could to secure his family and others on the hotel property, Officer Darville’s sense of duty and dedication to his job and colleagues led him on a journey in search for his coworkers and others that may be in need of assistance. He then gives account of getting into his battered, rain soaked vehicle and maneuvering as best he could through the streets of Abaco where he came across

Officer Shanori Francis who too was already in the process of helping persons in the area in dire need of assistance. They then rallied together and set out to locate Assistant Director Major-Smith who at the time was presumed missing. She was found by the officers in good health in the presence of her landlord, although significant damages were sustained to her living quarters. With a sigh of relief and as much of a sense of ease as one could have in that moment, Officers Darville and Francis then headed back out to continue assisting the wider community until their evacuation to New Providence where Officer Darville now resides with his family.

In an interview, Immigration Officer Darville said, “I have never experienced anything like [Dorian] in my life and would never wish to again. It’s really only by the grace of God the people that made it out did. It was truly an eye opening and life changing experience.”

### *Post Dorian Site Visit*

18.10.19 - Teams New Providence, Abaco and Grand Bahama converge on Abaco's EOC yesterday afternoon in Marsh Harbour, Abaco.



Pictured **Left** to **Right** are; Director C. A. Russell, ADOI F. Major-Smith OIC Abaco District, EOC Coordinator - PS Jack Thompson (Former Director of Immigration) and SOI A. Joyce - Interim Operation Manageress Abaco District.

# *Aftermath of Dorian*

- Hubert E. Ferguson, Assistant Director (Grand Bahama)

The Island of Grand Bahama was adversely impacted by the destructive category five (5) **Hurricane Dorian**, during the first three (3) days of September 2019. The Eastern Settlements of *Sweetings Cay, McCleans Town, Rocky Creek, Pelican Point, High Rock, Bevans Town, and Freetown*, were essentially wiped out as practically every building structure was demolished.

Further, all residences which bordered the Grand Bahama Highway and vicinity were destroyed. The Northern and inner city areas of Freeport were flooded and approximately 75% of Buildings suffered Flood damages. Consequently, all Immigration Officers who resided in these areas suffered substantial losses.

**The Grand Bahama International Airport** was completely destroyed during this Hurricane. However, The FBO building was salvaged and is currently being used to service the International and Domestic Travel Markets. During the early aftermath of the Storm, Tents were set up for Customs and Immigration Officers to accommodate incoming Relief Workers with supplies.

Our Headquarters was not affected by the storm, but all the Government Vehicles which were parked by the **Gerald Bartlett Complex** for safe keeping were damaged by flooding. The Grand Bahama Community continues to recover steadily from the impact of Hurricane Dorian.



# *Condolences to Victims of Dorian*

- Clarence A. Russell II, Director of Immigration

I, Clarence Alexander Russell, Director of Immigration, offer my sincerest condolences to all family members, friends and comrades who are experiencing the tremendous loss of any loved ones due to the recent natural disaster that has afflicted the islands of The Bahamas.

As media reports confirm, our nation and indeed the severely desolated islands of Grand Bahama and Abaco are facing unprecedented challenges. This really hits home for us as we, the Department of Immigration, have combined efforts with other law enforcement search and rescue initiatives to continue to seek out the missing, inclusive of some of our own staff members who reside on either island. I commend the extreme efforts of Mr. Chedville Adams on Grand Bahama, Vasco Johnson on the Island of Grand Bahama (both Senior Immigration Officers) and so many other outstanding and dedicated Immigration Officers, who selflessly braved the elements to save lives. Despite such trying times, I still proclaim “To GOD JEHOVAH be the Glory” for the great things he continues to do for our Agency, Our Families and indeed our Nation. I fervently pray that GOD JEHOVAH continue to bless The Commonwealth of The Bahamas!



VISION

2020

# DEPARTMENTAL GOALS & OBJECTIVES 2020

*“I take this opportunity to thank you (Unit/Section Heads) for your contributions, as I likewise invite your recommendations for Agency Growth and Development, going forward in your respective areas of Command, for 2020 and beyond.”*

- Clarence A. Russell II, Director of Immigration

It is the vision of the Directorate to implement the following objectives and Agency advancement initiatives for the period 2020 and onward;

- I. Recruit Training 2020
- II. International & Local Training for all Human Resources (Armourer Included)
- III. Succession Planning 2020 and beyond
- IV. Drone Technology development
- V. Inclusion of Immigration Reservists
- VI. Introduction of Immigration Special Task Force
- VII. New Immigration Detention Center - Inagua
- VIII. Immigration Canteen (Detention Center)
- IX. Immigration Marine Section
- X. Online Applications and advanced continued digitization for the Agency
- XI. Department Wide - Performance Based Advancements/Promotions



# Family Island Contacts

## Abaco

### Marsh Harbour International Airport

Abaco, The Bahamas

Tel. (242) 361-5000, 367-2536 / 2675, or 365-8604

Fax.(242) 367-4955

Email: marshharbourimmi@bahamas.gov.bs

## Andros

### Fresh Creek

Andros, The Bahamas

Tel. (242) 368-2031

Vibe. (242) 225-9382

Email: freshcreekimmi@bahamas.gov.bs

### North Andros, The Bahamas

Tel. (242) 329-4466

Vibe. (242) 225-9208

## Bimini

### Alice Town Office

Alice Town

Bimini, The Bahamas

Tel. (242) 347-3446

Vibe. (242) 225-2406

Email: biminiimmi@bahamas.gov.bs

## Berry Island

### Great Harbour Cay

Berry Islands, The Bahamas

Tel. (242) 367-8112 or (242) 368-2031

Fax. (242) 367-8567

Email: gharbourimmi@bahamas.gov.bs

## **Eleuthera**

### **Rock Sound**

Eleuthera, The Bahamas

Tel. (242) 334-2055

Fax.(242) 335-1858

Email: [rocksoundimmi@bahamas.gov.bs](mailto:rocksoundimmi@bahamas.gov.bs)

### **Governor's Harbour**

Eleuthera, The Bahamas

Tel. (242) 332-2576

Vibe. (242) 225-9788

Fax. (242) 332-3771

Email: [govharbourimmi@bahamas.gov.bs](mailto:govharbourimmi@bahamas.gov.bs) **Governor's Harbour Airport**

Eleuthera, The Bahamas

Tel. (242) 332-2604

### **North Eleuthera**

Eleuthera, The Bahamas

Tel. (242) 335-1124

Vibe. (242) 225-2408 / 9162

Email: [neleutheraimmi@bahamas.gov.bs](mailto:neleutheraimmi@bahamas.gov.bs)

## **Exuma**

### **Exuma, The Bahamas**

Tel. (242) 336-2569

Vibe.(242) 225-1349

Fax.(242) 336-3569

Email: [exumaimmi@bahamas.gov.bs](mailto:exumaimmi@bahamas.gov.bs)

### **Exuma International Airport**

Exuma, The Bahamas

Tel. (242) 345-0073

## **Grand Bahama**

### **Main Office**

Freeport

Grand Bahama, The Bahamas

Tel. (954) 654-7137

Vibe. (242) 225-8768



**Grand Bahama International Airport**

Grand Bahama, The Bahamas

Tel. (954) 654-7052

Vibe. (242) 225-8660

Email: [immigration@bahamas.gov.bs](mailto:immigration@bahamas.gov.bs)

**Inagua****Airport**

Inagua, The Bahamas

Tel. (242) 336-1602

Email: [inaguaimmi@bahamas.gov.bs](mailto:inaguaimmi@bahamas.gov.bs)

**Office**

Inagua, The Bahamas

Tel. (242) 339-1234

Vibe.(242) 225-9701

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**San Salvador**

San Salvador, The Bahamas

Tel. (242) 331-2100

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