Domestic workers urged by ILO to set own agendas

Domestic workers in the Caribbean region, as in other parts of the world, are among the most exploited workers in the labour market. Domestic work, largely performed by women, goes unseen, unrecognised, undervalued and unprotected. In order to overcome these negatives, domestic workers must gain recognition and status as other workers in the labour force. Empowering workers, researchers and the understanding of social, gender and power relationships will effect any real change in the work and lives of workers. Self-promotion will be a starting point.

The International Labour Organisation's 'Shop to Improve Conditions of Domestic Workers' in the Caribbean devised a comprehensive and detailed deal to achieve better conditions for domestic workers within the region.

INTERNATIONAL NETWORK OF WORKERS IN DOMESTIC SERVICE (INWDS)

INWDS was formed by domestic workers from different countries in Africa, Asia, the Caribbean, Europe, Latin America and North America, in September 1985 in Huarro, Chile, at the NGO Forum which paralleled the U.N. Fourth World Conference on Women in Beijing.

Domestic Workers in the Caribbean
A Reference Handbook

Minimum wage 'criminal and oppressive'

Rise in demand for domestics, says Senator

BY LISA ALLEN-AGOSTINI

SENATOR Diana Mahabir-Wyatt said yesterday that domestic workers may soon find themselves in higher demand.

Mahabir-Wyatt made the statement while delivering the keynote address at the national workshop on Domestic Workers in the Legacy Hall in Arima. The all-day workshop was organised jointly by the International Labour Organisation (ILO) and the National Union of Domestic Employees (NUDE).

The senator told the gathering that 50 people that international economists have predicted a boom in the personal services sector. The upsurge, she said, is a reaction to the increasingly faceless nature of computerised modern society.

"People are reacting to the tendency to personal service from people (not computers)... There will always be a need for domestic workers and, in fact, this need is growing..."
Domestic Workers in the Caribbean
A Reference Handbook

Port of Spain, December 1998

International Labour Organization
Caribbean Office and Multidisciplinary Advisory Team
PREFACE

In the Caribbean, as elsewhere in the world, a tremendous number of persons, mostly women, are employed as Domestic Workers. These workers are among the most exploited in the labour market today: they are underwaged, undervalued, uncounted and unprotected.

Within the context of implementing the Beijing Platform of Action and the CARICOM Post-Beijing Regional Action Plan, the Caribbean Multidisciplinary Advisory Team of the International Labour Organization commissioned the Desk Review "Domestic Workers in the Caribbean". This Desk Review of the situation of Domestic Workers in the Dutch and English-speaking Caribbean covers the following areas: legal status and protection, wages, terms and conditions of work, organizations, training, placement services, and general welfare.

As a follow up, in September 1998, the ILO Caribbean Office organized a Workshop in Jamaica with the following main objectives:

- To update and finalize the Desk-Review "Domestic Workers in the Caribbean"; and
- To develop a Regional Strategy to Improve the Status, Terms and Conditions of Work of Domestic Workers in the Caribbean.

The need for this Publication "Domestic Workers in the Caribbean: Reference Handbook" and its importance for the strengthening and empowerment of Domestic Workers in the Sub-Region was confirmed at the Strategy Workshop in Jamaica.

The Reference Handbook contains the Regional Strategy to Improve the Status, Terms and Conditions of Work of Domestic Workers in the Caribbean (Chapter 1). The publication comprises also an overview of the situation of Domestic Workers in the Caribbean (Chapter 2), as well as three stories told by Domestic Workers of
Suriname, Jamaica and Trinidad (Chapter 3). Further it gives information regarding organizations of Domestic Workers in the Caribbean as well as worldwide (Chapter 4). The last part of the Reference Handbook gives information on focal points for Domestic Workers and their organization in several Caribbean territories as well as in Latin America, England, United States, Africa and elsewhere (Chapter 5).

Throughout the publication, the term "Domestic Workers" is used because it is generally accepted in the Caribbean region, except in those countries where specific terminology is preferred; for instance, in Jamaica, the term "Household Worker" is preferred.

The ILO would like to thank several persons for their invaluable input in this publication: Katleen Evering, President of the Jamaican Household Workers Association, Clotil Walcot, President of the National Union of Domestic Employees (NUDE) of Trinidad and Tobago, and Ida Le Blanc, Secretary of NUDE, for their guidance in putting the Handbook together. Most of all, I would like to state that the commitment and the belief of these individuals in their fight for improving the situation of Domestic Workers in the Caribbean was a source of inspiration to me.

I would like to thank Constance Thomas, now the Chief of the Equality and Human Rights Branch at ILO Headquarters in Geneva (formerly, Senior Specialist on International Labour Standards in the ILO Caribbean Office and Multidisciplinary Advisory Team) for her professional guidance on the various Domestic Workers issues we worked on that eventually led to the development of this Handbook; Gaietry Pargass for her input in putting the Handbook together; Patricia Aquing of the ILO Caribbean Office who did the editorial work; and Suzanne Joseph for her assistance in preparing the lay-out of the Handbook.
I would also like to express my sincere appreciation and thanks to the Domestic Workers in Jamaica, Trinidad and Suriname who contributed their valuable time to doing the interviews.

Although we realize that the listing of the focal points in this Handbook is not exhaustive, we hope that it will prove useful for Domestic Workers and their supporting organizations.

The ILO would welcome any comments or suggestions which users may have about its content or format.

Conny Wedda,

Member ILO Caribbean Multidisciplinary Advisory Team
Port of Spain, December 1998
CONTENT

PREFACE ....................................................................................................................... 1

1 A STRATEGY FOR DOMESTIC WORKERS IN THE CARIBBEAN ........................................... 7

2 THE SITUATION OF DOMESTIC WORKERS IN THE CARIBBEAN ........................................... 15

  2.1 Labour Force Participation .................................................................................. 15
  2.2 Minimum Wages ............................................................................................... 15
  2.3 Hours of Work ................................................................................................... 18
  2.4 Maternity Leave ............................................................................................... 20
  2.5 Holiday with Pay/Vacation Leave ..................................................................... 22
  2.6 Sick Leave ......................................................................................................... 23
  2.7 Contract of Employment .................................................................................. 24
  2.8 Severance Pay .................................................................................................. 26
  2.9 National Insurance and Social Security Benefits ............................................. 26

3 LIFE AND WORK HISTORIES OF DOMESTIC WORKERS IN THE CARIBBEAN .................. 27

  3.1 Donna (Jamaica) .............................................................................................. 27
  3.2 Anne (Suriname) .............................................................................................. 29
  3.3 Paula (Trinidad) .............................................................................................. 32

4 ORGANIZING DOMESTIC WORKERS ........................................................................... 35

  4.1 Caribbean ........................................................................................................... 36
     4.1.1 National Union of Domestic Employees (NUDE) ..................................... 36
     4.1.2 The Jamaica Household Workers' Association (JHWA) ............................ 42
     4.1.3 The Caribbean Network of Domestic Workers ............................................. 45

  4.2 Worldwide ......................................................................................................... 49
     4.2.1 The Confederation of Household Workers in Latin America and the Caribbean (CONLACTRAHO) ......................................................... 49
     4.2.2 International Network of Workers in Domestic Service (INWDS) ............. 52
5 FOCA L POINTS FOR DOMESTIC WORKERS .................... 55

5.1 FOCA L POINTS FOR DOMESTIC WORKERS IN
THE CARIBBEAN ............................................. 55

ANTIGUA AND BARBU DA .................................... 56
BELIZE .......................................................... 59
BRITISH VIRGIN ISLAND ..................................... 63
BARBADOS .................................................... 65
DOMINICA ...................................................... 67
GRENADA ....................................................... 69
JAMAICA ....................................................... 72
ST. KI TTS AND NEVIS ....................................... 80
SAINT LUCIA .................................................... 83
ST. VINCENT AND THE GRENADINES ....................... 85
SURINAME ..................................................... 88
TRINIDAD AND TOBAGO .................................... 90

5.1.1 The Caribbean Network of Domestic Workers ............ 94

5.2 FOCA L POINTS FOR DOMESTIC WORKERS WORLDWIDE ...... 98

5.2.1 CONLACTRAHO .......................................... 98

5.2.1.1 Household Workers Organizations affiliated to
CONLACTRAHO ............................................. 101

5.2.1.2 Advisors Accompanying Household Workers of
CONLACTRAHO ............................................. 104

5.2.2 International Network of Workers in Domestic Service
(INWDS) ....................................................... 108

5.2.2.1 Signatories of INWDS ................................ 108

5.2.2.2 Supporters of INWDS ................................ 111

BIBLIOGRAPHY .................................................................. 115

5
1 A STRATEGY FOR DOMESTIC WORKERS IN THE CARIBBEAN

The International Labour Organization, Caribbean Office in collaboration with the Bureau of Women’s Affairs of Jamaica and the Jamaica Household Workers’ Association held a Regional Workshop with the main objective to improve the status, terms and conditions of work of Domestic Workers in the Caribbean, (Jamaica, September 1997). The 100 participants, representing Domestic Workers, Ministries of Women's Affairs, Ministries of Labour, Trade Unions, NGOs, individual researchers, Universities and UN agencies developed the following Strategy for achieving this objective.

I. The purpose of Domestic Workers organizing themselves is to:

1. Achieve the full recognition of Domestic Workers as workers in law and practice.

2. Obtain for Domestic Workers all the legal rights and protections equal to other workers.

3. Defend Domestic Workers against sexual harassment and other forms of abuse.

4. Demand better wages and conditions of work for Domestic Workers.

5. Access, develop and promote training that will strengthen Domestic Workers and widen their skills base.

1 Official text as stated in the Strategy.
6. Empower Domestic Workers to provide strength for self-expression and self-actualization.

7. Win respect for domestic work and Domestic Workers.

II. Organizing principles

1. At the national level: start small and build slowly as the organization becomes known and proves itself.

2. Organize first on the basis of autonomy of Domestic Workers: Domestic Workers should organize their own meetings and set their own agendas.

3. Link with women's groups on issues of shared interest, for example, sexual harassment and abuse.

4. Draw support from Women's Affairs Bureaux, women's organizations, Trade Unions, the private sector and the University on the basis of their full accountability to the Domestic Workers organizations.

III. Training needs for building organizations

1. Critical areas are:
   b. Leadership and organizational skills.
   c. Teamwork, communication and interpersonal skills.
   d. Organizational and financial management.
e. Equal rights and national, regional and international policy - setting on Domestic Workers, including expansion of legal rights, responsibilities and entitlements

f. Media relations/communications.

g. Project proposal writing.

2. All training should use participatory methods and Domestic Workers should be included in the design and implementation of training projects, programmes and activities.

IV. Skills training

1. National training centres, such as the Home Craft in Jamaica, should be established and/or reinstated. Other training institutes serving the region should provide training courses for Domestic Workers.

2. Training institutions and trainers should:

a. Use the expertise of Domestic Workers to design and implement training programmes.

b. Provide training that would contribute to other employment options for Domestic Workers.

c. Ensure that skills-training is linked to employment opportunities and placement.

d. Provide on the job training for workers in the rural areas.

e. Provide training in literacy and numeracy for Domestic Workers.
V. Other training

Provide training for employers and other organizations on issues of concern to Domestic Workers (for example by Women's Bureaux, Labour Inspectorates, NGO's etc.).

VI. Terms and conditions of work

In order to improve the terms and conditions of Domestic Workers:

1. Legislation should be enacted or amended to fully protect the rights of Domestic Workers, including migrant Domestic Workers. Domestic Workers and other support groups should lobby for:
   a. stipulated hours of work;
   b. minimum wage, adequate to support basic living needs, with extra pay for skilled work such as childcare, taking care of the elderly and persons with disabilities, in addition to housework;
   c. additional pay for sleep-in domestics;
   d. severance benefits;
   e. social security, (unemployment benefit) after working a period of one year, in the case of retrenchment;
   f. sick leave, vacation pay and public holidays;
   g. overtime pay;
   h. maternity protection;
   i. prevention, prosecution and compensation for sexual harassment and wrongful dismissal;
   j. a requirement that employers enter into written contracts with Domestic Workers;
   k. 30 day notice of dismissal or pay in place of notice; and
   l. occupational safety and health.
2. At the time of employment, the work to be done should be specified and agreed upon between the employer and the Domestic Worker.

3. A mutual respectful work environment should be provided.

4. Live-in Domestic Workers should be provided with adequate accommodation, meals and compensation for periods on call.

5. Child labour in domestic work should be prevented, prohibited and abolished, wherever possible.

6. Legal assistance should be made available to Domestic Workers to safeguard their rights (for example by legal aid or private pro-bono assistance).

VII. Enforcement of legislation

1. Legislation for the protection of Domestic Workers should be fully enforced by the labour administration system, courts and tribunals.

2. Enforcement should be combined with other strategies such as public education.

3. Effective sanctions should be available and applied in cases where the legislation has been found to be violated.

4. The impact of the legislation should be monitored and evaluated (for example, by labour officials and Domestic Workers organizations).
VIII. Public education

1. An International Day for Domestic Workers should be designated at the regional level (proposed March 30, Latin America Day for Domestic Workers or July 22, the International Day for Domestic Workers).

2. National media campaigns on the situation and rights of Domestic Workers, including migrant workers, should be launched, using popular education materials accessible to all Domestic Workers; radio programmes, newspaper articles, brochures, etc. (campaigns to be launched for example by Domestic Workers organizations, Ministries of Women's Affairs, Ministries of Labour, Trade Unions or other international agencies in association with Domestic Workers).

IX. Counting unwaged work

1. The link between unpaid domestic work and the low status of paid domestic work should be recognized.

2. Unpaid domestic work must be recognized as work and an accurate measure of the quantity and economic value of this work must be included in every country's gross domestic product (GDP) using satellite accounts. Regarding waged domestic work, measurement should include the contribution of Domestic Workers to the economy not only of the country of residence but also of the home country, which receives the money that workers remit.

3. Governments are urged to implement the CARICOM Post Beijing Plan of Action, in particular that part of the Plan concerning Unwaged and Low Waged Work.
X. Placement agencies

1. Public employment agencies should provide services free of charge to Domestic Workers.

2. Private agencies which place Domestic Workers should be regulated in order to protect Domestic Workers against abusive practices.

XI. Research

In order to guide action in organizing, planning, policy – making and public education, and in order to improve the status and terms and conditions of employment, research should be conducted on Domestic Workers and their Employers to determine the numbers of Domestic Workers in the labour force, their hours of work, wages, and other working conditions and living conditions. The research should take account of the experiences, needs and perceptions of Domestic Workers (research should be undertaken for example by Domestic Workers organizations, Women’s Bureaux, NGO’s, university students, international agencies).

XII. Linkages

1. Domestic Workers and their organizations should draw support from Women’s Bureaux, private sector, University, international organizations and community groups on the basis of full accountability.

2. Ministries of Labour and Trade Unions should provide support, assistance and solidarity to Domestic Workers and their organizations.
3. Domestic Workers should inform Women's Bureaux's policymaking, programmes and activities.

4. Domestic Workers organizations should develop linkages with regional and international organizations of Household Workers such as the International Network of Workers in Domestic Service and CONLACTRAHO (The Confederation of Domestic Workers in Latin America and the Caribbean).

XIII. Resources

1. Resources should be provided by international organizations, international donors (e.g. Canada Equity Fund), private sector and Trade Unions, in accordance with the agenda of Domestic Workers.

2. As far as possible, resources should be under the control and management of Domestic Workers' organizations and should be spent autonomously by Domestic Workers' organizations.

3. Women's National Machinery should provide administrative and technical support to Domestic Workers' organizations and they should ensure that Domestic Workers are included in their policies, programmes and activities.

4. Domestic Workers should develop income-generating strategies such as collecting dues and forming co-operatives, to promote self-sufficiency and sustainability.
2 THE SITUATION OF DOMESTIC WORKERS IN THE CARIBBEAN

The situation of Domestic Workers will be presented in this Chapter. The data outlined is mainly extracted from the ILO Desk Study “Domestic Workers in the Caribbean” that was carried out in the English-speaking Caribbean in 1996-1997.

2.1 Labour force participation

There is a lack of data on the numbers of Domestic Workers (including migrant workers and child labour) in the labour force of many of the Caribbean territories, due both to:
➢ the non-inclusion in official labour statistics; and
➢ the absence of research on Domestic Workers in the region.

What is known is that for instance in Jamaica in 1991, 40,846 persons worked as Household Workers. This means that 15.3% of the women working in Jamaica worked as a Household Worker (Pargass (1997) pp. 9)

2.2 Minimum wages

In those territories where a minimum wage scale exists, Domestic Workers are generally found at the bottom. The minimum wages in some of the territories of the Caribbean is given on the next page.

2 Only the information with regard to Suriname was collected after the Desk Review.
## Table 1: Minimum wages for Domestic Workers (Caribbean)

<table>
<thead>
<tr>
<th>Country</th>
<th>Status of Domestic</th>
<th>Minimum Wage</th>
<th>State/Regulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antigua and Barbuda</td>
<td>Maids</td>
<td>$1.25 per hour</td>
<td>Minimum (basis wage) Order 1981</td>
</tr>
<tr>
<td></td>
<td>Washer/ironer</td>
<td>$1.25 per hour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cook</td>
<td>$1.40 per hour</td>
<td></td>
</tr>
<tr>
<td>Barbados</td>
<td>No distinction</td>
<td>$1.50 per hour</td>
<td>Domestic Employees Order</td>
</tr>
<tr>
<td>Belize</td>
<td>No distinction</td>
<td>$1.75 per hour</td>
<td>Wages Regulation Order</td>
</tr>
<tr>
<td>Dominica</td>
<td>With meals</td>
<td>$1.00 per hour</td>
<td>Labour Standards Order (minimum wage) 1994</td>
</tr>
<tr>
<td></td>
<td>Without meals</td>
<td>$1.25 per hour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Live-in</td>
<td>$54 per week 6 day</td>
<td></td>
</tr>
<tr>
<td>Jamaica</td>
<td></td>
<td>$800 per week  (since 1/7/96)</td>
<td>National Minimum Wage Order 1991 (Amendment)</td>
</tr>
<tr>
<td>St. Vincent and the Grenadines</td>
<td>With live in accommodation</td>
<td>$125 per month</td>
<td>Wages Regulations (Domestic Workers ) Order 1989.</td>
</tr>
<tr>
<td></td>
<td>Day to day basis</td>
<td>$10 for an 8 hr day or part</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Without live in accommodation</td>
<td>$200 per month</td>
<td></td>
</tr>
<tr>
<td>St. Kitts &amp; Nevis</td>
<td>Full-time</td>
<td>$4 per hour  (30 hour week)</td>
<td>Labour (Minimum Wage Order (Domestic Servants) 1994</td>
</tr>
<tr>
<td></td>
<td>Part-time</td>
<td>$6 per hour  (10 hours or less)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$4.74 per hour (11-19 hours)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$3.75 per hour (20-29 hours)</td>
<td></td>
</tr>
<tr>
<td>Tortola</td>
<td>Full time non residential</td>
<td>$3 per hour (40 hour week)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Live in</td>
<td>$260 per month</td>
<td></td>
</tr>
<tr>
<td>Trinidad</td>
<td>Part-time</td>
<td>$7.00 per hour</td>
<td>Minimum Wage Order (1998)</td>
</tr>
</tbody>
</table>

Note: The rates are quoted in the currency of the stated territory.
Low and inadequate wages have been identified as one of the most significant complaints of Domestic Workers. The JHWA as well as NUDE, stressed the importance of the provision of differential rates of pay for Domestic Workers with special skills or responsibilities. They proposed the following division i.e.:

- **Housekeeper**: is expected to "run the household" (supervisory) and performs as well household tasks (no heavy laundry by hand or childcare).

- **A general Household Worker**: performs routine tasks (not more than three or four duties) but is not expected to "run the household". If in addition care is provided to children who reached school age or care is provided for elderly who do not require full-time attention, additional pay should take place.

- **A specialized worker**: is someone who comes in periodically, usually on specified days, to perform certain tasks (one or two duties), for example, general cleaning or washing and ironing. This person is not expected to cook, clean, wash, iron and clean windows all in one day.

- **A care (child, elderly or sick person) provider**: is someone who takes care of a young child, an infant, or sick person that requires constant attention. It is almost impossible to "run a household" and provide proper care at the same time. It is fair neither to the house hold worker nor to the child/person who needs the care.

All of the above categories of workers can be a full-time, part-time or sleep-in. If sleep-in workers, food and housing should not be deducted from the salary.

---

3 See also Chapter 3 "Life and Work Histories of Domestic Workers in the Caribbean" of this publication.
2.3 Hours of Work

The following table gives the hours of work as stated in the legislation of some Countries.

**TABLE 2: Hours of work, overtime and rest periods for Domestic Workers in some Caribbean countries**

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>HOURS OF WORK</th>
<th>OVERTIME RATE/ PUBLIC HOLIDAYS/SUNDAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antigua &amp; Barbuda</td>
<td>8 hrs. per day</td>
<td>48 hrs. per week</td>
</tr>
<tr>
<td></td>
<td>still 8 hrs. per day</td>
<td></td>
</tr>
<tr>
<td>Bahamas</td>
<td>8 ½ hrs per day</td>
<td>48 hrs per week</td>
</tr>
<tr>
<td>Barbados</td>
<td>Full-time – 44 hrs per week excluding a meal break</td>
<td>Part-time – less than 44 hrs per week</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Belize</td>
<td>Full-time – 45 hrs. per week</td>
<td>Part-time – Less than 45 hrs per week</td>
</tr>
<tr>
<td>Jamaica</td>
<td>40 hrs. per week or 44 hrs. by agreement</td>
<td></td>
</tr>
<tr>
<td>St. Kitts &amp; Nevis</td>
<td>Full-time – not less than 30 hrs. and up to 42 hrs. week</td>
<td>Part-time – Less than 30 hrs per week</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Situation of Domestic Workers in the Caribbean

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>HOURS OF WORK</th>
<th>OVERTIME RATE/ PUBLIC HOLIDAYS/SUNDAYS</th>
</tr>
</thead>
</table>
| Trinidad and Tobago | Full-time—44 hrs. week exclusive of lunch or rest periods  
Part-time—less than 44 hrs per week              | $5.10 per hr. and $6.80 per hr. for public holidays  
$7.50 per hr. for Public Holidays                  |
| Dominica         | Full-time 8 hrs. per day and 40 hours per week   | 1 ½ times the regular rate                                   |
| St. Vincent & the Grenadines | Full-time—not to exceed 10 hrs. per day inclusive of 2 hrs. for rest and meals  
Full-time residential—not to exceed 11 hrs. per day inclusive of 2 hrs. for rest and meals  
Part-time—56 hrs. week                              | All categories—6 hrs. day for Sundays (or the Sabbath) and public holidays |
| Suriname         | 8 ½ hrs per day  
48 hrs per week                                | 1½ times basic rate in excess of 8 ½ hrs per day.  
1½ times basic rate in excess of 48 hrs per week.  
2 times basic rate for Sundays and public holidays. |


Unlike protection with regard to the hours of work as covered by the law in various territories, Domestic Workers in the Caribbean, as elsewhere in the world, in reality, work extremely long hours. Generally, overtime is not extra paid. This was shown by earlier
studies done in the Caribbean\(^4\) and is also repeated in Chapter 3 on *Life and Work Histories of Domestic Workers* and Chapter 4.1.3 on *the Caribbean network of Domestic Workers*. Further, the rest periods as identified in the legislation in some of the territories are as follows:

**Antigua and Barbados**: 24 consecutive hours in every period of 7 consecutive days.

**Bahamas**: Work to be so arranged to allow employee one day off per week.

**Jamaica**: 1 rest day per week

**Trinidad and Tobago**: 1 day off per week.

**Suriname**: One rest day per week (Sunday)

### 2.4 Maternity Leave

In **Bahamas, Dominica, Montserrat** and **St. Kitts and Nevis** Domestic Workers are covered under legislation which recognize the right of a female worker to maternity leave with pay.

Although in **Barbados, Jamaica** and **Belize** female workers are entitled to maternity leave with pay, Domestic Workers are excluded under this legislation.

In **Suriname** only government employees are entitled to maternity leave with pay.

In **Trinidad and Tobago**, the Maternity Protection Bill (1998) specifically includes Domestic Workers.

In **St. Vincent and the Grenadines** maternity leave with pay is granted under the Minimum Wage Orders specific to Domestic Workers.

\(^4\) See the publications of Gibson, A; HATT; Anderson, P; Lawrence, A; Pargass, G; and Mohammed, P. as listed in the appended bibliography.
Entitlement to maternity benefit varies from country to country. The period of employment before entitlement varies in the Caribbean from 150 days to 2 years.

**TABLE 3:** Period of employment by Domestic Workers before the right to maternity benefits in some Caribbean countries.

<table>
<thead>
<tr>
<th>Country</th>
<th>Period of employment required before entitlement to maternity benefits (for Domestic Workers)</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Kitts and Nevis</td>
<td>150 days</td>
</tr>
<tr>
<td>Trinidad and Tobago</td>
<td>150 days</td>
</tr>
<tr>
<td>St. Vincent Grenadines</td>
<td>2 years</td>
</tr>
<tr>
<td>Bahamas</td>
<td>2 years</td>
</tr>
<tr>
<td>Dominica</td>
<td>2 years</td>
</tr>
<tr>
<td>Montserrat</td>
<td>12 months</td>
</tr>
<tr>
<td>Grenada</td>
<td>18 months</td>
</tr>
</tbody>
</table>


**TABLE 4:** Duration of maternity leave for Domestic Workers in some Caribbean countries

<table>
<thead>
<tr>
<th>Country</th>
<th>Duration of maternity leave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grenada</td>
<td>Not less than 12 weeks</td>
</tr>
<tr>
<td>Dominica</td>
<td>Not less than 12 weeks</td>
</tr>
<tr>
<td>Trinidad and Tobago</td>
<td>13 weeks</td>
</tr>
<tr>
<td>St. Kitts</td>
<td>13 weeks</td>
</tr>
<tr>
<td>St. Vincent and the Grenadines</td>
<td>13 weeks</td>
</tr>
<tr>
<td>Bahamas</td>
<td>18 weeks</td>
</tr>
<tr>
<td>Montserrat</td>
<td>28 days</td>
</tr>
</tbody>
</table>

Limits are also placed on the number of times a Domestic Worker is entitled to maternity leave:

**Grenada:** Domestic Workers can claim benefits up to a maximum of 3 times their wages.

**Bahamas:** Domestic Workers are only entitled to maternity leave and benefits by the same employers one in every three years.

**Trinidad and Tobago:** No limits to entitlement to maternity leave, but the entitlement to pay while on maternity leave after the first occasion is limited to one in each period of two years.

Further, Domestic Workers have access to maternity leave benefits under the National Insurance or Social Security schemes.

### 2.5 Holiday with pay/vacation leave

In general, holidays with pay for Domestic Workers are guaranteed in legislation applicable to other workers. A minimum number of working days is required before entitlement to holiday with pay. This can range from seven days to four weeks per year. In practice, studies as well as statements by the Domestic Workers interviewed for Chapter 3 on *Work and Life histories of Domestic Workers*, have shown that paid vacation leave is hardly granted by the employers. JHWA as well as NUDE reported several complaints from Household Workers with regard to this issue.

In **Suriname** a minimum working period of one year is required before entitlement to holiday with pay. After this year, a person is entitled to 12 days. Each additional year, the worker will get 2 additional days up to a total of 18 working days.
2.6 Sick leave

### TABLE 5: Sick leave and the number of days granted under the legislation of some Caribbean countries.

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antigua</td>
<td>12 days for every twelve months of employment.</td>
</tr>
<tr>
<td>Montserrat</td>
<td>Maximum of 24 days paid sick leave for each year of service after continuous employment of at least 13 weeks with an employer.</td>
</tr>
<tr>
<td>Belize</td>
<td>Entitlement only arises where the illness was not caused by the employee's own default or misconduct.</td>
</tr>
<tr>
<td>Jamaica</td>
<td>Guarantees sick leave to casual workers also.</td>
</tr>
<tr>
<td>Trinidad and Tobago</td>
<td>14 days per year after six months of continuous employment with the same employer.</td>
</tr>
<tr>
<td>St. Vincent and the Grenadines</td>
<td>14 days per year after six months of continuous employment with the same employer.</td>
</tr>
<tr>
<td>Suriname</td>
<td>Official stated in legislation that employee is entitled to short period of paid sick leave.</td>
</tr>
</tbody>
</table>

2.7 Contract of employment

There are few territories, like Montserrat, that impose obligations on employers to provide their employees with an employment contract. Dominica, in the Labour Contracts Act, requires employers to provide employees with a written contract, specifying certain particulars of their employment but Domestic Workers are excluded under this Act.

Normally, the Domestic Worker and her employer reach an understanding by means of an oral agreement with regard to working time, salary, tasks etc. This is not a guarantee that changes will not occur through the years, such as adding of task without any additional pay.

The National Unions of Domestic Employees of Trinidad and Tobago as well as the Jamaica Household Workers Association advocate strongly a written contract, although they are aware that this makes only sense when it will be enforced by legislation. NUDE and JHWA recommended the following example of a contract for Domestic Workers:

---

5 Changes and additions were made on the contract as given in Dometiks da pipple tu: Bowand's Domestic Workers Survey. Appendix C. BOWAND. 1995.
AGREEMENT

Employee:          
Name:             
Address:          
Phone:            

Employer:         
Name:             
Address:          
Phone:            

[State date of agreement]

The employee agree to work on the following:
Days:   Hours:

With break times for* lunch: ______ dinner: ______ coffee/tea: ______

The employee agrees to fulfill the following tasks (indicate frequency and days):

The employer will pay a weekly/monthly/daily/hourly* salary of: _____

The employer will provide**:
☐ National Insurance Payment: __________ [state amount deducted from salary]
☐ Paid public holidays
☐ Paid sick leave on presentation of doctor's paper
☐ Overtime payment per hours over those stated above: ________
☐ Payment of additional task over those stated above: ________
☐ Paid annual leave of: ________ days

Any changes with regard to the duties, hours, salary etc as listed above will be discussed one day/week/month* in advance.

Signature
Employee:          

Employer:         

* Erase what is not applicable and state information where requested.
** Tick what is applicable and state information where requested.
2.8 Severance pay

The working period before entitlement to severance pay for employees continuously employed is given in table 6:

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>PERIOD BEFORE ENTITLEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antigua</td>
<td>One year</td>
</tr>
<tr>
<td>St Kitts</td>
<td>One year</td>
</tr>
<tr>
<td>Montserrat</td>
<td>52 weeks</td>
</tr>
<tr>
<td>Barbados</td>
<td>104 weeks</td>
</tr>
<tr>
<td>Jamaica</td>
<td>104 weeks</td>
</tr>
<tr>
<td>Saint Lucia</td>
<td>104 weeks</td>
</tr>
<tr>
<td>St. Vincent and the Grenadines</td>
<td>2 years</td>
</tr>
<tr>
<td>Turks and Caicos</td>
<td>2 years</td>
</tr>
<tr>
<td>Trinidad and Tobago</td>
<td>5 years</td>
</tr>
<tr>
<td>Belize</td>
<td>7 years</td>
</tr>
</tbody>
</table>


2.9 National insurance and social security benefits

Most territories in the Caribbean provide for national insurance or social security benefits. The different benefits obtainable vary from country to country but in general it concerns the following: sickness, maternity, invalidity, employment injury, retirement and death are payable (Pargass (1997) pp. 20).
3. **LIFE AND WORK HISTORIES OF DOMESTIC WORKERS IN THE CARIBBEAN**

In this Chapter the views and experiences of Domestic Workers from Jamaica, Suriname and Trinidad will be outlined. For reasons of privacy, names have been changed.

3.1 **Donna (Jamaica)**

Donna is 37 years old and has three children, 19, 17 and 6 years old (the two oldest are boys and the youngest is a girl). She started working as a Household Worker when she was 17 years old in order to take care of her child. When her children were small her mother took care of them. She could only see them every two months because she left her hometown (3 to 4 hours drive by public transport) to work as a live-in Household Worker in Kingston. Now, since the birth of her daughter, she works as a daily worker and her sons take care of her daughter when she does not return home on time.

Donna has been working as a Household Worker for twenty years. Only in between jobs, when she could not find another household job quickly, she worked in restaurants. She stayed with her first employer for 3 years, the next two employers for 7 years and with her present employer, 5 years.

Donna is happy that she is not working any longer as a live-in Domestic Worker because, as she stated herself, it is too hard:

"I woke up at 5:30 in the morning and went to bed at 11:00 and between that time, I only worked. This was for 7 days a week and I had an off day every other Sunday or Saturday".
The salary that Donna received as a live-in Household Worker from her former employer was JD$ 1000\textsuperscript{6} a week (1993). Nowadays, as a daily Worker with her present employer and working from Monday till Friday, she earns JD$ 2000 a week (1998). Donna mentioned that she is already spending JD$ 400 a week for transport.

In her present job Donna starts working at 6 o’clock in the morning and she should be officially off at three o’clock in the afternoon. Often she leaves at 4 or 5 o’clock due to the fact that her employer (male) is not back home and one of Donna’s responsibilities, besides the household chores like cleaning, washing, ironing and cooking, is to take care of the sick wife of her employer who cannot be left alone. Further, Donna has to wash and feed the wife, although she mentioned that this should be done by a nurse.

Two weeks a year Donna has paid vacation, besides the national holidays like Boxing Day, 1\textsuperscript{st} of January etc. Donna gets her breakfast but has to bring her own lunch. She eats in between the task, when time is suitable.

Donna never had an official contract or social security benefits. She is aware of some of the rights she has as a Household Worker like the right to vacation, minimum wage, sick leave, but was not aware of the maternity leave and the entitlement under the National Insurance Scheme. Neither did she know about the 7 days of sick leave she is entitled during the year without any official letter from the doctor, as Ms. Kattleen Evering, President of the JHWA and present at the interview, explained. Ms. Evering explained also that one needed a medical certificate after 3 days of continuous sick leave.

\textsuperscript{6} The exchange rate at the time of interview was JD$34 =US$ 1

28
Donna is not very happy with her present employer. Unlike all her work, he is very “fresh” and hardly talks to her:

“Only when he needs something to be done, he “talks” to me. He does not count me because I am “just” a Household Worker, “nothing”, “low” (while she held her hand just above the floor).

Donna would like to have another job, preferably outside the domestic work but she does not see that happening soon. She stated that it would be difficult to get another job, within the household sector as well as in other sectors, especially since she has only primary education.

When she was asked if she would like for her daughter to be a household Worker one day, Donna replied very firmly in the negative, raising her voice and shaking her head very vehemently from left to right:

“NO WAY. This job is too tiring, does not pay well and because of the bad treatment by the employers”.

3.2 Anne (Suriname)

Anne 48, left Guyana when she was 25 years old, looking for a better life in Suriname. In fact, she wanted to go to the United States but was not able to because of the difficulty in obtaining a visa as well as the lack of financial resource to travel. When she left Guyana she had one son age 6 years whom she left with her mother. Arriving in Suriname she got work immediately as a Domestic with a Dutch family. During the period when she worked for this family she got married to a Surinamese and had her second child. After the birth of her first daughter and an absence of approximately 5-6 weeks she continued working with this family. Anne was not paid during her maternity leave. When she was working, her sister-in law took care
of her daughter. When the Dutch family went back to the Netherlands, Anne became a full time house-wife and had two other children (16 and 19 years of age at the time). Her husband was working, the times were better those days, and it was not necessary for her to go out for work.

In the late eighties, times became more difficult financially and Anne, 37 years old, decided to go to the United States to earn additional money for the family. Her three children that were living with her at the time, were at the ages of 14, 7 and 5. When she left for the United States a niece of her husband took care of them. Arriving in New York, she had to find a job quickly because the money she brought with her was not much, especially for life in New York. Anne stayed in the United States for 4 years and was working as a live-in child care worker for 3 children of an American family in New Jersey. Anne earned $250.00 US per week as a live-in worker. Officially she worked Monday-Saturday from 7:30 am till noon and from 1:00 p.m. till 7:00 p.m. Although, it happened that she had to take care of the children at night, Anne did not get any extra payment for this. But Anne did not seem to be bothered with that, not now and not then. As she expressed herself (in Dutch):

"It did not matter, they were very nice and sweet and treated me well".

Ann also stressed that, although it was a nice experience and one got to know other places and people, at the same time it is also difficult because one is lonely and far away from one’s own family. After 4 years she went back to Suriname.

Since she is back in Suriname (1991), Anne is working for an agency that is responsible for the cleaning of banks and other big companies. Anne is responsible for cleaning one of the storeys of a building of a big company and works every day between 3:00 p.m.
and 7 p.m. She earns here $20,000 Surinam guilders\textsuperscript{7} per month. Anne has 14 days paid vacation per year as well as the national holidays. This company also provides maternity leave (4 weeks before and 4 weeks after) and sick leave. Further the company provides basic medical services (visit to company doctor and medicine) for the women and for one of her children.

Due to financial problems and the worsening of the Surinamese economy, two years ago Anne decided to take a Saturday job as a Domestic Worker at a private home. Her task is ironing and she works from 9:00 in the morning till 3:00 o'clock in the afternoon. At this job she earns $3,000 Surinamese guilders per Saturday. Anne does not have an employment contract, so when she is sick she does not get any pay. The idea is that, as Anne said (in Dutch):

"You get paid when you show up: if you do not show up, even when you are sick - no pay".

Six months ago, when there was an increase in prices of various products and services, Anne was forced to take a third job as a Domestic Worker. On Mondays, Wednesdays and Fridays (between 8 and 2:30) she does the cleaning and ironing at the house of a family consisting of a mother and one child. Although she also does not have a formal contract with this employer, she is still paid when she is not able to come to work, perhaps because of an emergency with one of her children or when she herself, is sick. Ann earns $5,000 Suriname guilder per day with this job. Although her employer has not spoken about it yet, Ann thinks that she will also get paid vacation after one year of working. Ann is very happy with this employer because as she expressed herself (in Dutch):

"She is very reasonable, responsible and respects me as a person".

\textsuperscript{7} At the time of the interview the rate of exchange of the Suriname Guilder was 710 =US$1.00.
Although Anne has 3 jobs she says that she can still not manage to cover all the costs. Food is very expensive and takes a lot of her salary. She is very tired because she works very long days. Besides the paid work, Anne has also her own household responsibility like cooking, washing, ironing and the care for her children.

Comparing the cleaning job at the company with the Domestic Workers jobs at private houses, she stressed that both have their advantages and disadvantages: at the company one can share problems with other colleagues while the job at the private home is lonely, there is no one to talk to and one is more vulnerable as a Domestic Worker. On the other hand, at the private home one can do the job more independently, especially when the employer is not there.
If Anne had the chance she would have liked to work as a teacher or with children who have mentally and/or physical difficulties. Her daughter is learning to become a kindergarten teacher. For this Anne is very grateful and happy that her daughter is learning this profession and that she will not end-up in the cleaning and household business.

3.3 Paula (Trinidad)

Paula (30), although born in Trinidad, left with her mother for the USA when she was two years old. Two years ago she came back to Trinidad, forced to leave behind her four children, ages 12, 8, 7, 4 with her mother and sister. Although she worked in the nursing sector in the USA she was not able to enter this area here because she never finished the nursing education. Arriving in Trinidad, she took up whatever job she could find: water-fetching on construction sites, hair braiding, work in a bar. She did these jobs for very short periods until she found a job as a live-in Domestic with a family of 4
(two children) through an advertisement in the newspaper. She was earning TT$250 a forth night. She got the weekends off. The numbers of hours she worked was exhausting: she started working at around 4:00 am till 8:00 p.m. in the evening. Even then, her job was not always finished because if the baby woke up, she was often asked to take care of her. Paula expressed herself by explaining how the employer always tried to force her emotionally by saying:

"The baby loves you, knows you the best of all of us and you have the way to make her quiet again."

Besides the care of the baby, she was also responsible for the cleaning of the house, feeding the dogs, cooking 3 days a week, washing the drive way, ironing, watering the plants and washing clothes. Although she had to wash the clothes of the adults and older child in the washing machine, the baby’s clothes she had to do by hand. When Paula had to do her own clothes she had to do it at the sink, outside, where the employer also washed the dogs. She could not handle the situation as a live-in Domestic anymore and decided after 8 months to look for another job.

Through a family service organization Paula found another job with an older but sick lady who needed someone to take care of. Besides the care of the lady she was also involved in many household tasks. She normally came in around 5 in the afternoon and left again at 9 in the morning. She was only paid TT$620 every forth night and the overtime she definitely made (in total she worked 90 hours during the week because she worked throughout the weekend) was never paid. When the lady died, she went to the Ministry of Labour to inquire about the overtime that was never paid to her. The Ministry of Labour referred her to the National Union of Domestic Employees because Domestic Workers are not recognized as workers in Trinidad under the Industrial Relations Act, so the

---

8 At the time of the interview, the exchange rate was TT$ 6.2=US$1.00.
dispute can not be settled by the Court. NUDE is assisting Paula by mediating between Paula and the son of Paula’s late employer. It is since Paula joined the Union that she became aware of her rights. The other advantages Paula mentioned with regard to the importance of the Union is that she feels she has some support. She expressed herself as follows:

"I feel enlightened when I leave the Union after a visit. Finally someone who listened to me and understood the struggle and the unfairness I go through".
4 ORGANIZING DOMESTIC WORKERS

In the Regional Strategy for Domestic Workers in the Caribbean organizing has been identified as one of the key elements to improve the status, terms and conditions of work of Domestic Workers. At present, only the National Union of Domestic Employees in Trinidad and Tobago and the Jamaican Household Workers Association in Jamaica have organized Domestic Workers.

A Regional Network of Domestic Workers in the Caribbean was set up at the Regional Strategy Workshop for Domestic Workers in the Caribbean, in Jamaica (1997). It is expected that the Domestic Workers present at that meeting will be the driving force for the continuation of this Network as well as for the establishment of national organizations for Domestic Workers in the various countries in the Region.

This Chapter will deal with the two existing organizations of Domestic Workers in the Caribbean, the Regional Network and its demands as stated at the Workshop in Jamaica, and the organizations of Domestic Workers world-wide, such as the Confederation of Household Workers in Latin America and the Caribbean (CONLACTRAHO) and the International Network of Workers in Domestic Service (INWDS).
4.1 Caribbean

4.1.1 National Union of Domestic Employees (NUDE)\textsuperscript{9}

The National Union of Domestic Employees started as a branch of the Shipbuilders Ship Repairers and Allied Workers Trade Union (SBSR&AWTU). The exploitation and hardships experienced by Domestic Employees was the main reason for establishing the branch that was responsible for matters affecting Domestic Employees. Ms. Clotil Walcott, the Chairperson of that branch, started a drive to organize Domestic Workers in 1982 that resulted in the founding of the National Union of Domestic Employees. NUDE was registered under the Trade Union Ordinance No 376 on 14\textsuperscript{th} of December 1982 of Trinidad and Tobago. The executive consists of all women.

NUDE represents not only Domestic Workers but also other low income workers like cooks, cleaners, waitresses, truck-drivers, plumbers labourers, gardeners etc. This group represents a large portion of the low income and low status workers in Trinidad and Tobago. Total membership is 200 workers. Many of its members are too poor to afford even the relatively small due of TT $5.00 per month. This increases the lack of financial resources NUDE is facing at the moment. However, membership is not cancelled for non-payment of dues.

\textsuperscript{9} Information in this section is based on papers presented by Ms. Clotil Walcot and Ida Le Blanc (from NUDE) on the Strategy Workshop in Jamaica (1997) and the National Domestic Workers Workshop in Trinidad (1998); Gaietry Pargass. Domestic Workers in the Caribbean. ILO Caribbean Office. 1997; Project proposal submitted by NUDE to the Canadian Equity Fund; Newspaper Articles; and conversations.
NUDE has been campaigning for two decades to get Domestic Workers recognized as workers under the Industrial Relation Act, of 1972 of Trinidad and Tobago.

The Act states in sub-section 3:

“For the purposes of this Act no person shall be regarded as a worker if she is employed in any capacity of a domestic nature in or around a private dwelling house and paid by the householder”.

Because they are not recognized as workers, NUDE is unable to pursue Industrial Court action on their behalf or to pursue other remedies normally available to “workers” under the Act. NUDE has been trying for over two decades for an amendment to the Act to include Domestic Workers.

Moreover, there is no possibility of entering into the collective bargaining process on behalf of Domestic Workers. According to the Union, the responsibility is with the Labour Inspectorate in regards to the non-compliance of the Minimum Wage Order, thus depriving Domestic Workers of representation by the Union in cases where the Order was violated. There is no grievance procedure under the Minimum Wages Order.

The objectives of NUDE are\(^\text{10}\):

- Organizing of persons employed as Domestic Workers and serving in private houses or homes, farms or lands;
- Regulating the relations and settling disputes between members and their employers;
- Protecting members against unfair and unjust treatment by employers or their agencies;
- Assisting members who are in difficulty in connection with their employment, by way of advising, financial support or other means;

\(^{10}\) The Folder of NUDE is included in the Publication.
Taking up bona-fide grievances which members may have experienced in order to redress them satisfactorily;

Assisting members generally to attain a better and fuller life and to develop themselves mentally and physically as far as possible; and

Organizing into the Union other types of workers who may be anxious for joining the Union to have effective representation.

NUDE received approximately 40 complaints per year from Domestic Workers. The most frequent complaints that NUDE receives from their members are:

1) Domestic Workers do not receive any pay-slips so they are unaware of and have no records of:
   a) actual hours worked;
   b) actual date of employment; and
   c) deductions for National Insurance Scheme, if so – how much.

2) Domestic Workers are dismissed without any notice in advance and without any compensation.

3) Live-in Domestics are literally working round the clock.

4) Domestic Workers are fired if they:
   a) query about their wages;
   b) speak out on bad conditions at work;
   c) refuse to work over-time and on public holidays;
   d) inquire about National Insurance deductions;
   e) ask employers to pay NIS; and
   f) take sick leave.

5) Employers refusal to pay:
   a) over-time;
   b) sick leave;
   c) vacation leave;
   d) minimum wage; and
   e) double time for Sunday and public holiday;
6) Conditions under which Domestics work are deplorable.
7) Treatment as second class citizens by employers.

NUDE deals with complaints mainly through informal negotiation with employers. Many employers refuse to negotiate because they are aware that the Union is powerless to take further action because Domestic Workers are not recognized as workers under the Industrial Relations Act.

In 1997 NUDE submitted a project proposal to the Canadian Equity Fund that was approved in 1998. "The goals of the project are:

1. To strengthen the planning and management skills of the Organization through the development of a Strategic Plan;
2. To develop a monitoring and evaluation system for the Organization and train the Executive in its operations and in computer skills;
3. To establish management systems within the Organization to strengthen its normal operations and networking skills and the development of a strong data base so as to enhance the sustainability of the Organization;
4. To host three workers education workshops in east and central Trinidad and in Tobago; and
5. To continue to lobby for Domestic Workers to be recognized as workers under the law.

The project activities are:

1. Six week training session on strategic planning for the executive and other relevant members within the NUDE;
2. Community workshops for workers which would inform them about their rights under the law and would also provide the space for discussion on issues which are discriminatory to workers:
A media blitz to invite people to the workshop: press releases would be send out to radio, television and the print media;

Representatives from the Ministries and NGO's would be invited to be part of and to share their views with over 100 low income and Domestic Workers;

Participants would be divided into groups with an experienced facilitator to lead the discussion, encouraging participants to share experiences and solutions. These experiences would be documents as far as possible.

There would be a call back and group sharing of what took place in the workshops and suggested solutions.

3. The production of leaflets and or a small booklet on the laws, which are relevant to Domestic Workers; and

4. The computerization of the data at NUDE's Headquarters regarding:

   - Members of NUDE will be trained over a specific period on the basics of computer literacy.
   - The input of statistical data.

**Duration of the project:** 6 months depending on the outcome of the Strategic Plan, which would be the first phase of the Project.

**Project output:**

1. Three community workshops (in Tobago, East Trinidad and Central Trinidad) with approximately the attendance of 200 Domestic and low-income workers;

2. The participants of the three workshops will have received information pertaining to workers rights under the law;

3. A leaflet with information pertaining to NUDE;

4. Small booklet on workers rights would have been produced; and

5. The general public would have received information via de media on the work of NUDE and on workers rights.
The results of the project to be expected are:

1. A three year strategic plan for the NUDE;
2. Effective management systems within NUDE and a well trained and empowered membership capable of responding more effectively to the needs of workers, requests from government and other organizations for data in their computerized database;
3. Increased networking capacity and skills to gain local and international support to ensure equity for low income and Domestic Workers;
4. Increase in membership of NUDE for representation on official bodies; and
5. A computerized compilation of statistics and case studies of workers grievances and the outcome of their cases to be available for research and other purposes"\textsuperscript{11}.

At the time this publication was finalized (December 1998), the Project just initiated.

The National Strategy for Domestic Workers, the main outcome of the Workshop for Domestic Workers that was organized by the ILO Caribbean Office in cooperation with NUDE (Arima, 18 October, 1998)\textsuperscript{12}, reconfirms the importance and the contents of the implementation of the Project.

\textsuperscript{11} Extracted from the Project Document that was submitted by NUDE to the Canadian Equity Fund.
\textsuperscript{12} The ILO-NUDE Workshop was attended by 50 Domestic Workers and 20 representatives of the Ministries of Labour and Cooperatives, Culture and Gender Affairs, Social Development, as well as Non Governmental Organizations, the University of the West Indies and Employment Agencies.
4.1.2 The Jamaica Household Workers' Association (JHWA)\textsuperscript{13}

The Jamaica Household Workers' Association (JHWA) is an organization that was established in 1991 as a direct result of four training workshops that were organized by the Bureau of Women's Affairs which focussed on Household Workers. Some of the active participants of those workshops decided to form the Association. The four workshops focused on the following subjects: use of household equipment, National Insurance Scheme, training in economics, childcare, first aid, personal development, and basic laws important to Household Workers with regard to i.e. maternity leave, minimum wages, vacation leave etc.

At the moment the JHWA has a membership of over 500 all over the country. Since its formation the JHWA established 6 chapters in other parishes: St. Mary, Clarendon, Manchester, St. Ann, St. Thomas and Portland.

The main aim of the JHWA is to\textsuperscript{14}:

- Inform workers of labour rights and regulations;
- Provide workers with training opportunities in management and skills to promote efficient work practices;
- Provide workers with information on job opportunities, both as Household Workers and in other occupations;
- Provide a link with potential household employers and women's organizations; and

\textsuperscript{13} Information in this section is based on papers presented by Katleen Evering, President of JHWA on the Strategy Workshop in Jamaica (1997); Gaietry Pargass. Domestic Workers in the Caribbean. ILO Caribbean Office. 1997; Newspaper Articles; and conversations.

\textsuperscript{14} The Folder of JHWA is included in the Publication.
Organizing Domestic Workers

➢ Provide a support network of Household Workers;
➢ Ensure fair and just working conditions for its members; and
➢ Enhance income-earning capacity.

The Association provides information and gives advice to Household Workers and their employers on:

➢ Vacation and maternity leave;
➢ Minimum wage;
➢ National insurance;
➢ National housing trust;
➢ Laws and rights regarding termination;
➢ Women's information and training workshops offered by a variety of organizations and agencies; and
➢ Employer and worker problem

The Association is actively supported by the Bureau of Women's Affairs. The Bureau provides office space and other office facilities to the JHWA. Further, the Bureau provides support for the hosting of workshops and other activities of the JHWA.

In order to achieve the fullest service to its members, the JHWA, after its establishment, submitted a project proposal to OXFAM for funding in order to strengthen the Organization and its members. In cooperation with CUSO and the Women's Bureau several activities were implemented:

➢ Training of the executive members in office management and secretarial skills;
➢ Increasing membership by using promotional activities through the media;
➢ Provision of training for its members in 6 parishes on household management, child care, security in the home, care of the elderly, rights and obligations of Household Workers;
➢ Provision of training in literacy and numeracy skills to the members; and
➢ Establishing closer linkages with local and regional organizations within the women's movement. As a result, the JHWA is represented on the executive of the Association of Women's Organizations of Jamaica (AWOJA).

The Association has established a help-line service to provide Household Workers with job information as well as to assist Household Workers in crisis. A drop-in centre was also set-up in order to give Household Workers as well as employers a place to voice their concerns, complaints and problems. The Association receives approximately 20 complaints per month. The main complaints as stated by the Household Workers are:

➢ non-payment of the minimum wage;
➢ long hours;
➢ abuse by employers;
➢ no vacation; and
➢ no sick leave

The JHWA acts as a mediator when disputes arise between Household Workers and their employers. The JHWA mediates by calling the employer on behalf of the Household Workers. When a solution cannot be found, the dispute will be referred to the Ministry of Labour, Social Security and Sport.
4.1.3 The Caribbean Network of Domestic Workers

At the ILO Strategy Workshop to Improve the Status, Terms and Conditions of Work of Domestic Workers in the Caribbean held in Jamaica (1997), Domestic Workers across the Region who were participation in the Workshop met regularly in the evenings and a Caribbean Network was formed. The following persons were present at the meetings of the Domestic Workers\textsuperscript{15}:

Clotil Walcott  
Ida Le Blanc  
Joycelyn Bacchus  
Rhona Johnson  
Iotha Martin  
Victoria Garcia  
Rose Poponne  
Ophelia Small  
Claudia Francia  
Diane Jack  
Shirley Lessey

Trinidad & Tobago NUDE  
Trinidad & Tobago NUDE  
Guyana Red Thread  
Jamaica  
Antigua  
Dominican Republic/CONLACTRAHO  
Dominica  
St. Lucia  
Jamaica  
St. Vincent and the Grenadines  
Grenada

At the end of the Strategy Workshop this Caribbean Group of Domestic Workers came up with a specific set of demands.

The following statement was presented:

"We, Domestic Workers as a Caribbean Group, came up with demands:
1. A Labour Code for Domestic Workers;
3. Stipulated hours of work;"

\textsuperscript{15} The list with addresses can be found in Chapter 5.1.1. Focal Points for Domestic Workers in the Caribbean: The Caribbean Network of Domestic Workers.
4. Additional pay for sleep-in Domestics;
5. Employer must specify the type of work you are required to do on being employed;
6. Severance benefits;
7. Social Security (unemployment benefit) after working a period of one year, in the case of retrenchment;
8. Sick leave, vacation leave, maternity leave;
9. Overtime pay and public holidays;
10. The right to bring cases before Labour Tribunals;
11. Compensation for sexual harassment and wrongful dismissal; these demands should be enforced with a penalty for breaking the Labour Code;
12. There should be a general wage with extra pay for skilled work such as childcare, looking after the elderly and disabled, in addition to housework; and
13. It must be mandatory for employers to pay N.I. contributions on behalf of Domestic Workers”.

In addition, a report was presented in which some of the women that were present at the Caribbean Domestic Workers meetings, highlighted the circumstances that are specific to their own country:

“Antigua reported that whilst they had no domestic union, the Workers Trade Union also represented Domestics. She added that after working for some years with her employer, she took a few days off to go to an eye specialist. When she returned to work her employer fired her, even though she explained the reason for her absence. She then went to the Workers' Union and complained of her unfair dismissal. She also spoke to the Labour Officer, who investigated the matter, and told the employer she would have to pay her a severance benefit according to the labour code; the employer's reply was that she had to speak to her lawyer. Eventually her employer refused to pay and said she would rather go to court. So her case (the domestic) is now with the labour officer. She also
spoke of the amount of work she had to perform daily and the extra work she had to do at Christmas time without additional pay.

**Dominica** reported on the low wages in that country; EC$54.00 a week for sleep-in Domestic and EC$40.00 a week for a full-time Domestic.

**St. Lucia** spoke on the treatment meted out to Domestic, the employer (she said "madam") wanting them to do work she was not hired to do in the first place. Every week additional work would be on the schedule, such as: cleaning the dog's kennel, washing and cleaning the inside of their vehicles. She also reported that one employer told her at the start of her employment that she would be paid $400.00 a month but the first pay day she was not paid that sum. The employer then paid her $200.00 one fortnight, then she gave her $90.00 per week, and then she got $85.00 and then $65.00 per week. This amount made her start inquiring about her correct salary. She was then paid $90.00 a week. She then found out that her pay was less than her employer had promised because of all the second hand things that her employer was giving her, which she thought were gifts, her employer was deducting from her salary. Also, her employer claimed that she was paying National Insurance contributions for her, which was not true. She reported that what troubled her most was that after working longer hours than they had agreed to at the start, her employer would search her bags etc. before she was allowed to leave.

Others complained of the approach used by some employers when they took a job for the first time; they would be told of the last Domestic Worker, who used to steal things and given warnings about this behavior. They felt that was an embarrassment. Being poor you were looked upon as a thief.
Dominican Republic said that it was just history repeating itself, because the conditions and treatment were the same everywhere.

In the discussions that followed, it was reported that some workers were not allowed to eat with the same cutlery as their employers; some of the work that they had to do was degrading, that Domestics are ashamed to make it public that they were Domestic's. They spoke of harassment by the husband of some employers and the long working hours. It was noted that they were being exploited twice: at home for no pay and outside for low pay. It was reported that some Domestic's had husbands and so they felt they should be respected. Others said that some husbands did not want their wives to do that kind of work. One worker reported she started to do childcare and gradually she was made to do housework.\textsuperscript{16}

\textsuperscript{16} The demands and the stories told by the Domestic Workers from the Region is the official text as stated in: ILO. \textit{Domestic Workers in the Caribbean: Improving their Status, Terms and Conditions of Work.}, Port of Spain. 1998. 19-20
4.2 Worldwide

4.2.1 *The Confederation of Household Workers in Latin America and the Caribbean (CONLACTRAHO)*

CONLACTRAHO, the Confederation of Household Workers in Latin America and the Caribbean was formed at the Latin America Congress for Household Workers in Bogota, Colombia in 1988. The first contact between Household Workers of Chile, Peru and Colombia was already established since 1983. CONLACTRAHO has organizations affiliated from Argentina, Bolivia, Brazil, Colombia, Costa Rica, Chile, Dominican Republic, Guatemala, Mexico, Paraguay and Peru.

The objectives of CONLACTRAHO are:

- To strengthen Household Workers organizations in Latin America and the Caribbean;
- To promote communication among Household Workers organizations in Latin America and the Caribbean in order to establish a hemispheric movement of Household Workers;
- To create a unity among Household Workers’ organizations without discrimination on the basis of ethnicity, culture, ideology or religion;
- To maintain respect for the autonomy of each group of Household Workers. It does not matter if it is an organization, association, service or union; and
- To build a strong network that will help the Household Workers movement to grow and to achieve the recognition of Household Workers as women and workers;

---

17 Confederación de Latino Americana y del Caribe de Trabajadoras del Hogar.
CONLACTRAHO wants to create a consciousness of the situation of Household Workers locally, regionally and at the hemispheric level. Therefore, CONLACTRAHO speaks out against the conditions of exploitation and marginalization of the Household Workers.

Activities of CONLACTRAHO are in the area of:

1) **Dissemination of information:**

- To promote legal recognition and founding of new Household Workers organization;
- To increase the awareness of international and labour organizations of particular problems of Household Workers;
- To establish contact with Household Workers’ groups in countries with no affiliation to CONLACTRAHO; and
- To publish a newsletter in which the Household Workers organizations of the various membership countries provide information regarding their activities. This serves as a means of communication both between members of CONLACTRAHO and between CONLACTRAHO and other organizations.

2) **Education and training:**

- Studies by and on Household Workers;
- Leadership training;
- Support and organization of seminars; and
- Meetings among Household Workers.

One of the main activities implemented since 1994 by CONLACTRAHO are the Studies on and by Household Workers. The studies are implemented in Mexico, Bolivia, Costa Rica, Guatemala, Peru, Mexico, Dominican Republic and Brazil.
The objectives of the studies are:

- To do a study that would help the Household Workers organizations to increase the contact with Household Workers in their countries;
- To have correct, up to date information about Household Workers in the region that could be used as an important input to CONLACTRAHO’s actions; and
- To train Household Workers in doing research. Household Workers were actively involved in all the different stages of the research and were important actors instead of being only the passive subject of research.

The research implemented by CONLACTRAHO gathered information of Household Workers regarding:

- Work history;
- Present working conditions;
- Household structure and family life;
- Awareness of labour rights;
- Education;
- Sexual abuse and harassment; and
- Future aspiration.

Contact addresses of CONLACTRAHO can be found in Chapter 5.2.1 *Focal Points for Domestic Workers Worldwide: CONLACTRAHO.*
4.2.2 *International Network of Workers in Domestic Service*  
(*INWDS*)\(^{18}\)

INWDS was formed at the NGO Forum which paralleled the UN Fourth World Conference on Women in Beijing in 1995. Domestic Workers from different countries of Africa, Asia, the Caribbean, Europe, Latin America and North America took the initiative and supported the network.

As is stated, INWDS demands:

"From governments:

Domestic Workers must be defined as workers according to classifications of the International Labour Organization, so that the international protective standards for workers also applies to Domestic Workers.

Domestic Workers must have the same rights before the law as other workers in the country in which they work, whatever their immigration status.

Domestic work must be recognized as work. Accurate measures of the quantity and economic value of domestic work must be included in every countries gross domestic product. The contribution of Domestic Workers to the economy not only of the country where they are working but also of the home country, which benefits from the remittances Domestic Workers send home to support families there, must be included in the measurement.

\(^{18}\) The text is extracted from the demands document as stated by INWDS at the NGO forum in Beijing, 1995.
The following rights of Domestic Workers must be included in every country’s labour legislation:

➤ The right to organize into unions and other workers’ associations without fear of reprisals;
➤ The right to bring cases before industrial/employment tribunals and to compensation for unfair dismissal;
➤ An international standard for working conditions providing us with protection wherever we work;
➤ For full-time workers, including live-in workers, a working day with set hours which is not longer than the official working day for other workers and overtime paid at a higher rate so we are no longer forced to work an 18-hour day as we do in many countries;
➤ The Conventions governments have signed which protect other workers must apply also to Domestic Workers; and
➤ The governments of the world must adopt and enforce legislation which regulates the working conditions of Domestic Workers and protects us against discrimination, in the; same way as laws outlawing discrimination based on sex, race, ethnic origin, etc.

From employers:

➤ A living wage according to the country where we are employed;
➤ An eight-hour maximum working day for full-time workers;
➤ At least one day off each week and time off on all holidays;
➤ Thirty days paid vacation year;
➤ Paid maternity leave;
➤ Pregnancy must not be grounds for dismissal. Domestic Workers who are fired because they are pregnant must be compensated and reinstated;
➤ An annual index-linked wage increase;
➤ Social security benefits, accident insurance and medical care to cover work-related accidents and illnesses;
➤ Thirty days notice of termination of employment;
Severance pay which takes account of the number of years in employment; The option of time off for study; and A respectful work environment and decent living conditions for live-in workers; and paid transport for workers who come into work daily.

Contact address of persons who were responsible for the establishment of the INWDS as well as its supporters can be found in Chapter 5.2.2. *Focal Points for Domestic Workers Worldwide: International Network of Workers in Domestic Service*
5  FOCAL POINTS FOR DOMESTIC WORKERS

This Chapter will give the main focal points for Domestic Workers and on Domestic Workers issues in the Caribbean (Chapter 5.1) as well as Worldwide (Chapter 5.2).

5.1  Focal Points for Domestic Workers in the Caribbean
# ANTIGUA AND BARBUDA

<table>
<thead>
<tr>
<th><strong>DIRECTORATE OF GENDER AFFAIRS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>Deanery Place</td>
</tr>
<tr>
<td></td>
<td>St John’s</td>
</tr>
<tr>
<td></td>
<td>Antigua and Barbuda</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
<td>(286) 462-9664</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
<td>(286) 462-9664</td>
</tr>
</tbody>
</table>

**ASSISTANCE PROVIDED**

- [x] Legislation
- [x] Organizing
- [x] Training
- [x] Technical assistance

**SPECIAL OBSERVATION**

The Directorate of Gender Affairs intends to start the formation of a Domestic Workers association. The above mentioned assistance will be provided to the Association.
Labour Department

ADDRESS
C/O Ministry of Labour and Home Affairs
Queen Elizabeth Highway
St. John’s
Antigua and Barbuda

PHONE
(268) 462-4988

FAX
(286) 462-4988

ASSISTANCE PROVIDED
☒ Legislation

DESCRIPTION OF ASSISTANCE

The Labour Department protects and advises Domestics and all other workers on their rights and responsibilities.

SPECIAL OBSERVATION

The Labour Code under the National Law, outlines clearly the responsibilities of employees and what is expected of the employer. It also outlines the rights of employees and their privileges such as vacation, maternity leave, severance pay. Presently the Labour Code is being upgraded to provide even greater coverage.
### Antigua Trades and Labour Union

**ADDRESS**
46 North Street  
P.O. Box 3, St. John’s  
Antigua and Barbuda

**PHONE**  
(268) 462-0090

**FAX**  
(286) 462-4056

**ASSISTANCE PROVIDED**  
☑ Technical Assistance

**SPECIAL OBSERVATION**

The Union functions under the ambit of the Labour Code of Antigua and Barbuda and uses the National Laws to champion the rights of their members.

### The Antigua Workers’ Union

**ADDRESS**
Newgate Street  
St. John’s  
Antigua and Barbuda

**PHONE**  
(268) 462-2005

**FAX**  
(286) 462-5220

**ASSISTANCE PROVIDED**  
☑ Technical Assistance

**SPECIAL OBSERVATION**

The Union functions under the ambit of the Labour Code of Antigua and Barbuda and uses the National Laws to champion the rights of their members.
Belize

Department of Women’s Affairs

| ADDRESS                     | Ministry of Human Resources, Youth, Women and Culture  
|                            | 26 Albert Street  
|                            | Belize City  
|                            | P.O. Box 846  
|                            | Belize  
| PHONE                      | (501) 2-73888  
| FAX                        | (501) 2-71275  

**Assistance Provided**

- [x] Training

**Description of Assistance**

The Women’s Department facilitates training sessions in self esteem building, assertiveness, leadership development and stress management. Also included in the training programme is among others sexual harassment, domestic violence and team building. The Women’s Department continues to provide training on an ongoing basis.
BAHAMAS

Bureau Women's Affairs

**ADDRESS**
c/o Ministry of Foreign Affairs, P.O. Box 3746
Nassau
Bahamas

**PHONE**
(242) 356-0244/5/6

**FAX**
(242) 328-4917

Department of Labor

**ADDRESS**
c/o Ministry of Labor,
Immigration and Training
P.O. Box N 1586
Nassau
Bahamas

**PHONE**
(242) 325-6512

**FAX**
(242) 323-4691

**ASSISTANCE PROVIDED**
- Legislation
- Placement
<table>
<thead>
<tr>
<th><strong>Bahamas Hotel Catering and Allied Workers Union</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADDRESS</strong></td>
</tr>
<tr>
<td>Harold Road</td>
</tr>
<tr>
<td>P.O. Box GT 2514</td>
</tr>
<tr>
<td>Nassau</td>
</tr>
<tr>
<td>Bahamas</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
</tr>
<tr>
<td>(242) 323-5933</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
</tr>
<tr>
<td>(242) 325-6546</td>
</tr>
<tr>
<td><strong>ASSISTANCE PROVIDED</strong></td>
</tr>
<tr>
<td>☒ Organization</td>
</tr>
<tr>
<td>☒ Financial assistance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Bahamas Hotel Training College</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADDRESS</strong></td>
</tr>
<tr>
<td>Thompson Boulevard</td>
</tr>
<tr>
<td>P.O. Box N4896</td>
</tr>
<tr>
<td>Nassau</td>
</tr>
<tr>
<td>Bahamas</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
</tr>
<tr>
<td>(242) 323-6804</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
</tr>
<tr>
<td>(242) 325-2459</td>
</tr>
<tr>
<td><strong>ASSISTANCE PROVIDED</strong></td>
</tr>
<tr>
<td>☒ Training in:</td>
</tr>
<tr>
<td>1. Motivation</td>
</tr>
<tr>
<td>2. Leadership</td>
</tr>
<tr>
<td>3. Team work</td>
</tr>
<tr>
<td>4. Technical subjects</td>
</tr>
<tr>
<td>☒ Placement</td>
</tr>
</tbody>
</table>
Bahamas Technical and Vocational Institute

ADDRESS
Old Trail Road
P.O. Box N 4934
Nassau
Bahamas

PHONE
(242) 393-2804

FAX
(242) 393-4005

ASSISTANCE PROVIDED
☑ Training in:
  1. Technical areas
  2. Motivation
  3. Leadership
  4. Team work
☑ Placement

Maid for a Day

ADDRESS
P.O. Box N7477
Nassau
Bahamas

PHONE
(242) 326-7662

FAX
(242) 356-0939

ASSISTANCE PROVIDED
☑ Training in:
  1. Motivation
  2. Leadership
  3. Technical matters
  4. Team work
☑ Placement
**BRITISH VIRGIN ISLAND**

<table>
<thead>
<tr>
<th>Women's Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADDRESS</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
</tr>
<tr>
<td><strong>FAX</strong></td>
</tr>
</tbody>
</table>

**SPECIAL OBSERVATION**

The Women’s Desk has scheduled a meeting regarding Domestic Workers and other low-income workers for January of 1999. A National Strategy and Programmes are expected to be the outcome for further action in the BVI.
Department of Labour

ADDRESS  
c/o Government of the  
Virgin Islands  
Road Town  
Tortola  
BVI

PHONE  
(284) 494 3701

ASSISTANCE PROVIDED

☒ Legislation
☒ Mediation
☒ Placement services

DESCRIPTION OF ASSISTANCE

☒ The Department of Labour responds to complaints
☒ The Department mediates between employers and employees
☒ Placement services are provided to Domestic Workers (listing of employers)
BARCADOS

Bureau of Women's Affairs

ADDRESS  
c/o 2nd Floor, National Insurance Building  
Fairchild street  
Bridgetown  
Barbados

PHONE  
(246) 431-0850

FAX  
(246) 431-0850

ASSISTANCE PROVIDED  
☒ Legislation

SPECIAL OBSERVATION

Sexual Harassment is experienced and expressed as a serious problem by Domestic Workers. Domestic Workers will be covered under the provision of Sexual Harassment Legislation.

Labour Department

ADDRESS  
c/o 2nd Floor, National Insurance Building  
Fairchild Street  
Bridgetown  
Barbados

PHONE  
(246) 436-6320

FAX  
(246) 426-9898

ASSISTANCE PROVIDED  
☒ Legislation
### National Employment Bureau

| ADDRESS       | c/o Verona House  
|               | Bank Hall  
|               | St. Michael  
|               | Barbados  
| PHONE         | (246) 426-1511  
| FAX           | (246) 436-2289  

#### ASSISTANCE PROVIDED

- Placement
- Training

#### DESCRIPTION OF ASSISTANCE

Placement services as well as training are provided in order to make Domestic Employees acquainted with new equipment etc.

### Women in Development Limited

| ADDRESS       | Fred’s Mall  
|               | 4 Spry Street  
|               | Bridgetown  
|               | Barbados  
| PHONE         | (246) 426-0045  
| FAX           | (246) 228-3571  

#### ASSISTANCE PROVIDED

- Advise on placement and registration for employment
DOMINICA

<table>
<thead>
<tr>
<th>Women’s Bureau</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
</tr>
<tr>
<td>PHONE</td>
</tr>
<tr>
<td>FAX</td>
</tr>
</tbody>
</table>

SPECIAL OBSERVATION

While the need exists to have Domestic Workers organized, no attempts have yet been made in this regard (dd. November 1998). The Bureau views this as a matter that requires some attention in the future.
**Labour Division**

**ADDRESS**
c/o Ministry of Legal Affairs, Immigration and Labour Government Headquarters Kennedy Avenue Roseau Commonwealth of Dominica

**PHONE**
(767) 448-2401 Extension 3217 or 3220

**FAX**
(767) 448-0182

**SERVICES PROVIDED**
- Placement

**SHORT DESCRIPTION**
- Registering unemployed persons, including those wishing to work as Domestics.
- Assisting registered persons to find jobs, including Domestics.
- Conciliating in matters relating to problems at work.
GRENADA

<table>
<thead>
<tr>
<th>Division of Women's Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
</tr>
<tr>
<td>c/o Ministry of Tourism,</td>
</tr>
<tr>
<td>Social Security and</td>
</tr>
<tr>
<td>Women's Affairs</td>
</tr>
<tr>
<td>Ross Building</td>
</tr>
<tr>
<td>The Carenage</td>
</tr>
<tr>
<td>St. George's</td>
</tr>
<tr>
<td>Grenada</td>
</tr>
<tr>
<td>PHONE</td>
</tr>
<tr>
<td>(473) 440-7952/440-7994/</td>
</tr>
<tr>
<td>440-6037</td>
</tr>
<tr>
<td>FAX</td>
</tr>
<tr>
<td>(473) 440-0443</td>
</tr>
</tbody>
</table>

SERVICES PROVIDED

- Legislation
- Organizing
- Training

DESCRIPTION OF ASSISTANCE

- Advocating for the enactment of legislation specific to Domestic Workers;
- Enactment of minimum wages and terms and conditions of employment; and
- Project programme will be implemented in the beginning of 1999 in order to:
  1. offer support for Domestic Workers through training in personal development, functional and operational skills, deportment and communication skills, use of household equipment, terms and conditions of employment and other legal issues;
2. create an awareness of and sensitivity to the importance of domestic work; and
3. improve standards and productivity of Domestic Work.

**SPECIAL OBSERVATION**

☑ As a result of the above mentioned programme, the Division expects the:
☑ Establishment of an organization to govern Domestic Workers;
☑ Implementation of specific and appropriate legislative provisions for Domestic Workers;
☑ Establishment of structures so that the Division can act as a Placement Desk/Agency; and
☑ Development and implementation of a National Strategy for Domestic Workers.
## Division of Labour

**ADDRESS**  
c/o Ministry of Education and Labour  
Young Street  
St George's  
Grenada

**PHONE**  
(473) 440-2532

**FAX**  
(473) 440-4923

**SERVICES PROVIDED**
- Legislation  
- Technical assistance  
- Job placements and advice

## Grenada Technical and Allied Workers Union

**ADDRESS**  
Green Street  
St. George’s  
Grenada

**PHONE**  
(473) 440-2231

**FAX**  
(473) 440-5878

**SERVICES PROVIDED**
- Training:  
  1. Team-work  
  2. Communication  
  3. Interpersonal skills  
- Technical skills training
JAMAICA

Bureau of Women’s Affairs

ADDRESS

c/o Ministry of Labour,
Social Security and Sport
4 Ellesmere Road
Kingston 10
Jamaica

PHONE

(876) 929-6244
(876) 754-8577/8

FAX

(876) 929 0549

ASSISTANCE PROVIDED

☒ Legislation
☒ Organizing
☒ Training
☒ Technical Assistance
☒ Other:
Free office space and
facilities are provided
to the Jamaica
Household Workers
Association (JHWA).

DESCRIPTION OF ASSISTANCE

☒ One staff member of the Bureau is assigned to give technical assistance to the Household Workers. This include activities relates to training, workshop and seminars.

☒ Free office space and some equipment are provided to JHWA.
The Bureau assists by seeking funding for JHWA through proposal writing and submission of other documents.

Household Workers are included in the plans and activities for International Women's Day.

The Bureau has also assisted with the establishment of new Chapters in various Parishes of Jamaica for Household Workers.

The Bureau has submitted as part of its budget sums of money to assist with further training for Household Workers.
Jamaica Household Workers Association (JHWA)

ADDRESS
Ministry of Labour,
Social Security and Sport
4 Ellesmere Road
Kingston 10
Jamaica

PHONE
(876) 929-6244
(876) 754-8577/8

FAX
(876) 929 0549

There are six chapters in Jamaica:
- St Mary
- Clarendon
- Manchester
- St Ann
- St Thomas
- Portland

All can be reached through the JHWA in Kingston

SERVICES PROVIDED
- Legislation
- Organizing
- Training
- Technical assistance
- Placement

DESCRIPTION OF ASSISTANCE

The JHWA:
- Informs Household Workers of labour rights and regulations;
- Provides training opportunities for Household Workers;
- Puts Household Workers in touch with potential employers;
Provides a support network for Household Workers; and
Acts as a lobby group for fair increases in the minimum wage.

SPECIAL OBSERVATION

The JWHA conducted a series of training workshops for Household Workers. Topics included proper home management, child and geriatric care, safety around the home, first aid, domestic violence, AIDS, STD, HIV, self-esteem and other related topics. Training was conducted in collaboration with qualified resource persons from the Public and Private sectors.

Household Workers should record dates of their employment.

Proper care should be taken by employers when selecting general Household Workers, housekeepers, days workers and child care providers. This in order to ensure maximum jobs satisfaction and the development of self-worth while delivering quality services.
<table>
<thead>
<tr>
<th><strong>Labour Department</strong></th>
</tr>
</thead>
</table>
| **ADDRESS**           | Ministry of Labour, Social Security and Sports  
                        | 1F North Street  
                        | Kingston  
                        | Jamaica |
| **PHONE**             | (876) 922-9500/2 |
| **FAX**               | (876) 922-6902  |

**ASSISTANCE PROVIDED**

- Legislation
- Technical assistance
### Association of Women’s Organization in Jamaica (AWOJA)

| ADDRESS          | 9 Westminster Road  
|                  | Kingston 10        
|                  | Jamaica            
| PHONE            | (876) 968-8260     
| FAX              | (876) 920-7460     

**ASSISTANCE PROVIDED**
- Legislation
- Organizing
- Training

**DESCRIPTION OF ASSISTANCE**

AWOJA is an umbrella organization for women’s organizations. The Jamaica Household Workers Association (JHWA) are members and benefit from all our services: Dissemination of material, training assistance, advocacy and lobbying on their behalf on legislation relating to them.

Training workshops were held with AWOJA, Caribbean Regional gender Initiative and JHWA in parenting, domestic violence, money management and nutrition (from July 1998 to present).
Workforce Development Consortium Ltd.

ADDRESS
22b Old Hope Road
Kingston 5
Jamaica

PHONE
(876) 920-8278/9

FAX
(876) 920-6722

SERVICES PROVIDED
- Technical assistance
- Training:
  1. Motivation and self-esteem building
  2. Team work, communication and interpersonal skills
  3. Technical skills: dressmaking, telephone skills
  4. Literacy
- Placement

DESCRIPTION OF ASSISTANCE

The Workforce Development Consortium Ltd.:

- Puts workers in touch with potential employers; and
- Provides training opportunities for various types of workers including Household Workers.
CUSO

ADDRESS
14 South Avenue
P.O. Box 326
Kingston 10
Jamaica

PHONE
(876) 968-6951/929-8774

FAX
(876) 929-8773

E-MAIL
cusojam@cwjamaica.com

ASSISTANCE PROVIDED

☒ Technical assistance/
  human resource
☒ Organizing
☒ Training

SPECIAL OBSERVATION
In the past, CUSO provided financial support to the Household
Workers Association through the Bureau of Women's Affairs.
These funds were used to assist in the formation of the JHWA,
for training, workshops, conduct of research etc.
### ST. KITTS AND NEVIS

<table>
<thead>
<tr>
<th>Women's Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADDRESS</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
</tr>
<tr>
<td><strong>FAX</strong></td>
</tr>
</tbody>
</table>
Department of Labour

ADDRESS
Ministry of Education,
Labour and Social
Security
Church Street
P. O. Box 333
Basseterre
St. Kitts and Nevis

PHONE
(869) 465-2521

FAX
(869) 465-9069

ASSISTANCE PROVIDED
☑ Legislation
☑ Job Placement

DESCRIPTION OF ASSISTANCE

☑ Minimum Wage Legislation that applies specifically to
Domestic Workers is reviewed regularly.
☑ An employment service within the Labour Department
assists with accessing employment

SPECIAL OBSERVATION

A Programme is ongoing to examine more closely the terms and
conditions of Domestic Workers throughout the country. Part of
that programme is a proposed public national consultation
undertaken jointly between the Department of Women’s Affairs
(Ministry of Health) and the Labour Department in conjunction
with the St. Kitts and Nevis Trades and Labour Union.
The St. Kitts-Nevis Trades and Labour Union

**ADDRESS**

"Masses House"
P. O. Box 239
Basseterre
St. Kitts and Nevis

**PHONE**
(869) 465-2229

**FAX**
(869) 466-9866

**ASSISTANCE PROVIDED**

- Organizing
- Technical Assistance

**DESCRIPTION OF ASSISTANCE**

The St. Kitts –Nevis Trades and Labour Union has the organizing activity as a high priority in its present programme.

**SPECIAL OBSERVATION**

The participation of migrant workers in the Domestic Workers sector in St. Kitts and Nevis may be of interest with regard to the National Policy.
SAINT LUCIA

Ministry of Health, Human Services, Family Affairs and Women's Affairs

ADDRESS

c/o Walcott’s Building
Jeramia
St. Castries
Saint Lucia

PHONE
(758) 453-0557

FAX
(758) 453-0998

ASSISTANCE PROVIDED

☒ Needs Assessment

DESCRIPTION OF ASSISTANCE

A needs assessment is in progress with a view to identifying problems and critical issues in order to develop strategies to address them.

The Bureau has scheduled for January 1999 various training sessions on leadership and organizing, personal development building self-esteem etc.

SPECIAL OBSERVATION

Domestic Workers are in the process of organizing themselves.
<table>
<thead>
<tr>
<th><strong>Department of Labour</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADDRESS</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>FAX</strong></td>
</tr>
<tr>
<td><strong>ASSISTANCE PROVIDED</strong></td>
</tr>
</tbody>
</table>
ST. VINCENT AND THE GRENADINES

<table>
<thead>
<tr>
<th>Women’s Affairs Department</th>
</tr>
</thead>
</table>

ADDRESS  
c/o Ministry of Education,  
Women’s Affairs and  
Culture  
Kingstown  
St. Vincent and the  
Grenadines

PHONE  
(784) 457-2789

FAX  
(784) 457-2517

ASSISTANCE PROVIDED  
☒ Legislation  
☒ Organizing  
☒ Training

DESCRIPTION OF ASSISTANCE

☒ Mobilising and training re laws and statutes that protect  
Domestic Workers

☒ Lobbying/advocating for update of legislation

SPECIAL OBSERVATION

The Domestic Workers are in the process of organizing (Dianne  
Jack is contact-person. P.O. Box 336 Phone (784) 457-1104/7  
Fax (784) 457-2517.)
Skills Training Department
Ministry of Community Development

ADDRESS
Ministry of Community Development
(Mr Winston Knight)
St. Vincent and the Grenadines

PHONE
(784) 457-2960
FAX
(784) 457-2517

SERVICES PROVIDED
☒ Technical training and assistance in child care and home making.

Skills Training Department of
Women’s Affairs Department

ADDRESS
c/o Ministry of Education,
Women’s Affairs and Culture Government
Headquarters, Kingstown
St. Vincent & Grenadines

PHONE
(784) 457-2789/2960
FAX
(784) 457-2517

SERVICES PROVIDED
☒ Training:
1. Motivation and self-esteem building
2. Leadership and organizing skills
<table>
<thead>
<tr>
<th><strong>Labour Department</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADDRESS</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>SERVICES PROVIDED</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
SURINAME

National Machinery on Gender Policy
National Bureau Gender Beleid

ADDRESS/ADRES
Onafhankelijkheidsplein 7
Paramaribo
Suriname

PHONE/TELEFOON
(597) 470-284/420-324/
420-325

FAX
(597) 479-407

ASSISTANCE PROVIDED / ASSISTENTIE IN
☒ Research/Onderzoek

DESCRIPTION OF ASSISTANCE/ BESCHRIJVING VAN DE ASSISTENTIE

The National Machinery on Gender Policy has undertaken research on the position of Domestic Workers through several case studies. This is due to be finalized in January 1999. Based on the outcome of the research, the National Machinery on Gender Policy will undertake some initiatives with regard to legislation and other relevant issues.

Ministry of Labour
Ministerie van Arbeid

ADDRESS/ADRES
Wagenwegstraat no 22
Paramaribo
Suriname

PHONE/TELEFOON
(597) 472-858

FAX
(597) 410-465

ASSISTANCE PROVIDED / ASSISTENTIE IN
☒ Placement and registration/
arbeidsbemiddeling en registratie

DESCRIPTION OF ASSISTANCE/ BESCHRIJVING VAN ASSISTENTIE

The employment agency of the Ministry of Labour is charged with the registration and the placement of people seeking for employment as Domestic Workers.

Het arbeidsbureau van het Ministerie van Arbeid heeft als taak de registratie en plaatsing van mensen die een baan zoeken als huishoudelijke hulp.
TRINIDAD AND TOBAGO

Gender Affairs Division

ADDRESS

Ministry of Culture and
Gender Affairs
Corner of Jerningham
Avenue and Queen’s
Park East
Port of Spain
Trinidad and Tobago

PHONE
(868) 623-7032
Extension 266

FAX
(868) 625-3278

ASSISTANCE PROVIDED

☒ Technical assistance

DESCRIPTION OF ASSISTANCE

An officer of the Gender Affairs Division has been assigned to give technical assistance to the National Union of Domestic Employees (NUDE).
National Union of Domestic Employees

ADDRESS
Lp #53 Wattley Circular
Mount Pleasant Road
Arima
Trinidad and Tobago

PHONE
(868) 667-5247

ASSISTANCE PROVIDED
☑ Legislation
☑ Organizing
☑ Training
☑ Representation

DESCRIPTION OF ASSISTANCE
☑ NUDE has lobbied to get Domestic Workers to be covered under the existing legislation like the Maternity Protection Act (1998) and the National Minimum Wage Order (1998);
☑ NUDE continues lobbying for better terms and conditions of work and to get Domestic Workers to be recognized under the Industrial Relations Act (IRA). In early 1999, NUDE will start a petition and will seek the support of trade unions and women's organizations to endorse this petition;
☑ Management training of the Executive of NUDE in order to manage their own affairs in the Organization;
☑ Give information on Domestic Workers issues to University students, government and to the public;
☑ Co-ordinate skills training programmes;
☑ Give advice and counselling to Domestic Workers in order to deal with their grievances that may arise in the workplace; and
☑ Assist Domestic Workers in the access/re-access to public services, for instance, social security.

SPECIAL OBSERVATION
NUDE designated the 30th of March as a National Day for Domestic Workers
**Ministry of Labour and Co-operatives**

**ADDRESS**  
Level 11, Riverside Plaza  
Corner Besson and  
Piccadilly Streets  
Port of Spain  
Trinidad and Tobago

**PHONE**  
(868) 627-3308

**FAX**  
(868) 624-4091

**ASSISTANCE PROVIDED**  
☒ Legislation

**DESCRIPTION OF ASSISTANCE**

☒ With the enactment of the Minimum Wages (No.2) Order, 1998, a national minimum wage of seven TT dollars per hour was established for Workers in Trinidad and Tobago. Thus, under this new Order the remuneration, hours of work and provisions relating to overtime were improved for Domestic Workers.

☒ Other provisions relating to terms and conditions of service established in the Minimum Wages (Household Assistants) Order, 1991 continue to be in force.

☒ The Labour Inspectorate Division of the Ministry has the mandate to ensure that employers comply with the Minimum Wage Legislation. In the performance of their duties, labour inspectors:

1. Inspect records of enterprises/employers to determine compliance with wages and conditions of service outline in the Order; and

2. Advise employers and workers concerning the most effective means of complying with the minimum wage legislation
Trinidad and Tobago Network of Non-Governmental Organisations for the Advancement of Women

ADDRESS  # 5b Bergerac Road, Maraval
P.O. Box 410, Port of Spain
Trinidad and Tobago

PHONE  (868) 628-9655
FAX  (868) 628-9655
E-MAIL  Network@wow.net

ASSISTANCE PROVIDED  ☒ Legislation
☒ Organizing
☒ Training

DESCRIPTION OF ASSISTANCE

The Network is involved in: lobbying the Government to get legislation passed; supporting members; and providing training and other services to organisations of Domestic Workers in the Network.
5.1.1 The Caribbean Network of Domestic Workers

**ANTIGUA**
Iotha Martin

**ADDRESS**
c/o The Directorate of Women's Affairs
P. O. BOX 237
Deanery Place
St. John's
Antigua

**DOMINICA**
Rose Poponne

**ADDRESS**
c/o Mrs. Hernica Ferreira Morne Daniel
Canefield
Commonwealth of Dominica

**DOMINICAN REPUBLIC**
Victoria Garcia

**ADDRESS**
Association of Household Workers/ Member of CONLACRTAHO

Associação de Trabajadoras del Hogar
Nicolas de Ovando No 402 Cristo Rey
Santa Domingo
Dominican Republic
GUYANA
Joycelinne Bacchus

ADDRESS
Red Thread Women's Development
Georgetown
Guyana

GRENAADA
Shirley Lessey

ADDRESS
c/o Women's Affairs Bureau
Ross Building
The Carenage
St. George's
Grenada

JAMAICA
Kathleen Evering

ADDRESS
Ministry of Labour, Social Security and Sport
4 Ellesmere Road
Kingston 10
Jamaica

PHONE
(876) 929-6244
(876) 754-8577/8

FAX
(876) 929 0549
JAMAICA
Claudia Francis

ADDRESS
Jamaica Household Workers Association
Chapter Manchester
63 New green Road
New Green P.A.
Mandeville
Manchester
Jamaica

ST. LUCIA
Ophelia Small

ADDRESS
c/o Attorney General's Office
Ministry of Health, Human Services, Family Affairs & Women
Manoel Street
Castries
St. Lucia

ST. VINCENT & THE GRENADINES
Dianne Jack

ADDRESS
P.O. Box 336
Kingstown
St. Vincent & the Grenadines

PHONE
(784) 457-1104/7

Fax
(784) 457-2517.)
<table>
<thead>
<tr>
<th>TRINIDAD &amp; TOBAGO</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clotil Walcott</td>
<td>President NUDE</td>
</tr>
<tr>
<td>Ida Le Blanc</td>
<td>Secretary NUDE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDRESS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>National Union of</td>
<td></td>
</tr>
<tr>
<td>Domestic Employees</td>
<td></td>
</tr>
<tr>
<td>(NUDE)</td>
<td></td>
</tr>
<tr>
<td>Mount Pleasant</td>
<td></td>
</tr>
<tr>
<td>Road</td>
<td></td>
</tr>
<tr>
<td>Arima</td>
<td></td>
</tr>
<tr>
<td>Trinidad and Tobago</td>
<td>(868) 667-5247</td>
</tr>
</tbody>
</table>
5.2 Focal Points for Domestic Workers Worldwide

5.2.1 CONLACTRAHO

BOLIVIA
Basilla Catari Torres

General Secretary
CONLACTRAHO

ADDRESS
Casilla 6949, La Paz,
Bolivia

CELL PHONE
(591) 1-560994

PHONE/FAX
(591) 2-3198 46

OBSERVATION
Language is Spanish. Letter should be sent in Spanish. When sending fax please say in Spanish: Por favor, puede conectar el fax y colgar” (please can you give me the fax tone)
**BRASIL**

Terezinha Fatima C. Silva
Secretary of Acts of CONLACTRAHO
Coordinator National Organization of Domestic Workers in Brazil

**ADDRESS**

Conselho Nacional Dos Trabalhadores Domesticos do Brasil
Rua Dr. Mascarenhas No. 220. Bairro Botafogo
13-020-050 Campinas,
Sao Paulo, Brasil

**PHONE**

(55) 19 234-1109

**FAX**

(55) 19 234-0632

**OBSERVATION**

Language is Portuguese, but Spanish is understood.

**CHILE**

Veronica Morales
Secretary of Finance CONLACTRAHO National Office of Workers of Private Homes

**ADDRESS**

Officina Nacional de Empleadas de Casa Particular (ANECA)
Torconal 303
Santiago de Chile
Casilla 191, Correo 22
Santiago, Chile

**PHONE/FAX**

(56) 2 635-5337

**OBSERVATION**

Language is Spanish. See Bolivia above.
MEXICO

Marcelina Bautista, Secretary of Organization of CONLACTRAHO
President of the Household Workers Group La Esperanza

ADDRESS
La Esperanza
Cerrada de Allende 36
CP 063000,
Mexico D.F.

PHONE
(52) 5 594-9100

FAX
(52) 5 529-9322

OBSERVATION
Language is Spanish. See Bolivia above

PERU

Adelinda Diaz Uriarte, Secretary of Human Rights of CONLACTRAHO
President ,Training Centre for Household Workers

Address
Centro de Capacitación Para trabajadoras del Hogar (CCTH)
Avenida Alfonso Ugarte
1428, Of. 1001, Brena,
Lima, Peru

PHONE/ FAX
(51) 1 424-7407

OBSERVATION
Language is Spanish. See Bolivia above
5.2.1.1 Household Workers Organizations Affiliated To
CONLACTRAHO

CHILE
Aida Moreno
Ex-General Secretary of
CONLACTRAHO
Coordinator of the
Studies on Household
Workers in seven Latin
American countries

ADDRESS
Servicios Quillay
Argomedo 86
Santiago, Chile

PHONE/ FAX
(56) 2 634-1770

OBSERVATION
Language is Spanish. See Bolivia above

COLOMBIA
Yenny del Carmen Hurtado
President of the National
Union of Domestic Workers

ADDRESS
Sindicato Nacional de
Trabajadoras Domesticas
(SINTRASEDOM)
Calle 78
No. 61-40
Barrio La Feria
Bogota, Colombia

PHONE/ FAX
(57) 1 366-3875

OBSERVATION
Language is Spanish. See Bolivia above.

---

101
### COSTA RICA

**Rosita Acosta Ramieres**  
President of the Association of Domestic Workers

**ADDRESS**  
Asociación de Trabajadoras Domesticas (ASTRODOMES)  
150 metros al sur del Joron Carretera  
Principal a Desamparados  
Barrio Los Sauces,  
San Jose, Costa Rica

**PHONE**  
(506) 226-4423  
**FAX**  
(506) 256-6362

**OBSERVATION**  
Language is Spanish. See Bolivia above.

### DOMINICAN REPUBLIC

**Victoria Garcia**  
Coordinator of the Association of Household Workers

**ADDRESS**  
Asociacion de Trabajadoras del Hogar  
Santiago 303, Gascue  
Santo Domingo, Dominican Republic

**PHONE**  
(809) 682-9721  
**FAX**  
(809) 682-9844

**OBSERVATION**  
Language is Spanish. See Bolivia above
GUATEMALA

Imelda Hernandez Rodas  President of the Centre of Assistance of the Workers in Private Homes

ADDRESS  Centro de Apoyo de las Trabajadoras de la Casa Particular (CENTRACAP) Tercer Calle No 9-39, Zona 1, Ciudad de Guatemala Guatemala

PHONE  (502) 3012
FAX  (502) 0951

OBSERVATION  Language is Spanish. See Bolivia above

PERU

Sofia Mauricio  Centre for girl-child Domestic Workers

ADDRESS  Centro de Trabajo Redes Avenida Francisco de Zela 915, Barrio Jesus - Maria, Lima 11, Peru

PHONE  (51) 14 424-2925
E-MAIL  figueroa@blockbuster.com.pe

OBSERVATION  Language is English and Spanish.
5.2.1.2 Advisors Accompanying Household Workers of CONLACTRAHO

BRASIL
Mary Garcia Castro
Sociologist at the University “Federacao of Salvador, Bahia”

ADDRESS
Universidade Federacao of Salvador, Bahia
Avenida Princesa Isabel 102 Edificio Maria Cristina 402, Barra, 407-13-370 Salvador Bahia, Brasil

PHONE / FAX
(55) 71 235-1681

E-MAIL
castro@ufba.br

OBSERVATION
Language is Portuguese, English and Spanish. Address between 1998-1999 is as follow:
Georgetown University
Department of Spanish and Portuguese
Washington D.C.
Phone: (202) 518 2699
Email: castromg@gusun.georgetown.edu
MEXICO
Mary Rosaria Goldsmith
Anthropologist at the University “Autonoma Metropolitana- Xochimilco”

ADDRESS
Universidad “Autonoma Metropolitana- Xochimilco
San Lorenzo 177-C
Colonia del Valle,
03100 Mexico 12, D.F.

PHONE / FAX
(525) 575 7205
E-MAIL
gcmr7503@cueyatl.uam.mx

OBSERVATION
Language is English and Spanish

UNITED STATES
Elsa M. Chaney
Anthropologist at the University Iowa

ADDRESS
University Iowa
933 E. Davenport St.
Iowa City 1A 52245

PHONE
(319) 338 4743
FAX
(319) 335-2080
E-MAIL
elsa-chaney@uiowa.edu

OBSERVATION
Language is English and Spanish
BOLIVIA
Elisabeth Paredo
Area Mujer Identidad y Trabajo (TAHIPAMU)

ADDRESS
Avenida Ecuador No 2519
Casilla 6270
La Paz
Bolivia

PHONE/FAX
(591) 417-058
E-MAIL
wsolon@caoba.entelnet.bo

OBSERVATION
Language is English and Spanish

CHILE
Rosalba Rodaro
Centre of Women’s Studies

ADDRESS
Centro de Estudios de La Mujer
Purissima 353
Santiago
Chile

PHONE
(56) 2 777-1194
E-MAIL
cem@rdc.cl

MEXICO
Irene Ortiz
ATABAL

ADDRESS
Cerrada de Allende 36
CP 063000
Mexico D.F.

PHONE
(52) 5 594-9100
FAX
(52) 5 529-9322
NETHERLANDS
Anja van der Schoot

ADDRESS
Mensen in Nood/ CARITA
Postbus 1041
2500 BA
s'Hertogenbosch
Netherlands

PHONE (31) 73645-6789
FAX (31) 73645-6700
E-MAIL a.schoot@caritas.nl

UNITED STATES OF AMERICA
Pierette Hondagneu-Sotelo

ADDRESS
Dignidad para Domesticas,
Coalición pro Derechos Humanos del Inmigrante en Los Angeles (CHIRLA)
Department of Sociology
University of Southern California, Los Angeles.
CA 90089 USA

PHONE (213) 740-3606
FAX (213) 740-3535
E-MAIL sotelo@mizar.usc.edu
5.2.2 International Network of Workers in Domestic Service (INWDS)\(^\text{19}\)

**INWDS**

**ADDRESS**

Cross Road Women’s Centre
71 Tonbridge Street
London WC1H 9DZ
England

**POSTAL ADDRESS**

PO Box 287
London NW6 5QU
England

**Phone**

(44) 171 837 7509

**Fax**

(44) 171 833 4817

5.2.2.1 Signatories of INWDS

**CHILE**

Aida Moreno

Ex-General Secretary of CONLACTRAHO

**ADDRESS**

Servicios Quillay
Argomedo 86
Santiago, Chile

**PHONE/ FAX**

(56) 2 634-1770

\(^{19}\) In order to get an updated and correct list of the persons who were the signatories and supporter at the time of the Beijing Conference (1995) changes have been made in the original list (ILO Caribbean Office December 1998).
### PERU

Adelinda Diaz Uriarte  
Secretary of Human Rights of  
CONLACTRAHO  
President, Training Centre for Household Workers

**ADDRESS**

Centro de Capacitación  
Para Trabajadoras del Hogar (CCTH)  
Avenida Alfonso Ugarte  
1428, Of. 1001, Brena,  
Lima, Peru

**PHONE/FAX**

(51) 1 424-7407

---

### GUATAMALA

Imelda Hernandez  
Centre for Household Workers (CENTRACAP)

**ADDRESS**

Centro de Apoyo para las Trabajadoras de Casa Particular (CENTRACAP)  
Tercer Calle 9-39, Zona 1  
Ciudad de Guatemala  
Guatemala

**PHONE**

(502) 232-3012

**FAX**

(502) 238-0951
<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRASIL</td>
<td>Nair Jane</td>
<td>Avenida Paulo de Fontin 665, Rio Comprido</td>
<td>(55) 21-273 2699</td>
<td>(55) 21-20502136</td>
</tr>
<tr>
<td>TRINIDAD &amp; TOBAGO</td>
<td>Clotil Walcott</td>
<td>President NUDE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ida Le Blanc</td>
<td>Secretary NUDE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>ADDRESS National Union of Domestic Employees</td>
<td>PHONE</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(NUDE) Mount Pleasant Road Arima</td>
<td>(868) 667-5247</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Trinidadd and Tobago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNITED STATES OF AMERICA</td>
<td>Pat Albright</td>
<td>ADDRESS International Wages for Housework</td>
<td>PHONE</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Campaign P.O. Box 11795 Philadelphia Pennsylvania 19101</td>
<td>(215) 848 1120</td>
<td>(215) 848 1130</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FAX</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Focal Points for Domestic Workers

BOTSWANA
Lamodimo Olesitse

ADDRESS
P.O. Box 390
Francistown
Botswana

PHONE
(267) 211000 ext 391 (work)
(267) 203159 (home)

FAX
(267) 216661

5.2.2.2 Supporters of INWDS

MEXICO
Olivia Martinez

ADDRESS
Cerrada de Allende # 36
Col. Guerrero C.P. 06300
Mexico D.F.

PHONE
(52) 594-9100

FAX
(52) 529-9992
ENGLAND
Selma James
Nina Lopez-Jones

ADDRESS
INWDS
Cross Road Women's Centre
71 Tonbridge Street
London WC1H 9DZ
England

POSTAL ADDRESS
PO Box 287
London NW6 5QU
England
Phone
(44) 171 837 7509
Fax
(44) 171 833 4817

NETHERLANDS
Polly Levens

ADDRESS
Postbus 10451
1001 EL Amsterdam

PHONE
(31) 70 3894377

Bunie M. Matlanyane Sexwale

ADDRESS
Haagweide 10
2515 The Hague
The Netherlands

PHONE
(31) 70 3894377
UNITED STATES OF AMERICA
Sylvia Betancourt

ADDRESS
Coalition for Human
Immigrant Rights Los
Angeles (CHIRLA)
2314 Bedessen Avenue
Los Angeles
California 90040
United States of America

PHONE
(213) 292-7405

Margaret Prescod

ADDRESS
International Black Women
for Wages for Housework.
International Network of
Women of Color (INWOC)
P.O.Box 86681
Los Angeles, California
United States of America
90086-0681

TEL/FAX
(213) 292-7405

GUYANA
Andaiye

ADDRESS
Red Thread Women’s
Development
173 Charlotte Street
Lacytown, Georgetown
Guyana

PHONE
(592) 266995

FAX
(592) 274232
**ESPAÑA**

<table>
<thead>
<tr>
<th>Name</th>
<th>Network of “women speak”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yolanda Benito</td>
<td></td>
</tr>
</tbody>
</table>

**ADDRESS**

<table>
<thead>
<tr>
<th>Address</th>
<th>Vidre 10,2,3</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>08002 Barcelona</td>
</tr>
<tr>
<td>Phone</td>
<td>(34) 93-3180802</td>
</tr>
<tr>
<td>Fax</td>
<td>(34) 93 3012416</td>
</tr>
</tbody>
</table>

**UNITED STATES OF AMERICA**

<table>
<thead>
<tr>
<th>Name</th>
<th>Research Director Utility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sam Weinstein</td>
<td>Workers Union of America</td>
</tr>
</tbody>
</table>

**ADDRESS**

<table>
<thead>
<tr>
<th>Address</th>
<th>c/o P.O. Box 11795,</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>Philadelphia,</td>
</tr>
<tr>
<td>State</td>
<td>Pennsylvania 19101</td>
</tr>
</tbody>
</table>
BIBLIOGRAPHY


➢ Evering, K. Miscellaneous Documentation.


➢ ILO. Domestic Workers in the Caribbean: Improving their Status, Terms and Conditions of Work. Port of Spain. 1998


Walcott, C. Miscellaneous Documentation.
Your Rights
As A Household Worker

Minimum Wage
Most labour laws apply to household workers, i.e. they are entitled to public holidays, and rest day(s) per week. If they work on these days, they are to be paid double. Household workers should NOT be paid any amount below the Minimum Wage. The Minimum Wage Law protects workers from this illegal practice. The Minimum Wage Law maintains that time and a half must be paid to workers for all hours over the normal work week. However, household workers can enter into an agreement with their employer to receive single pay for a 44-hour work week.

Leave & Termination of Employment
After working with an employer for 1 year, the household worker is entitled to 2 weeks paid vacation leave, or 3 weeks paid vacation after 11 years with the same employer. Workers are allowed 5 days of sick leave after 110 days (4 months), and 2 days sick leave with pay after 1 year. Household workers are also protected under the Termination and Redundancy Payment Act which allows for the employer and worker to agree on a 90 day “probation” at the start of employment so that each party can evaluate the other. During this time, the worker does not have to give notice to leave the job, nor does the employer, to terminate the services of the worker. After working with an employer for 4 weeks after probation, the worker is entitled to 2 weeks notice or 2 weeks pay when notice is not given. This increases the longer the worker is employed in the job. If a worker is made redundant, she is entitled to 2 weeks pay for each year of service as well as pay for any vacation leave left unused.

Statutory Deductions
Household workers ages 18 – 65 are required to make NIS and NHT contributions. Both the worker and the employer are responsible for making these contributions, weekly, fortnightly or monthly. Household workers who contribute to the NIS are entitled to Retirement Income Benefit, Funeral Grant and Widows/Widowers Benefit. Regular contributors to the NHT are eligible to apply for mortgage loans from this institution. Household workers are advised to check that employers file returns on their behalf.

JHWA Is Here For YOU!
Join us and become a JHWA member. Membership is open to all women working as household workers across Jamaica. Contact our offices now for further information.

JHWA welcomes the support of individuals or groups

Contact Us At
Jamaica Household Workers Association
c/o Bureau of Women’s Affairs
18 Ripon Road
Kingston 5, Jamaica
tel: (876) 929-6660
tax: (876) 929-0549

Design & Illustrations by Women’s Media Watch
Published September, 1997

Every Household Workers’ Right!
What Is JHWA?

The Jamaica Household Workers Association is a non-government, non-partisan, voluntary organisation that was set up in 1991 to represent the needs and interests of household workers.

The main aim of the Association is to:
- Ensure fair and just working conditions and wages for household workers
- Protect the rights of women in the domestic service
- Provide skills training in household management

The organisation evolved out of a series of training workshops that were sponsored by the Bureau of Women’s Affairs in 1990. Over 175 household workers attended, many of whom came together to form this independent Association of household workers.

Why Do We Need An Association For Household Workers?

Over one third of Jamaican working class women work in the domestic service, the largest single group of working women. Domestic service career provides employment for 16% of the female labour force.

Traditionally, household workers did not have an organised means of expressing the issues and problems facing them. The JHWA enabled them to bring their concerns both to the government and to the public’s attention for discussion and action.

How Can the JHWA Help Me?

JHWA...
- Informs household workers of labour rights and regulations
- Provides household workers with training opportunities
- Provides information on job opportunities in the domestic services and in other occupations
- Puts household workers in touch with potential employers
- Provides a support network of household workers

Call JHWA ‘Helpline’ and get information and advice on:
- Vacation and Maternity Leave
- Minimum Wage
- Sexual Harassment and abuse on the job
- Laws and Rights regarding termination
- National Insurance (NIS)
- National Housing Trust (NHT)

Our Actions Bring Change

JHWA has been successful in:
- Lobbying for a fair increase in the minimum wage and will continue to do so in the future
- Establishing a "helpline" service to provide job opportunities for women in the domestic service, and to assist household workers in crisis
- Referring unresolved employer/employee disputes to the Ministry of Labour
- Setting up chapters in 5 other parishes: St. Mary, Clarendon, Manchester, St. Ann, St. Thomas

JHWA is a member of the Association of Women's Organisations in Jamaica (AWOJA), and works in collaboration with the Bureau of Women’s Affairs and other women’s organisations.
To take up bona-fide grievances which members may have endured to redress them satisfactorily.

In 1992 the Union altered its rules to include the following sentence:

“To organize into the Union all other types of workers who may be desirous of joining the Union N.U.D.E. for effective representation”.

**ACHIEVEMENTS**

Due to consistent lobbying by NUDE domestic workers are covered under:
- The National Minimum Wage Order (1998); and

Further, NUDE spearheaded the campaign for the enactment of the Unremunerated Work Act (1996)

**STRUCTURE**

The Executive Committee of N.U.D.E. consists of 7 members, who are appointed for two years and are eligible for re-election. The Executive Committee meets once every fortnight.

The Management Committee is elected at the Annual General Meeting and meets once every two months.

**ACTIVITIES**

- Representation
- Training
- Workers Education
- Advocacy
- Vocational Training

**SPEAK WITH ONE VOICE IN NUDE:**

- To get protection from exploitation, victimisation and discrimination.
- For better wages and better conditions.
- To solve a problem.

**ADDRESS**

National Union of Domestic Employees (NUDE)
Mount Pleasant Road, Arima, Trinidad
Tel. (868) 667-5247

Representing Domestic Workers and Low Income Workers
BACKGROUND

National Union of Domestic Employees of Trinidad and Tobago (N.U.D.E) was established in October 1982 and registered under the Trade Union Incense no. 376 in December 1982.

National Union of Domestic Employees has been appealing for domestic workers to be recognized workers in order to gain full protection under the Law. Examples of how the Law produces inequalities domestic workers, mostly women, in Trinidad and Tobago.

Domestic workers have no recourse to the Industrial Relations Act which infringes their rights to equality. This refusal to recognize domestics as workers is contrary to the intention of the Unremunerated Work Act and contravenes the Convention on the Elimination of All Forms of Discrimination Against Women. It also fuels other forms of discrimination which affect women's overall economic status, with wider implications for women's relative lack of social power.

Domestic workers are excluded from benefits under the Retrenchment and Severance Benefits Act.

Under the National Insurance Scheme, whilst it is mandatory for employers to register their employees, it is not so for domestic workers who have to effect their own national insurance registration and pay all their contributions without a corresponding contribution from their employer.

In the case of other low waged workers who N.U.D.E. represent, the problems and difficulties these workers have been experiencing are continuing and, indeed, getting worse.

They are exposed to great exploitation in clothes stores and supermarkets and employers refuse to abide by the terms and conditions of the Minimum Wages Order.

Despite the fact that N.U.D.E. has brought these labour issues to the attention of the Ministry of Labour, employers still carry on such practices. Attempts by the Union to retrieve such entitlements on behalf of its members has been faced with hostility by employers, ending up with trumped up cases against employees resulting with unfair dismissal.

OBJECTIVES

Generally the objective is to assist members to attain a better and fuller life and to develop themselves mentally and physically as far as possible.

More specific:

- To concentrate on organizing into the Union persons employed in the capacity of household assistants and serving in private houses or homes, farm or lands, or attached to any person or group of persons in charge of or having an interest in such premises or property, and such other persons as the executive committee may consider as being fit and appropriate for acceptance into membership of the organisation.

- To regulate the relations and to settle disputes between members and their employers, members and members and members and other persons.

- To protect members against unfair and unjust treatment by employers, their agencies or from any other quarter.

- To further the interests of the members by securing higher wages and improved conditions of employment for them and in every other possible way.

- To assist members who are in difficulty in connection with their employment through advice, financial support or other possible means.