

Integrating Human Rights into HIV Service Delivery

“The Case of Jamaica”

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Remember

"Until we all have rights, then everyone is wrong"

— Ashe 2018



Key Context

- **Why Integration Matters:** HIV disproportionately affects marginalized groups, often leading to stigma, discrimination, and limited access to services.
- **Vulnerability Impact:** Vulnerability makes marginalized populations front runners for having their human rights violated (especially based on what causes the vulnerability)
- **Natural Fit:** HIV Programming has a strong history of working with vulnerable populations, identifying the intersectionalities and facilitates a broader development focus
- **Goal of Integration:** Align HIV services with human rights principles to enhance accessibility, equality, and dignity in healthcare

Driving Principle

- **Definition of Human Rights:**

*Set of fundamental rights **inherent to all human beings**, regardless of race, sex, nationality, ethnicity, language, religion, or any other status; **emphasizing dignity, freedom, equality, and respect***

Note: *entitlement criteria; simply because they are human*

Which Human Rights?

○ **Key Human Rights in HIV Services:** Right to health, privacy, non-discrimination, and informed consent. (examples

1.Non-discrimination: Provide services without prejudice, ensuring fair treatment for all.

- **Accessibility:** Make services available regardless of socioeconomic status, geography, or identity.

2.Privacy and Confidentiality: Protect patient information (including sexual orientation and behaviours & HIV Status).

- No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation.

3.Informed Consent: Obtain consent through clear, respectful communication.

4.Health: Access in a safe, stigma free, non threatening environment

Early Barriers Identified

- The savings clause protects the Constitution from being challenged
- Legislative systems are slow and tiring
 - No strong history of continuity when governments change
- Low Community Understanding of rights and subsequent violations
- Lack of Supportive systems to highlight and address these violations
- Stigma & Discrimination (Real and Perceived) & Cultural Nuances

Framework

Multifaceted Approach

- Duty Bearers Response
- Client Level Response
- Monitoring Mechanisms
- Pathway for redress (when systems do not work)

Complimentary Systems

- Civil Society Intervention
- Government Intervention



The Response

- **Human Rights Training:**
 - Train healthcare providers, Police officers, and Justices of the peace on rights-based approaches and principles, emphasizing empathy and non-discrimination.
- **Community Engagement:**
 - Train KPs in Legal literacy (understand and claim rights when they interface with health and security/legal systems).
 - Facilitate empowerment activities to improve self-efficacy and reduce internal stigma
 - Train communities in CLM

The Response

- **Policy Reform:** Advocate for supportive laws and policies (e.g., anti-discrimination laws) that protect PLHIV.
 - Coordinate dialogue with Parliamentarians
 - Participation in Joint select committee /Parliamentary Submissions
 - Feedback into community consultation & Development of Policy Briefs
- **Community Systems** (for accountability)
 - Complaints Mechanism (documentation and redress)
 - CLM Activities (i.e. Treatment observatory and Mystery Shopping)
 - Avenues for Legal Support (i.e. community paralegal)

The MOHW Enabling Environment in Health and Client Services Division – PRACTICAL EXAMPLE of human rights integration approach



Standard Development & Management

Guidelines on implementing the Charter of Patients' Rights

Standardize the social work interventions to address self- stigma and establish referral pathway

Set standards for customer service & experience

Set standards for managing complaints and resolutions



Compliance and Monitoring

Conduct S&D survey

Audits compliance to standards

Work with RHAs and CSOs with the implementation of community led monitoring initiatives

Work with RHAs to develop corrective measures action plan and monitor implementation



Capacity Building

Establish training programme for HCWs in customer service and experience, client centred, rights-based, integrated case management (social work and feedback/resolution) approaches



Stakeholder Partnership

Standardize the partnerships and collaborative efforts that address social determinants in Health

Establishing a “Health in All Policies (HiAP)” technical working group to promote and address health related-rights and obligations across sectors



Focal Point

Coordinate the Enabling Environment in Health sector response

Provide technical guidance on creating “stigma free” spaces and non-discriminatory health facilities

Results *(sample 2022-2023)*

- Established Enabling Environment in Health, Client Services Division
- Jamaica moved from a score of 1.9 to 3.5 (score for program comprehensiveness) – breaking barriers mid-term review
 - Ranked second among the GF countries working on HR implementation
 - Top 5 ranking in all 7 measures accessed
- Jamaica Anti Discrimination System (JADS) and Shared Incidents Database (SID)
 - 124 PLHIV Complaints received through JADS
- 234 Police Officers, HCWs, 160 JPs and Mediator trained
 - Development & Deployment of Human Right Sensitization Guide

Results *(sample 2022-2023)*

- Treatment Observatory Actively Being Implemented (12 Sites)
- 467 Key Populations trained in Legal Literacy (Multi Agency Effort)
- 56 Instances of Legal Support (GBV, Workplace Discrimination, Unauthorized Disclosure)
- 12 Sites assessed through Mystery Shopping
- Stigma Free Space Launch (expanded Partnership with Manufacturing Sector)

Way Forward / Recommendations

- A multifaceted approach is required for moving the human rights meter forward
- Community engagement and monitoring systems are essential
- Policy reform should not be your only measure of success of human rights programming
- There is a role Complementary Systems (Watchdog? Yes, but also a partner)
- Ongoing Implementation of the activities (expands cohort, people regain skills as they transition to other spaces)

"Lets Commit to fostering human rights in all aspects of Life"

Thank You !!!