

September 27th, 2022

Greetings,

We write to provide migrants and refugees in T&T with an update on our food assistance programme.

The possibility of applying for food assistance has been temporarily suspended from September 16th 2022 and we hope to be able to reopen this for new applications by October 7th 2022.

This has been necessary so that we can focus on clearing the existing backlog that we have and get assistance out as quickly as possible.

Should you find yourself in a position where you have absolutely no source of food, please call our hotline at 866- 8272. Note that there is no charge to you to call this number. We can attempt to help you find solutions, including offering a food hamper.

As an NGO, we have no guarantee of future funding, for food or any of our other programmes, as we remain very donor dependent. We are thus forced to prioritize to whom we give assistance and exercise due diligence in screening your application. This is not an easy task when we see so many people suffering and struggling daily. Note that we do not have the capacity to respond to individual food queries.

We are open to suggestions at <https://forms.gle/G6WRBhTsnLt7QxFq5> for improvement of our programmes, as well as your suggestions as to how we can best prioritise people for assistance, given our minimal resources. .

Your LWC experience should be simple and pleasant. We do our utmost to respond to your needs. However, if you ever feel this hasn't been the case, please let us know at feedback@lwcrefugee.org.

A reminder that you can access our catalogue of services by writing 'hello' to Maria, our virtual assistance specialist, at 279-1458. When we reopen for food applications, tentatively carded for October 10th 2022, you can also apply by clicking 1 for Spanish or 2 for English, then 3 to access the updated food application form.

You are advised to always have an email address so that we can readily contact you as we often times have challenges reaching you by phone, and as we send food assistance to your email. For information on how to open a gmail account see below:

English: <https://youtu.be/koJIF6YDqqA>

Spanish: <https://support.google.com/mail/answer/56256?hl=es-419>

or

<https://www.youtube.com/watch?v=1DCZXDntj40>.

You can also visit infospott.org for more information on services available in T&T.

We thank you for your attention and faith in our work and team. We pray for the best for everyone in these trying times.

**Sincerely,
LWC- MMR**