

# HOW PARISHES CAN SUPPORT MIGRANTS AND REFUGEES

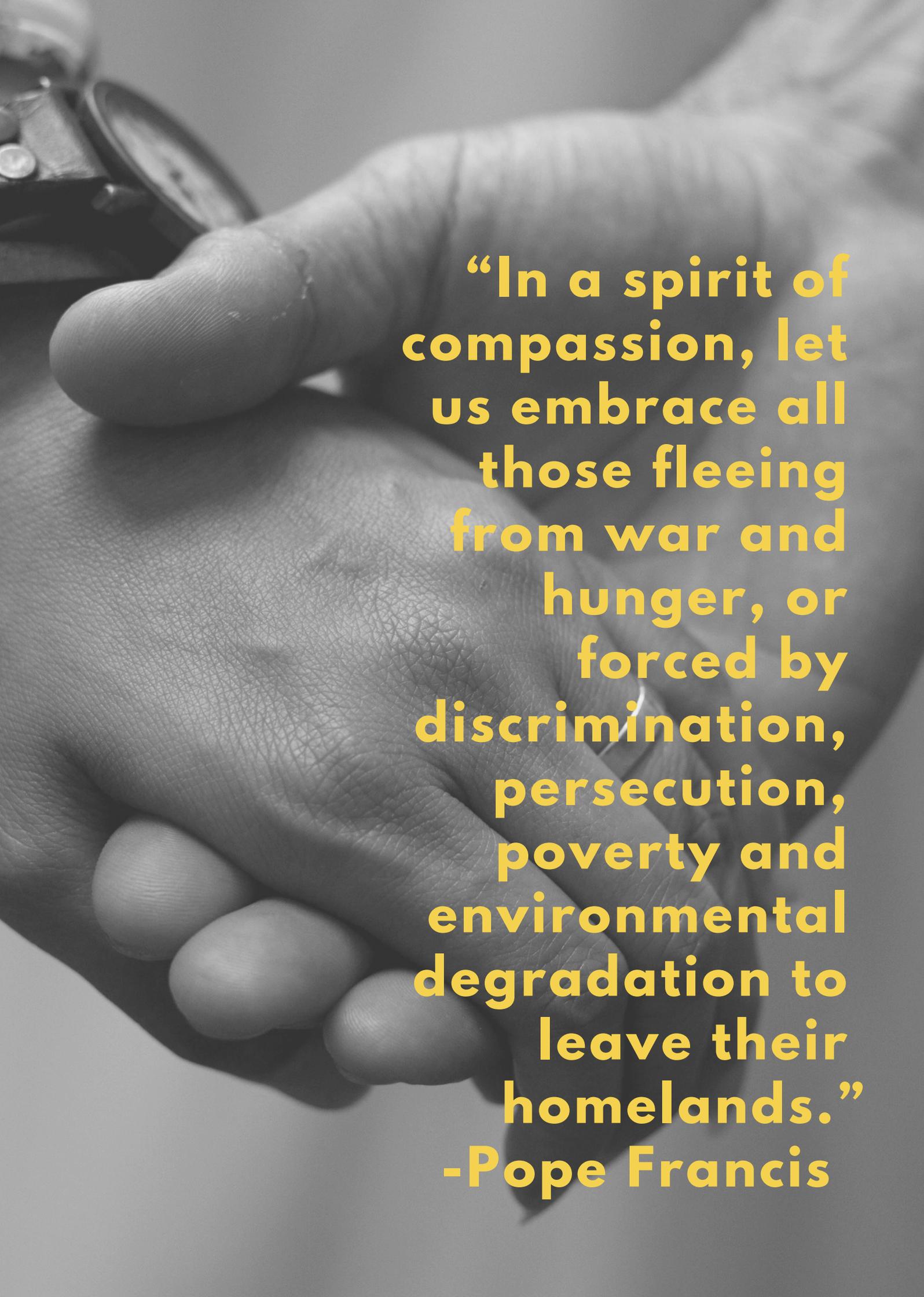
ARCHDIOCESAN MINISTRY FOR  
MIGRANTS AND REFUGEES

# TOOLKIT



LIVING WATER COMMUNITY  
MINISTRY FOR MIGRANTS AND REFUGEES





**“In a spirit of compassion, let us embrace all those fleeing from war and hunger, or forced by discrimination, persecution, poverty and environmental degradation to leave their homelands.”**  
**-Pope Francis**



THIS TOOLKIT WAS CREATED WITH THE HELP OF THE ARCHDIOCESAN MINISTRY FOR MIGRANTS AND REFUGEES, LIVING WATER COMMUNITY'S MINISTRY FOR MIGRANTS AND REFUGEES, AND UNHCR, THE UN REFUGEE AGENCY.



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# INTRODUCTION

In Pope Francis' Message for World Day of Migrants and Refugees in January 2018 - entitled: "Migrants and Refugees: men and women in search of peace," he asks all people and all nations on earth to develop a strategy combining four actions to support migrants and refugees: **welcoming, protecting, promoting and integrating.**

44,4000 persons a day are forced to flee their homes because of conflict and persecution. 68.5 million people had been driven from their homes across the world at the end of 2017, and refugees - persons who fled their homes and countries to escape conflict and violence - accounted for 25.4 million people [1]. Children below 18 years make up approximately half of the refugee population in 2017.

The Americas region is not isolated from forced displacement, with an estimated 9.5 million people displaced.

In May 2018, the Archbishop of Port of Spain, His Grace, Charles Jason Gordon, announced the creation of an Archdiocesan Ministry for Migrants and Refugees (AMMR). The Catholic Commission for Social Justice (CCSJ) has been asked by Archbishop Gordon to lead this ministry in the Archdiocese and to assist parishes and religious communities in establishing and operationalizing this important ministry.

The AMMR Team comprises: Leela Ramdeen, Chair of CCSJ & AMMR; Rhonda Maingot, Founder & Director of Living Water Community (LWC); Rochelle Nakhid, Coordinator of LWC's Ministry for Migrants and Refugees; and Fr Simon Peter Ango. The AMMR Team works closely with the United Nations High Commissioner for Refugees (UNHCR) - the UN Refugee Agency - and with other organisations, such as the Trinidad and Tobago Venezuelan Solidarity Network, other NGOs and faith based communities, with the aim of providing protection and assistance to any vulnerable migrant or refugee in need.

[1] Source- UN Refugee Agency

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## HOW WILL THE AMMR TEAM SUPPORT PARISHES?

AMMR will support with liturgies and sensitization trainings for parishes and parishioners in migrant and refugee protection, child safeguarding and other requested support, in collaboration with actors with specific expertise in this field.

### HOW TO USE THE TOOLKIT

AMMR has developed this toolkit in conjunction with the Living Water Community and UNHCR. It is a work in progress and offers guidance on how you – as a church or an individual – can welcome refugees and vulnerable migrants into your community. The goal of this toolkit is to provide a starting point for all persons to structure their engagement and to be informed of the needs and rights of refugees and asylum-seekers, as well as how to respond in a protection-sensitive manner.

In using this toolkit, you can:

- Share knowledge using the information provided within and links to other resources;
- Use worship resources as an example to plan a service, sermon or event;
- Identify challenges the migrant, refugee and asylum-seeker community face to provide responses by the parish community; and
- Encourage people to work together on community solutions to these challenges.

# FREQUENTLY ASKED QUESTIONS ABOUT MIGRANTS AND REFUGEES IN TRINIDAD AND TOBAGO

## Who is a refugee?

A **refugee** is someone who has been forced to flee his or her country because of persecution, war, violence, or other circumstances that have seriously disturbed public order, and who, as a result, require “international protection”. A refugee has a well-founded fear of persecution for reasons of race, religion, nationality, political opinion

or membership in a particular social group. Most likely, they cannot return home or are afraid to do so. War, civil conflict and ethnic, tribal and religious violence are leading causes of refugees fleeing their countries.

## MIGRANTS AND REFUGEES IN TRINIDAD AND TOBAGO

In Trinidad and Tobago, there has been a long history of migration. We all have relatives who have come from different lands or have set up new lives elsewhere. Movement has only increased with globalization and air travel.

In Trinidad and Tobago, there are refugees and asylum-seekers from over 30 different countries, from all over the world, including other Caribbean countries. There are also migrants from many more countries, including neighbouring islands and countries.

Within these populations some of these persons are more vulnerable than others. It is Pope Francis’ and Archbishop Gordon’s call that we open our doors and hearts to these persons.

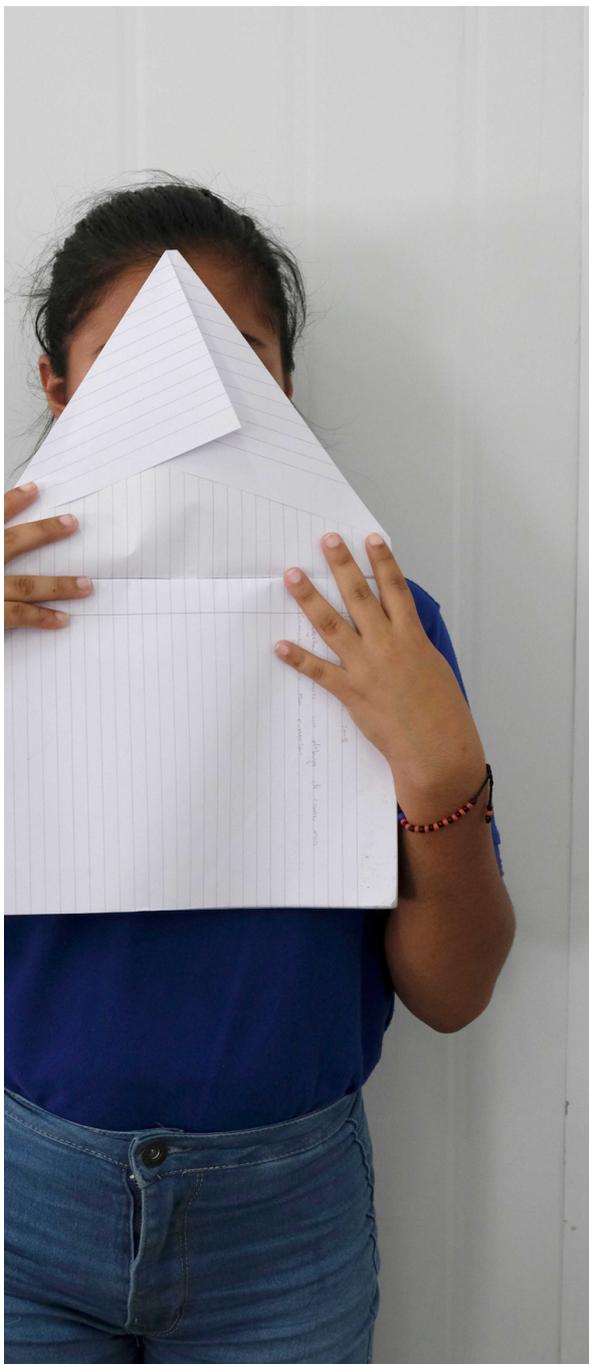
One only need to consider (Ex 22:21) Matthew 25: 31- 46: “Do not mistreat or oppress a foreigner, for you were foreigners in Egypt.”

## Who is an asylum-seeker?

An **asylum-seeker** is someone who has expressed a fear of persecution and return to their country of origin to any public authority, or any institution – including UNHCR or LWC in Trinidad and Tobago. Once this fear is expressed, the asylum-seeker must be registered, meaning their claim to have such a fear is recorded.

# FREQUENTLY ASKED QUESTIONS ABOUT MIGRANTS AND REFUGEES IN TRINIDAD AND TOBAGO

There is an international obligation to examine that claim before a person is returned to their home country through the migratory process, a sovereign right of all countries. Some asylum seekers will be recognized to be refugees and others will not. In Trinidad and Tobago, at this time, final determination on refugee status is made by UNHCR, while in some countries that have relevant legislation, it is determined by the country's government. Throughout this tool kit, unless expressed otherwise, reference to refugees includes asylum-seekers. While to seek asylum is a fundamental human right as stated in the 1948 Universal Declaration of



Human Rights (Article 14), it is not an obligation and an asylum application can be withdrawn at any time, provided that the person has been appropriately counselled about the consequences and options by UNHCR and LWC staff.

## Who is a migrant?

There is no general definition of migrant. Some institutions and organisations understand the word 'migrant' to cover migrants and refugees. However, this practice can lead to a blurring of the distinction between migrant and refugee, including state responsibility to refugees, which can have serious consequences on the lives and safety of refugees.

'Migration' is understood to mean a voluntary process, for example, someone who crosses a border in search of better economic opportunities. This is not the case for refugees, who cannot return home safely, and accordingly are owed specific protections under international law.

It is important to note though that someone can leave their country of origin as a migrant but because of a change in circumstances in their country of origin, they can also apply for and may be granted refugee status.

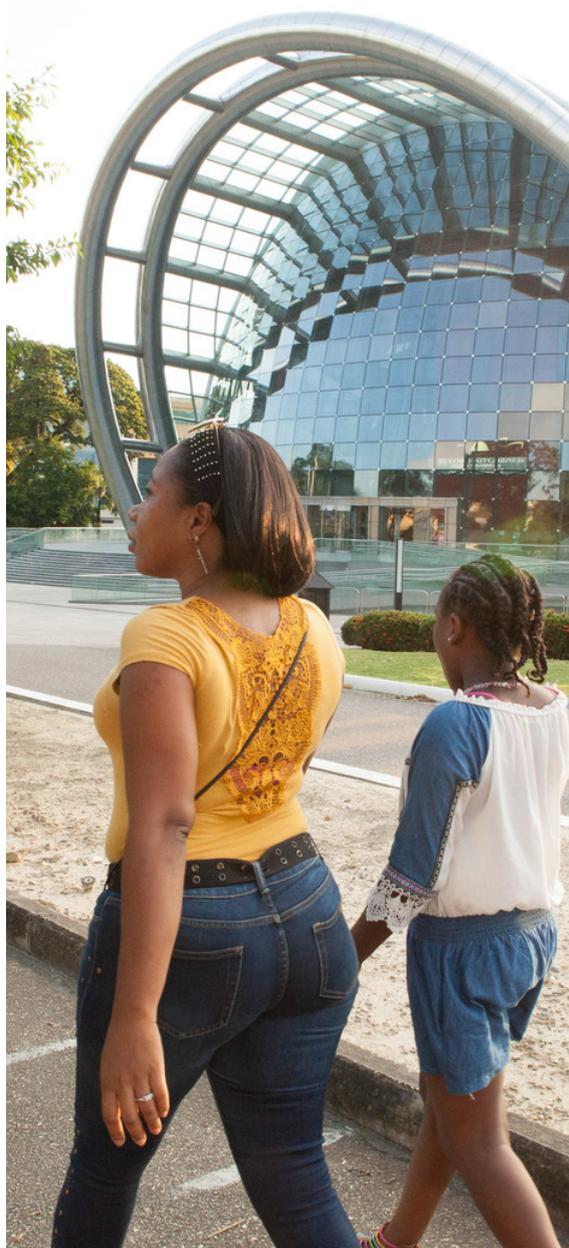
# FREQUENTLY ASKED QUESTIONS ABOUT MIGRANTS AND REFUGEES IN TRINIDAD AND TOBAGO

## **How do migrants and refugees come to Trinidad and Tobago?**

Most migrants and refugees enter Trinidad and Tobago by airplane, but many come by boat.

## **What is human trafficking?**

This is the recruitment, transportation, transfer, harbouring, or receipt of persons by means of threat, use of force or other forms of coercion for the purpose of exploitation. The most common forms of trafficking are for sexual exploitation, child trafficking, and trafficking for labour exploitation.



## **Are there children who are migrants and refugees?**

Persons often travel with their family members. If a parent claims asylum, their child is part of their asylum case and in need of protection. However, at times, children travel unaccompanied by their parents or guardians. Unaccompanied children can be either refugees, asylum seekers or migrants. Unaccompanied children are especially vulnerable to exploitation and can fall prey to human traffickers.

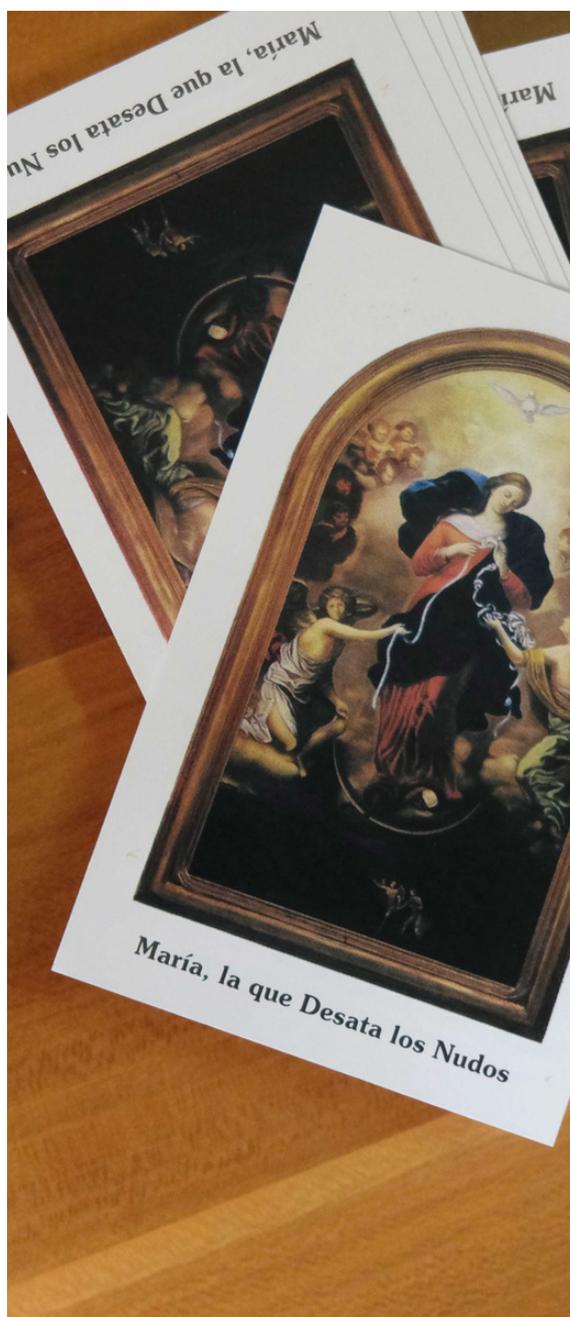
## **Are there refugee camps in Trinidad and Tobago?**

Currently, there are no refugee camps in Trinidad and Tobago nor in the rest of the Americas. Refugees live among the general population and try to restart their lives with dignity and to integrate within the local population, which is the preferred solution, whenever possible, by UNHCR.

# FREQUENTLY ASKED QUESTIONS ABOUT MIGRANTS AND REFUGEES IN TRINIDAD AND TOBAGO

## Why are persons detained by authorities?

There are two types of detention: criminal detention, having as a purpose punishment for a crime committed, or pending criminal trial; and administrative detention, detention without trial, often for security reasons. In Trinidad and Tobago, the Immigration Detention Centre (IDC) is used to house foreigners who are pending deportation. Asylum-seekers are also detained in many instances, more so in recent times for overstaying, as they remain subject to the Immigration Act 1976. This occurs despite being granted protections under international law, such as non-penalization for illegal entry and presence, to which Trinidad and Tobago has



committed itself. These international guarantees are also found in the 2014 National Refugee Policy. UNHCR and LWC works diligently with the government to quickly identify asylum-seekers who are detained so that they may be released as soon as possible.

## What is the basic right of asylum-seekers and refugees?

Everyone is entitled to a set of basic human rights, irrespective of the country in which they are present or from which they come. These rights include the right to life and the right to be free from cruel, inhumane and degrading treatment and torture.

The basis of protection of asylum-seekers and for refugees is non-refoulement. This is a key and core principle in international law that concerns the protection of refugees from being returned to places where their lives or freedoms could be threatened. Asylum-seekers receive this same protection as refugees because, while their case is being examined, it is unclear whether they may be at risk if returned.

# FREQUENTLY ASKED QUESTIONS ABOUT MIGRANTS AND REFUGEES IN TRINIDAD AND TOBAGO

## What are long term solutions for refugees?

For all refugees, UNHCR works towards three durable solutions whereby the refugee can eventually return home, locally integrate or resettle.

Many refugees want to return to their home country. However, because of the situation in their home country they are unable to do so. Once it is safe for them to return, and they wish to do so, UNHCR helps persons return to their country of origin on the basis of freely expressed willingness to go back. Local integration is the process by which migrants and refugees are accepted in society.



Local Integration is the preferred solution for the situation of refugees in Trinidad and Tobago. UNHCR and other actors work with the Government to create an enabling environment for refugees to live lives of dignity in Trinidad and Tobago. This has to encompass legal, cultural, economic and social rights and considerations to be effective. The process of integration concerns all aspects of life in a society and both the newcomers and the host community play important roles to accept each other.

Refugees are not always able to return safely home or to remain in the country where they received asylum, because they face continued persecution in the country of asylum. In such circumstances, UNHCR attempts to resettle them in safe third countries. However, the number of global resettlement spots is far outnumbered by the need of for resettlement of the most vulnerable refugees. With voluntary repatriation and local integration, resettlement is one of the three long-term solutions for refugees and is dependent on third countries' acceptance of the most vulnerable cases.

## Are migrants and refugees an economic burden on the country?

Migrants and refugees present a significant economic opportunity for countries that host them. Almost all refugees and migrants are eager to work and contribute to their new home.

# FREQUENTLY ASKED QUESTIONS ABOUT MIGRANTS AND REFUGEES IN TRINIDAD AND TOBAGO

This can be as entrepreneurs and business owners, and not just as employees; all desire to be self-reliant. Multiple studies on the economic impacts of refugees on particular local communities have found that while there are some economic costs, within a few years of arrival refugees have a positive economic impact on the economy, which continues to grow. Similar to refugees, migrants should be allowed to work legally and pay taxes.

## **Can refugees and migrants work while in Trinidad and Tobago?**

All foreign nationals working in Trinidad and Tobago need a work permit to work legally and for an employer to employ them legally. In the absence of refugee specific legislation,

due to the operation of the Immigration Act 1976, it is difficult for refugees to change their immigration status as overstayers. As such, most are ineligible for work permits. However, economic relationships have developed between the local population and migrants and refugees.

## **How can the Bible inform our thinking about refugees and migrants?**

The Bible is a great resource about how people should respond to refugees and migrants. In fact, many key figures from the Bible, for example, from David, Elijah and Jesus, had to flee persecution from states or persons seeking to harm them. The New Testament calls on all people to “practice hospitality” (Rom. 12:13).

Treating refugees as each of us would hope to be treated if we find ourselves in a desperate situation, forced to flee to a foreign land where we do not speak the language, is a reflection of the Golden Rule (Luke 6:31).



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# OUTLINE OF COMMUNITY NEEDS AND SUGGESTIONS

From continuous and participatory engagement with communities, these are general needs of most migrants and refugees. It is important that parish ministries do their own needs assessments for those who reside in their parish communities.



## Local Integration

Many refugees and migrants fear being detained solely for their irregular status in the country. Additionally, refugees and migrants often face discrimination and prejudice in their daily lives. Offering them and their families opportunities to interact with the local community would ease their daily concerns. Referrals, with the consent of the refugee or migrant to service providers, such as attorneys, in the parish to assist them with any matters can also be appropriate.

## Food and Clothing

Individuals will need help with food supplies until they have the means to purchase food. Each member of the family may also need appropriate clothing. Food and clothes donations could be collected by parishes to distribute as needed.





# OUTLINE OF COMMUNITY NEEDS AND SUGGESTIONS

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## **Health**

Immediate health needs must be addressed as soon as possible. Refugees and migrants may need to be connected with doctors, nurses, and other health professionals who can provide medical care, as well as with individuals who can help them navigate the healthcare system. There may be persons with disabilities, including learning, hearing, or visual disabilities or mobility challenges, who may require additional resources or specific assistance to access essential services. All of these services may be difficult to access for a sick or disabled person.

## **Child Well-Being**

Refugee and migrant children typically feel overwhelmed by a sense of helplessness, and their actions may signal that they are having difficulty coping with the situation. Basic psychosocial interventions like safe spaces to study, play and socialise with other children can reinstate normalcy and structure to the child. Referrals to mental health professionals may be necessary in cases of trauma like abuse, trafficking or witnessing a tragic event. Children who have been separated from their parents or are not accompanied by family members will require assistance from organizations specializing in child services.

If these children are identified within the community, please contact your focal point in LWC or UNHCR so that these organizations can ensure the appropriate and specialized support. The parish can open up empty or underutilized spaces during the week for children or families to have safe spaces. Please contact LWC and UNHCR, whose contact information is in the **Other Helpful Resources Section** about sharing spaces.



# OUTLINE OF COMMUNITY NEEDS AND SUGGESTIONS

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## **Education**

Because of the operation of the Immigration Act, refugees and asylum-seekers, including children, are unable to commence or restart their education in Trinidad and Tobago. This is particularly distressing for parents who want their children to continue to learn, regardless of their environment, and obtain diplomas which are recognized, to allow them to reach all their potential.

## **Emotional and Spiritual Needs**

Individuals who have suffered trauma as a result of violence, flight, or displacement, will struggle with the emotional impact of these experiences. They may require referrals to mental health services and may want to connect with appropriate places of worship and/or communities of faith.

## **Process Counselling**

Unregistered asylum-seekers may need to be referred to LWC to get advice on the process of registering and seeking asylum with UNHCR. For LWC's contact information and UNHCR's website with the registration process, see the Other Helpful Resources Section. It is important to know that once registered, all asylum-seekers in a family unit, including minor children, will each be given a UNHCR identification document. This is the official UNHCR document confirming their status as an asylum-seeker and, if their claim is accepted, as a refugee in Trinidad and Tobago.

## **Other Needs**

Cash assistance for the most vulnerable cases can be made available through NGO programs, such as LWC, and UN Agencies, such as UNHCR, and they may require assistance navigating the application process.

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# SUGGESTIONS ON ENGAGING THE CHURCH COMMUNITY IN CONVERSATION

## Host a welcome sharing

The Bible calls on all people to practice hospitality and to love each other. A strong way of showing this, in any culture, is to share a meal. This meal could take place at the church, church hall or at a local community centre. It will not only demonstrate

a desire to create a welcoming space but also foster relationships between people, including being a safe space in which children can play. Additionally, it presents an opportunity to learn from one another and better understand the situation in their country of origin and in Trinidad and Tobago. This information can be used to design other projects with the involvement of the refugee, church and wider community.

## Hold a prayer service or vigil

Leaving one's home, family and established life behind and arriving in a foreign country is never an easy decision, especially for migrants, refugees and asylum-seekers. There is pain, heartbreak and trauma involved. Your church and community can consider hosting a prayer service to remember the plight of refugees, to pray for their protection and continued resilience, and to ask for communities to be welcoming to them.

## Conduct a sermon on refugees

Faith often compels people to consider new situations and to welcome new challenges, and people. Sermons guide people through scripture to consider the big picture. In relation to refugees, you may consider integrating in your sermons scriptural references on foreigners or displacement into your sermons, for example.



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## SUGGESTIONS ON ENGAGING THE CHURCH COMMUNITY IN CONVERSATION

“Do not oppress a foreigner,” God commands, “you yourself know how it feels to be foreigners, because you were foreigners in Egypt” (Exodus 23:9). Similarly prayer or intentions can be said during mass for refugees.



## SUGGESTIONS ON PROJECTS

Here are some projects for the church or communities to consider to welcome and work with the refugees in Trinidad and Tobago. UNHCR and LWC can assist in identifying refugees in communities to attend an initial meeting.

### **A good neighbour team**

Consider befriending a refugee family or group in your parish or community for a specific period of time and provide tangible support, such as an initial food basket and clothing, transportation to appointments, community orientation, and mentorship. This helps them understand their new home, even if it is only until they are able to return home. Often there is a language barrier, which makes Trinidad and Tobago even more inaccessible.

### **Host a mass in Spanish**

Your church can conduct a mass in Spanish on occasion to amplify the safe space places of worship already provide. Conducting a mass in Spanish will make Spanish speaking refugees feel more welcome in a new country.



## SUGGESTIONS ON PROJECTS

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### **Conduct English Classes**

To ease a transition into a new culture it helps knowing the language. Your church in the parish hall or community centre can organise English classes at different levels and for different age ranges for the refugee community. This will assist them during their time here while their case is being processed and once recognised as a refugee.

### **Host an English-Spanish Exchange**

Many persons are interested in learning new languages and cultures. In these types of activities migrants and refugees can share their language and culture with community participants and then community participants can share English language and Trinbagonian culture with the refugees. Many refugees and migrants come to Trinidad and Tobago with skills that they wish to share.

### **Hold Classes in a Safe Space**

Host and refugee communities can come together to teach each other about their cultures, whether in the form of cooking classes or local art forms. This is important for refugee children and their parents, who want them to continue receiving an education, but whose children are unable to attend an educational institution in Trinidad and Tobago at present. Considering holding classes for children to continue to learn even in an informal setting to ensure that their intellect continues to develop. UNHCR and LWC can assist church and communities that elect to hold classes.



# REFLECTIONS WHEN WORKING WITH REFUGEES AND MIGRANTS

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## **Using Your Gifts**

Think creatively about your own talents and abilities and those represented in your congregation or community, and discern how you might best meet the needs of displaced persons in your area. Considerations for individual involvement include professional expertise, availability, community connections, advocacy skills, ownership of or familiarity with available housing, language skills, experience in social services, and experience with children.

## **Confidentiality**

Confidentiality is an important practice in health care and social services. Be sure you understand the confidentiality expectations of the community or congregation through which you are volunteering. Often, the release of private information, including immigration status and contact information, must be authorized by the individual. Please also be mindful of photographs. To you, photographs may be a way to remember the happy memories you had helping, but ensure to obtain the consent of all individuals in the photograph before it is taken and after, if it is used in any publication.

## **Expectations for Your Work**

It is important to maintain realistic expectations as to what you can accomplish and how much you will be able to do. Before you make a commitment to become involved, think through the amount of time and resources you have to contribute and the activities you are comfortable undertaking. One of the most important aspects of volunteering is self-care. Your work as a volunteer must be compatible with your personal life, schedules, and goals to ensure that you are giving your time and energy to refugees and migrants in healthy ways and remaining true to your expectations of involvement.

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# REFLECTIONS WHEN WORKING WITH REFUGEES AND MIGRANTS

## Emotional and Spiritual Considerations

It is natural to share what is important to you, including your faith, with those in difficult situations. The purpose of involvement with refugees and migrants, however, is to offer caring support to individuals in need. This support should not

be based on what they do or do not believe. In all that you do, make sure that those you assist understand that your help is not contingent upon their participation in your church.

## Trauma and Post-Traumatic Stress Disorder

Refugees and migrants have likely experienced serious trauma due to the situation in their country of origin and the experience of being displaced. It is possible that they have witnessed and/or experienced torture, extreme violence, and/or sexual and gender-based violence. Displaced persons will likely require additional support to deal with trauma and may need to be referred to mental health services. Organizations that specialize in providing these services are typically best equipped to meet these needs.

## Cultural Practices

The cultural practices of the individuals you volunteer with may differ significantly from your own, and you should respect these differences. Remember that the cultural practices of individuals from the same country, ethnicity, or religion are not necessarily the same. It is important to understand the individual needs and expectations of each person.





## REFLECTIONS WHEN WORKING WITH REFUGEES AND MIGRANTS

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### **Collaboration**

In all projects you wish to undertake, it is important that refugees and migrants are involved in its design. As the ultimate beneficiaries of the project, they are best placed to know their own prioritised needs and availability. Also, it is crucial to work collaboratively with organizations in your area that already are providing services to refugees and migrants. Contributing to the efforts already underway is the most effective way to provide assistance to those most in need. These practices help avoid both the duplication of services and the provision of conflicting or inaccurate advice to individuals. Once people in a vulnerable situation come to trust you, they may listen to your advice even if you are not an expert on issues such as medical care or legal guidance. Building collaborative partnerships and networks takes time and care but is tremendously beneficial to all involved.

### **Protection from Sexual Exploitation, Abuse and Fraud**

It is important in all work, particularly with vulnerable groups such as refugees and migrants, to protect these groups from sexual exploitation and abuse. Persons working with migrants and refugees must be careful and extremely cautious to avoid any action (suggestion, implied or perceived) that would lead the refugee or migrant to believe that a sexual or reciprocal act might be demanded as a condition of assistance or service. Fraud is a wrongful act of deception. It is important to note that persons should not be charged for accessing services and information provided by UNHCR, LWC, or UNHCR's other partners, including registering with UNHCR and obtaining documentation from UNHCR and LWC. **All services provided to asylum-seekers and refugees by UNHCR, LWC and UNHCR's other partners are free of charge.** If you are aware of individuals or groups charging persons to access these services please report this immediately.

While UNHCR and LWC cannot, for confidentiality reasons, disclose whether an individual is registered, there are specific security features on the new UNHCR Card which enable persons to verify the authenticity of the document. For more information on the security features, please contact UNHCR.

# ARCHDIOCESE OF POS MINISTRY FOR MIGRANTS AND REFUGEES

## PARA LITURGY FOR PARISHES

O God, come to our aid.

O Lord, make haste to help us.

Glory be to the Father and to the Son and to the Holy Spirit, as it was in the beginning, is now, and ever shall be, world without end. Amen. Alleluia.



### **Opening/Gathering Song- "Here I am Lord" Opening Prayer**

Lord Jesus, today you call us to welcome the members of God's family who come to our land to escape oppression, poverty, persecution, violence and war. Like your disciples, we too are filled with fear and doubt and even suspicion. We build barriers in our hearts and in our minds. Lord Jesus, help us by your grace:

- To banish fear from our hearts, that we may embrace each of your children as our own brother and sister;
- To welcome migrants and refugees with joy and generosity, while responding to their many needs;
- To realise that you call all people to your holy mountain to learn the ways of peace and justice;
- To share of our abundance as you spread a banquet before us;
- To give witness to your love for all people, as we celebrate the many gifts they bring.

We praise you and give you thanks for the family you have called together from so many people. We see in this human family a reflection of the divine unity of the one Most Holy Trinity in whom we make our prayer: Father, Son, and Holy Spirit. Amen.

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## OTHER HELPFUL RESOURCES

### **Archdiocesan Ministry for Migrants and Refugees (AMMR)**

Chair, Leela Ramdeen, members: Rhonda Maingot and Rochelle Nakhid, Living Water Community; and Fr Simon Peter Ango

Tel: Lorna Chee Wah/Cheryl Wallace: 622-6680

Email: [socialjustice@rcpos.org](mailto:socialjustice@rcpos.org);

Website: <http://rcsocialjusticett.org>

Facebook: <https://www.facebook.com/ccsjtt>

### **Living Water Community (LWC)**

109 Frederick Street,

Port of Spain, Trinidad and Tobago

Tel: (868) 609-3040/1/2/3/4

[contact@lwcrefugee.org](mailto:contact@lwcrefugee.org)

### **United Nations High Commissioner for Refugees (UNHCR)**

See the UNHCR website for more information on the process, how to apply for asylum and the rights of asylum-seekers and refugees in Trinidad and Tobago

Head Office:

UN House, 3A Chancery Lane,

Port of Spain, Trinidad and Tobago

Tel: (868) 623-7056 Ext. 223

[ttopo@unhcr.org](mailto:ttopo@unhcr.org)

English: [help.unhcr.org/trinidadandtobago](http://help.unhcr.org/trinidadandtobago)

Spanish: [ayuda.unhcr.org/trinidadytobago](http://ayuda.unhcr.org/trinidadytobago)

### **UNHCR's Registration Centre**

25 De Verteuil Street

Port of Spain, Trinidad and Tobago

Tel: (868) 235-3810

[ttoporeg@unhcr.org](mailto:ttoporeg@unhcr.org)

### **Immigration Division (Refugee Unit)**

3-9 Richmond St. Port of Spain, Trinidad and Tobago

Tel: (868) 225-IMMI (4664)

Ext: 1169, 1170, 1172, 1173

[immigration.refugeeinfo@gov.tt](mailto:immigration.refugeeinfo@gov.tt)

### **Trinidad and Tobago Venezuelan Solidarity Network**

[tvsolnetoutreach@gmail.com](mailto:tvsolnetoutreach@gmail.com)

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## OTHER HELPFUL RESOURCES

### International Organisation for Migrant (IOM)

Ministry of National Security  
Temple Court 2, 50-62 Abercromby Street  
Port of Spain  
Tel: (868) 627 6969

## HOTLINES

- Domestic Violence Abuse Hotline..... (868) 800-SAVE
- Police..... 999
- Rape Crisis Hotline..... (868) 627-7273
- Legal Aid..... (868) 625-0454
- The Children’s Authority Hotline Numbers..... 996 / (868) 800-2014
- Victim and Witness Support..... (868) 624-8853
- Child Guidance Clinic..... (868) 726-1324
- National Family Services Division..... (868) 624-8218 or 627-1163
- Families in Action..... (868) 622-6952/622-5365/628-2333
- Children's Authority..... 996 or (868) 800-2014
- ChildLine..... (869) 800-4321
- Fire..... 990
- Police..... 999
- Ambulance..... 811
- ODPM..... 511; 640 1285
- Tobago Emergency Relief..... 211

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# **CODE OF CONDUCT CORE VALUES AND GUIDING PRINCIPLES WORKING WITH MIGRANTS AND REFUGEES**

As stakeholders, we are committed to the following fundamental values and principles:

As stakeholders working with migrants and refugees, we will ensure that our conduct is consistent with and reflects the values enshrined in the social teachings of the Catholic Church, the Charter of the United Nations, and the Universal Declaration of Human Rights: respect for fundamental human rights, social justice and human dignity, and respect for the equal rights of men and women. We will assist all stakeholders to actively promote adherence to the principles of international refugee law, international human rights law and international humanitarian law. We will be guided by the core values of the UN system, including professionalism, integrity and respect for diversity, and will maintain an international perspective at all times.

As stakeholders, our primary commitment is to ensure the protection of and assistance to migrants, refugees and other persons of concern. We are committed to supporting the fullest possible participation of migrants, refugees and other persons of concern – as individuals, families and communities – in decisions that affect their lives. We will respect the dignity and worth of every individual, will promote and practice understanding, respect, compassion and tolerance, and will demonstrate discretion and maintain confidentiality as required. We will aim to build constructive and respectful working relations with our humanitarian partners and all stakeholders, will continuously seek to improve our performance, and will foster a climate that encourages learning, supports positive change, and applies the lessons learned from our experience.

We will show respect for all persons equally without distinction whatsoever of race, gender, religion, colour, national or ethnic origin, language, marital status, sexual orientation, age, socioeconomic status, disability, political conviction, or any other distinguishing feature. We will strive to remove all barriers to equality.

We will respect the cultures, customs and traditions of all peoples, and will strive to avoid behaving in ways that are not acceptable in a particular cultural context. However, when the tradition or practice is considered to be directly contrary to an international human rights instrument or standard, we will be guided by the applicable human rights instrument or standard.



THIS TOOLKIT WAS CREATED WITH THE HELP OF THE ARCHDIOCESAN MINISTRY FOR MIGRANTS AND REFUGEES, LIVING WATER COMMUNITY'S MINISTRY FOR MIGRANTS AND REFUGEES, AND UNHCR, THE UN REFUGEE AGENCY.