



## **Wholeness & Justice Frequently Asked Questions**

### **What is Wholeness & Justice?**

Wholeness & Justice is a programme managed by CAISO: Sex & Gender Justice that expands access by diverse Intersex, Trans, Bisexual, Lesbian, Gay (ITBLG+) people in Trinidad and Tobago who have experienced violations to wholeness, justice and health and human services.

### **What is a violation?**

A violation is an action or inaction that infringes on a person's human rights. A violation can occur intentionally (e.g. abuse or violence from a person/authority) or by omission (e.g. a failure to protect from harm). At Wholeness and Justice, services are provided to members of the ITLGB+ community who have experienced violations. Some examples of violations are provided below:

- Abuse from authorities and/or persons
- Infringement on safety and security of the person
- State failure to protect from abuse, exploitation, and/or discrimination
- Infringement on equality before the law and due process

Each case is assessed by the Wholeness and Justice team and service is provided by the programme once the resources and capacity are available. Where a case is unable to be undertaken by Wholeness and Justice, referrals will be made.

### **What services does Wholeness & Justice offer?**

The programme provides support through the combination of legal, social work, peer navigation and referral services, as well as the enrolment of allies. The programme's services include crisis intervention and emergency support, legal



advocacy, counselling, competence-building of justice and service systems, strategic litigation, policy advocacy, and community-level outreach.

- a. Legal Services: The programme offers legal support for clients who experience any violations, acts of discrimination, or abuse. Based on available resources and capacity, the programme may enlist the support of its partners or limit the type of legal support provided.
- b. Clinical Support: The programme offers psychosocial support to members of the ITBLG+ community. We understand that members of the community may experience traumatic events, require mental support while accessing other services, and may need assistance with managing challenges of their day-to-day lives and aim to respond to these needs.
- c. Wholeness Development: The programme offers clients guidance and support in managing day-to-day life challenges, including financial planning, exercise and activity routines, connecting with service providers and engaging different agencies and bodies.

**If I have an issue and would like to get assistance from Wholeness & Justice, what should I do?**

You can reach out to us by using any of the following contact

methods: a. Email – [wholenessandjustice@caisott.org](mailto:wholenessandjustice@caisott.org)

b. Phone – (868) 282-2476

If sending an email, be sure to provide a contact number as well.

**When should I reach out to Wholeness & Justice?**

Wholeness & Justice operates from 8:00 a.m. – 6:00 p.m., Monday-Saturday. If you email or call outside of these hours, we will get back to you as soon as possible.



### **What happens when I contact Wholeness & Justice?**

If you reach out via email, one of our team members will follow up with you within 48 hours, confirming receipt and providing any next steps.

If you reach out via phone, you will chat with our Programme Associate who will take some information and follow up with you within 48 hours.

### **Will Wholeness & Justice be able to help me?**

We aim to provide assistance to all who reach out to us. However, based on our resources and caseload, we may not be able to support all cases. Where we are not able to assist, we aim to provide contact information for community partners who may be able to assist.