

## **PRESS RELEASE**



15 Queen's Park West  
Port of Spain  
Trinidad & Tobago  
Tel: (868) 822-5585

### **PUBLIC AFFAIRS SECTION**

#### **“Quiet Mondays”- Consular Section Port of Spain Accommodates Special Needs Applicants**

**Port of Spain December 7, 2016:** U.S. Embassy Port of Spain has launched a new initiative for persons with special needs as part of our improved customer service. “Quiet Mondays” will be hosted by the Consular Section on the first Monday afternoon each month with special attention to minimizing distractions and offering personalized service to applicants with sensory processing difficulties.

In consultation with local experts, Consular staff will implement available best practices for interaction with developmentally challenged and autism spectrum applicants. Accommodations include reduced noise, dimmed lighting and shorter wait times. These simple but thoughtful changes will ensure that our special needs applicants are made to feel comfortable.

**For Visas -** A parent, guardian, or caregiver of a special needs applicant between ages 14 – 80, may request a special appointment. Applicants will follow the routine online application steps for a nonimmigrant visa. After securing an appointment, an expedited appointment request may be submitted with a brief note detailing the special need. Since all applicants under age 14 and over age 80 may qualify for an interview waiver, we do not anticipate having special appointments for them. These applicants will be notified of eligibility when following the routine online application steps.

**For U.S. Citizen Services** - A parent, guardian, or caregiver of a U.S. citizen special needs applicant can contact [acspos@state.gov](mailto:acspos@state.gov) to schedule an appointment.

More detailed information about the overall visa application process is available online at: <http://trinidadandtobago.usvisa-info.com> or via the telephone service at: 868-224-3099. Telephone hours are from 7:00 a.m. to 9:00 p.m., Monday to Friday.

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