

APRIL 2020

We Care

PROVINCIAL GRAND
ALMONERS OFFICE



PROVINCE OF HAMPSHIRE
& ISLE OF WIGHT

Q: How do I obtain support for issues other than financial?

The process is as above. New applicants should be directed to contact the MCF via help@mcf.org.uk or 0800 035 60 90. This will enable the MCF to prioritise cases.

With regard to support from the MCT for emergency type grants, the process is as above, i.e. apply through your Area Almoner.

Q: What will happen if I am already in receipt of a grant from the MCF?

The renewal processes are being managed directly by the MCF. It is anticipated that all current recipients will be contacted by the MCF prior to their annual review process.

Q: How do I go about getting advice from the Almoner's team?

During these times of major increases in Almoner activity, it is essential that we utilise our Area Structures to maintain lines of communication. In the first instance speak with your Lodge Almoner. If a query cannot be resolved, then he will escalate through to the Area Almoner, and subsequently onwards to the Provincial Almoner if necessary. The Provincial Almoner's telephone number is available at the Provincial Office, and accessed regularly, but use this only if regular channels are exhausted or this is an emergency situation. The number is 02380 263335. The office is unmanned but calls are being forwarded.