

# Procedures for Providing mutual aid support

*Your health and safety is our top priority. Please follow this guide as you request and receive support*



## Before:

If you are interested in providing aid, go to [cacwny.org/mutual-aid](https://cacwny.org/mutual-aid) and fill out the form or call us at **716-852-3813**.

*We will be contacting you to connect you to one of our recurring mutual aid orientation workshops that will go over safety and delivery protocols.*

Once you have completed the orientation, we will be working with our partners at the Buffalo Mutual Aid Network and Standing up for Racial Justice (SURJ) to match you to mutual aid recipients.

*Once matched, you will be provided with the recipient's name, phone number and address as well as information about whether it is direct aid or whether you will need to pick up payment from the recipient before getting the supplies.*



## During:

Call the person you are delivering supplies to the morning of to confirm the drop-off/pick-up times. The person is expecting your call and has been informed that we, *unfortunately, cannot guarantee that you can come if they are unable to answer the phone.*

Arrive at the person's home at the agreed upon time to pick up payment method (cash/gift cards/SNAP benefit card) and disposable grocery bags. As you approach the person's home, phone/text/etc. them to open the door. If they live in a block of flats or other type of building with a communal entrance accessed by a buzzer, call/text and ask them to buzz you in, rather than pressing the button.

Remain at least 6 feet away from their front door. Ask the self-isolating person to place a ziplock bag with cash or benefits card, and a bag with reusable bags immediately outside the door, then ask them to shut the door or to back away inside at least 6 feet. Once the bags have been put inside your vehicle, sanitize your hands for at least 20 seconds.

When running the errand, make sure that you place the payment method in the ziplock bag. This bag is also where you will put the receipts.

**Take a photo of receipt and any remaining cash – send to [mutualaid@cacwny.org](mailto:mutualaid@cacwny.org) upon completing the delivery.**

With freshly washed hands, place the purchased items into a disposable bag.

When delivering supplies, phone/text/etc them to open the door. On arrival at the person's home, remove the inner bag of goods and place it immediately outside the door, so that the person can reach it from inside. If they live in a building with a communal entrance accessed by a buzzer, call/text and ask them to buzz you in, rather than pressing the button.

After putting the bag down, step back at least 6 feet. Phone the person to tell them that their delivery is outside. Remain at least 6 feet away while they open the door to retrieve it. **Do not go inside of their home.** Wash your hands with hand sanitizer for more than 20 seconds if possible. Leave. When you get back home, wash your hands and disinfect items you have used.



## After:

Call 716-852-3813 or email [MutualAid@CacWNY.org](mailto:MutualAid@CacWNY.org) to confirm that the supply run has been completed.

After Clean Air receives confirmation that the supplies have been delivered, we will be calling you to see how everything went:

- Did you receive what you needed? Yes/No
- Did you encounter any issues?
- Anything else that you want to share?

