

# Procedures for Receiving mutual aid support

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



## Before:

Review the mutual aid list of services that Clean Air isn't able to provide to see if we are able to support you with what you need.

*If your need is not on the list, we have compiled a list of other mutual aid resources in WNY. Visit [cacwny.org/mutual-aid/resources](https://cacwny.org/mutual-aid/resources) or call us at 716-852-3813, and we can try to help connect you with the right provider.*



**Go to [cacwny.org/mutual-aid](https://cacwny.org/mutual-aid) and fill or call 716-852-3813**

*After filling out the online mutual aid request form or calling Clean Air's phone line directly, someone from Clean Air will call you. We are a small team of four staff and dedicated members and volunteers. We will do our absolute best to get back to you within 24 hours. After determining if we are able to provide you aid, we will let you know the name of the aid provider, their phone number, and the date that they will be delivering the items*

## During:

With freshly washed hands, place enough cash or gift cards to pay for your groceries/supplies or your SNAP benefit card with the code into a disposable bag (a ziplock bag will work). In a separate bag, place disposable bags for your groceries

Wait for a call or text from the member making the delivery. They will be calling the day that they are scheduled to come to confirm a time with you, and, again, once they arrive at your home. Please keep your phone nearby to ensure you receive these calls. Unfortunately, we cannot guarantee that we can come if you are unable to answer the phone.

Once the person delivering aid has arrived at your door, make sure they are standing at least 6 feet away from your door. Put the bag with the payment method down, and watch them from receive it from at least a 6 foot distance. The person delivering should not enter your home at any point during this process. **Anyone who attempts to persuade you into allowing entry is not acting according to protocol.**

Once the person has retrieved your payment method, they will go directly to the store to pick up your items, following the safety protocol outlined above.



Pick up your groceries. Close the door. With gloved hands, remove the cash, benefits card and receipts from the ziplock bag and groceries from outer bags. Dispose of the bags. Disinfect your card and any other items you are able to. Dispose of the gloves. Wash your hands.

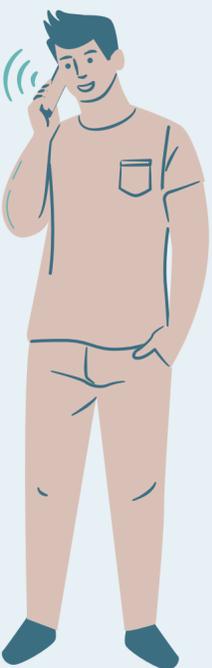
*Please note, you should receive all remaining money with accompanying receipts. Clean Air is also tracking receipts and remaining money for our record keeping purposes. If you have any issues, contact us and we can help.*



## After:

Once Clean Air has confirmed the drop off with the aid provider, 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?



Thank you for being a member of Clean Air. **Together, we can make it through**