



**Mutual Aid
Disaster Relief
RVA**

**COVID-19 Rapid
Response Toolkit**

MADR-RVA | 2020



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Welcome Letter

Welcome to the Mutual Aid Disaster Relief Richmond Toolkit! We have created this document as a resource for both our new volunteers and others who are interested in starting their own mutual aid projects. We want to begin by acknowledging that this work is taking place on the unceded land of the Powhatan Confederacy, specifically that of the Powhatan Nation. Our indigenous comrades and neighbors are an integral part of our community and we recognize and value them as such. We also encourage each of you to get involved with and/or support the work of the Richmond Indigenous Society. In mutual aid work, we recognize that white supremacy affects all aspects of daily life for black, brown, poor and working class, trans and gender non-conforming folks and everyone who lives at the margins of society. Our own work aspires to be decolonial, anti-racist, and anti-capitalist in nature, and we stand in solidarity with all oppressed peoples and nations across the occupied American continents and the rest of the world.

Mutual aid is the way we support each other & focus on interdependence in our communities, recognizing the failures of state apparatuses and the inevitable need for us to co-create a more just world. We have been so amazed and energized by how people have been showing up for each other in this time, and we know that it must continue. In this toolkit we provide a specific model of this work, but we want to stress that mutual aid can take any number of forms: it can be as simple as asking your neighbor if they need anything at the grocery store. We hope that this toolkit provides the political and logistical foundation for engaging in mutual aid wherever you are. All of the volunteers here at Richmond Mutual Aid are committed to continuing this work of caring for one another, and we're excited for you to join us.

Who Are We?

Mutual Aid Disaster relief Richmond, or MAD RVA, aims to create a support system in response to COVID-19 and the effects it has on Richmonders, including food and supply shortage, job losses and long-term quarantine. The Mutual Aid Disaster Relief effort arose out of needs associated with public housing and a cold winter a couple years ago.

We operate collectively and are primarily functioning as a supply delivery for folks who cannot access medicine, food, and other vital goods. We have also just launched a mini-grant program and are developing other supports, forming partnerships across our community and demanding policy shifts in navigating the undetermined timeline of effects on our community.

Community Norms

We intend for MADRVA to be a safe space for all. We oppose racism, sexism, homophobia, transphobia, ableism, xenophobia, classism, and any other type of discrimination that violates our safe space. Can you agree to actively keep MADRVA a safe space for everyone and being open to accountability if called for?

MADR handles personal information and we take privacy seriously. Can you agree not to misuse or share outside this organization any person's address or personal information?

MADR is a horizontal organization that believes in community care for everyone, which means actively working against oppressive systems like capitalism, corporatism, and anti-blackness. We believe in solidarity, not charity. This youtube video explains the way we understand Mutual Aid.

<https://www.youtube.com/watch?v=PopmGAvsggg>





MADR Core Values:

(adapted from National Mutual Disaster Relief)

Mutual Aid: meeting each others' needs, with the awareness that the state doesn't meet our needs; voluntary, reciprocal, participatory assistance among equals and being with, not for, survivors.

Solidarity not Charity: power with, not over. We avoid the notion that there are passive receivers of aid and powerful givers. Disaster survivors themselves are the first responders to a crisis; the role of outside aid is to support survivors to support each other.

Self-Determination: Individuals and communities impacted by disaster have the agency, ability, and power to make their own decisions and choices about their lives, recovery, and long term resilience, without interference or coercion from outside forces

Mandar Obedeciendo: the Zapatista principle of mandar obedeciendo - to follow by obeying, or leadership from below - teaches that those with access to power, wealth, and influence should follow the direction of those with the least.

Participation and horizontality: decentralization and sharing of power within groups and communities reduces hierarchies and power imbalances within and between groups of people, enabling disaster survivors and responders to participate fully in rebuilding a better world together

Core Values (continued)

Autonomous Direct Action: saving lives, homes, and communities in the event and aftermath of disaster may require taking bold action without waiting for permission from authorities. Disaster survivors themselves are the most important authority on just action.

Intersectionality: historical and systemic forms of oppression and discrimination work together to make some people and groups more vulnerable to different types of disaster during the rebuilding process. A just disaster response acknowledges, adapts to, and addresses the different needs, priorities, and perspectives of diverse disaster survivors.

Sustainability: sustainable disaster recovery encompasses a respect for the intersectionality of all living systems, community norms and practices, as well as the distribution of knowledge about ecologically-sound and economically viable systems designs, which provide for their own needs and do not exploit or pollute.

Dual Power: a strategy for the bottom-up transformation and replacement of existing institutions and mechanisms of society with self-organized counter-institutions. Composting the old world while nurturing the new without waiting until “after the revolution”.

Collective Liberation: In the words of Fannie Lou Hamer, “Nobody’s free until everybody’s free”. All struggles are intimately connected and movements must work together and share knowledge, power, and resources. That is the nature of this work.





Political Orientation

Resources for Understanding Anti-
Oppression, Anti-Racism, and
Anti-Ablesim



What is anti-oppression?

We cannot liberate land, people, or communities if we continue to perpetuate the same harmful structures, tactics, and beliefs as the systems that currently oppress our most vulnerable neighbors. **Anti-oppression is when we, “take responsibility for our prejudices and actions which perpetuate oppression,”** by understanding that violence can be committed by all of us, and dedicating ourselves to the daily--and lifelong--commitment of accountability, anti-racism, and anti-ableism



Tools for anti-oppression:

- “**Anti-Oppression Organizing tools**” collectivized by Los Angeles Direct Action Network * *
- “**Tips for naming, intervening, and addressing systematic power**” by AORTA
- “**Tips for White Trainers Leading Multi-Racial Groups**” by Celia Kutz
- “**Tools for White Guys who are Working for Social Change ... and other people socialized in a society based on domination**”
- “**Healing from the Effects of Internalized Oppression**” from Community Tool Box
- **Pandemic Revolutionary Reading/Films List** collectivized by Vienna Rye

Political Orientation

Resources for
Understanding Anti-Oppression,
Anti-Racism, and Anti-Ableism

What is anti-racism?

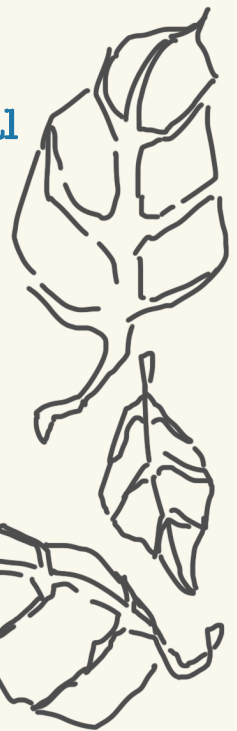
To be anti-racist is to think nothing is behaviorally wrong or right -- inferior or superior -- with any of the racial groups. Whenever the antiracist sees individuals behaving positively or negatively, the antiracist sees exactly that: individuals behaving positively or negatively, not representatives of whole races. **To be antiracist is to deracialize behavior, to remove the tattooed stereotype from every racialized body. Behavior is something humans do, not races do.** (defined by Ibram Xendi in How to be an Anti-Racist)

Tools for anti-racism:

- **"Dear White People"** by unknown (graphic;zine)
- **"It's Racism Stupid!"** by Lorenzo Kom'Boa Ervin
- **The Progressive Plantation: racism inside white radical social change groups** by Lorenzo Kom'Boa Ervin (long text)
- **From #BlackLivesMatter to Black Liberation (TEDx Baltimore)** - Keeanga-Yamahtta Taylor (visual;audio)

What are ableism and anti-ableism?

Ableism works as a mechanism of white supremacy, capitalism and colonization by devaluing disabled* bodies and minds as unnatural and unworthy across the lines of race, gender, poverty, and citizenship. It **grants credibility and true humanity exclusively to able bodied people and as such plays a central role in determining which individuals or communities are deemed the useless eaters, the dangerous, the unfit, or the disposable.**



Political orientation

Resources for Understanding Anti-
Oppression, Anti-Racism, and Anti-Ableism

Capitalism

leverages the ableism that manifests throughout all systems of oppression used to ensure control of the labour and resources needed to maintain dominance domestically and beyond. Those who can produce and contribute to the continued prosperity of a white ruling class are granted degrees of privilege; those who cannot are denied even the lesser of these. Disabled folks have bodies and minds that have never been productive by such power and profit driven standards of merit or worth, which intensifies the level and type of oppression [they] experience daily. (defined by Showing Up for Racial Justice)

Anti-Ableism is the way that we disrupt social norms that define people by their ability to perform in a capitalist society.

Tools for anti-ableism:

- "Madness and Oppression: Paths to Personal Transformation and Collective Liberation" by the Icarus Project
- "Towards a Fatter Insurrection: Introduction to a Revolutionary Body Liberation Movement" by Black Rose Anarchist Federation

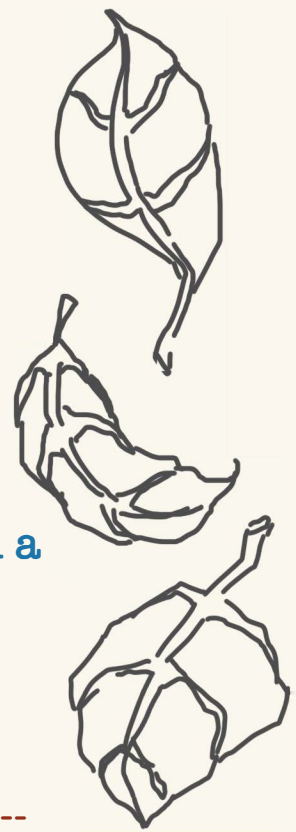
Resources for Understanding Mutual Aid, Solidarity, and Accompliceship

What is Mutual Aid?

Mutual aid can be defined as, “[people getting] together to meet each other’s [basic needs], with a shared understanding that the systems we live under are not going to...”


Mutual aid is based on the cognizance that our society’s traditional methods of addressing crisis--such as poverty, food insecurity, housing, and more--through individual action creates more harm than it solves. Instead of shaming those who struggle to maintain a stable life under the rigorous and multiple oppressions presented by our economic system, people who practice mutual aid organizing recognize that collective care is the best defense against systemic violence.

Mutual aid organizing happens when community members volunteer their time, money, or resources in order to positively contribute to the general welfare and safety of their neighbors. This can look like lending a friend twenty dollars, showing up to a rally to advocate for basic human rights, or delivering a meal to a loved one. Mutual aid unites people across class, race, and gender without diminishing the unique challenges faced by Black, Brown, Indigenous, queer, and disabled folx on the frontlines.






Resources for Understanding Mutual Aid, Solidarity, and Accompliceship



We stand in opposition to the abusive disorganization of our current power structures.



Mutual aid has been central to the organizing of marginalized communities, who have historically depended on the compassion of the people around them to ensure their basic survival; recognizing this, our efforts are led by the people who have been most impacted by the issue at hand, in a horizontal structure.




Tools for mutual aid:

- [Mutual Aid Toolbox](#) by Big Door Brigade* *
- [“Mutual Aid: We take care of us”](#), facilitated by Race Capitol; hosted by Kalia Harris (audio;podcast)
- [“Insurrectory Mutual Aid”](#) from Curious George Brigade



What is accompliceship?



An ally will mostly engage in activism by standing with an individual or group in a marginalized community. **An accomplice will focus more on dismantling the structures that oppress that individual or group - and such work will be directed by the stakeholders in the marginalized group.** Simply, ally work focuses on individuals, and accomplice work focuses on the structures of decision-making agency. (defined by Teaching Tolerance)



Tools for accompliceship:

- [“Accomplices not Allies: Abolishing the Ally Industrial Complex”](#) by Indigenous Action Media

Resources for Understanding Mutual Aid, Solidarity, and Complicity

What is class solidarity?

Class solidarity is when we lend our support to the struggles of other oppressed people, in spite of their racial identity, ethnic makeup, economic background, gender identity, sexual orientation, or ability because we understand that no one can be free from oppression until everyone has been freed from oppression.

Tools for class solidarity:

- [“Building an Asian American Feminist Movement”](#) by the Asian American Feminist Collective
- [How We Get Free: Black Feminism and the Combahee River Collective](#), edited by Keeanga-Yamahtta Taylor (long text)
- [“Letter from a Birmingham Jail”](#) by Rev. Dr. Martin Luther King Jr.
- [“Solidarity is not Charity”](#) by Angela Davis (visual;audio)
- [The Revolution Will Not Be Funded: Beyond the Non-profit Industrial Complex](#) edited by Incite! (long text)
- [The Young Lords: A Reader](#) by Darrel Enck Wanzer (long text)
- [“Towards The Queerest Insurrection”](#) by Mary Nardini Gang
- [What I Mean by “Positive Action”](#) by Kwame Nkrumah*
- [Eyes on the Prize: Kwame Ture Interview \(1986\)](#) with Kwame Ture (visual;audio)



Resources for Understanding / Practicing Collective and Community Care

What is care?

Care is the way that we use alternatives to the system to promote public safety in our communities, using our understanding of the way that living with multiple marginalizations under a repressive structure affects the health of our community -- mentally, physically, and economically -- and using that perspective to treat community members with compassion.

Tools for Care:

- [Meditation/Supported Conversation Guide](#) by Neighborhood Anarchis Collective
- [How to build a resilient culture of resistance in hard times](#) by Waging Non-violence
- [\[Mental Health for Queer and Transgender Communities of Color\] Resource List](#) collectivized by the Women's Health Team at Fenway Health and Boston Black Pride
- [Class Struggle and Mental Health](#) collectivized by LibCom
- ["Care in the Time of Coronavirus"](#) by the Asian American Feminist Collective
- ["Self as Other: Reflections on Self-Care"](#) by unknown
- ["How do we prepare for abolition?"](#) by Kamau Walton (visual;audio)



Know the Facts: COVID 19

What is Covid-19?

Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person. COVID-19 can range from mild (or no symptoms) to severe illness.

How does Covid-19 spread?

You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.

You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.

You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.

What are the symptoms of Covid-19?


People with COVID-19 usually have mild to severe respiratory illness. These symptoms may appear 2-14 days after exposure to the virus:

- fever
- cough
- shortness of breath or difficulty breathing
- muscle pain
- sore throat
- new loss of taste or smell





Protocol & Roles for Operation



In order for our Supply Drive operation to run safely, smoothly, and successfully, there are a variety of roles that need to be filled. In this section, you will find detailed description of the roles and protocols for the Supply Drive.

The Supply Drive is currently located at a local business in Richmond, and we're very grateful for the use of the space. Using the information collected by the Hotline team, The Supply Drive takes item requests from community members and fulfills them through inventory, packing, and delivery. The supply drive team uses the app located here (<https://app.madrva.org/>) to view and fill requests.

Please note there are only 5 people max allowed in the space at once, in order to maintain social distance and keep each other safe. Folks entering the Supply Drive space should come prepared wearing their own mask, immediately upon entering the space, wash their hands and put on gloves (which we provide). In order for the Supply Drive to run safely and smoothly, there are different daily roles that need to be filled! Below are brief explanations of those roles - volunteers should read our **Sanitation Protocols** before their first shift at the Supply Drive space. Although these are listed as discrete roles, it is likely that individuals will move between roles as needed. For more detailed information on inventory, packing, and driving protocols, please read **Drop off/Pick-up Protocol**.

Protocol & Roles for Operation

Supply Drive Coordinator:

The Supply Drive Coordinator works in the warm and hot zones, and is responsible for printing out packing slips, assisting the packers in fulfilling orders and special requests, and communicating with the hotline.



Warm Zone Packers (1-2 people): The Warm Zone Packers are responsible for preparing bags of produce and eggs for each order. Each order that requests a food kit receives eggs and a bag of mixed produce. Based on what we currently have, this is usually a mixture of various fruits, starches, root vegetables, and greens. The Warm Zone Packer will also be asked to prepare ziploc bags of rice and beans, which get sanitized and placed on shelves in the cold zone. The Warm Zone Packers will prepare a bag of produce and eggs for each order that includes a foodkit. The bag of produce and eggs are then sanitized, and placed in a paper bag with the corresponding order number. When the rest of the order being packed in the cold zone is ready, the bags for each order are placed together, and await pick-up by drivers.



Protocol & Roles for Operation

Cold Zone Packers

(2-3 people): The Cold Zone Packers

prepare orders in the cold zone, where all the previously sanitized pantry items, toiletries, toys, books, cleaning and baby supplies are kept. Before entering the cold zone, Packers must be wearing clean gloves and a mask, and if they leave the Cold Zone, they must resanitize before going back in. In order to streamline orders, we have a standardized “food kit” and “cleaning kit”, made up of the staple food and cleaning items that we regularly distribute. Any additional requests that are not covered in the food and cleaning kits (such as baby supplies or puzzles/games) will be indicated on the packing slip. Each Cold Zone Packer works on one order at a time. Once the order is filled, the Packer will attach the packing slip to the bags, making sure that the order number is visible. All bags packed in the cold zone will be labeled prominently with the order number, and the bag number for that particular order (for example, if order #1300 had 4 total bags packed in the cold zone, the bags would be labeled with, “1300, 1 of 4”, “#1300 2 of 4”, etc.) Then, the cold zone bags get placed with their corresponding produce bag. Now they are ready to be delivered! Please reference the “Cold Zone - Packing Supply Bags” section of the [Drop off/Pick-Up Protocol](#) for more detailed information on packing.

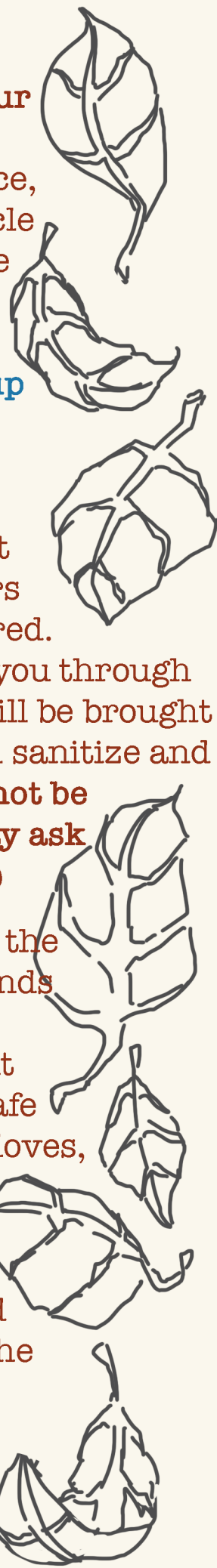


Protocol & Roles For Operation

Drivers: Drivers are responsible for safely delivering orders to our community members. Before coming to the Supply Drive space, Drivers must sanitize their vehicle to the best of their ability. For more information on how to sanitize your vehicle and driver protocol, please reference the “Protocol for Drivers” section of the [Drop off/ Pick-up Protocol](#). When Drivers enter the space, they communicate with the Packers to find out which orders are ready to be delivered. Next, they call the phone number on the packing slip to make sure that the person is ready to receive the order! The Drivers also use the MADRVA app to mark orders as delivered. Make sure to ask a Supply Drive volunteer to walk you through how to use the app! Throughout the day, supplies will be brought into the space, and Packers and Inventory folks will sanitize and restock the cold zone. **Please note that orders may not be ready as soon as Drivers arrive at the space. We may ask you to jump in and help pack, so please be flexible :)**


Shoppers: Shoppers are responsible for purchasing the items we need to fulfill requests! MADR uses our funds to purchase food, cleaning supplies, and household items at local grocery stores, in order to supplement what we don't receive in donations. In order to be safe while shopping, shoppers should wear masks and gloves, and place grocery bags in a sanitized area of their car. MADRVA has a debit card that we use for shopping trips, however if it's not available, Shoppers can use their own card and be reimbursed by taking a picture of the receipt and sending it to the #reimbursement-receipts in Slack

While working at the Supply Drive space, please take breaks to eat, rest, and hydrate. We have a refrigerator space where you can store snacks and meals, and always have coffee, water, and seltzer available.





Protocol & Roles for Hotline




The hotline takes calls from community members and logs those requests for items into the MADRVA app

- Hotline Protocol + Scripts

The hotline protocol and script document is a living document - and there are oftentimes changes to optimize operations. If you are interested in joining the hotline team, please be sure to read the Hotline Protocols and Scripts in its entirety.



Mini-Grants Crew



The mini-grants crew came together to provide direct financial assistance to the folks in our community through fundraising and redistribution of mini-grants of up to \$125. We were inspired by a similar effort started in Charlottesville, so we started by talking to a comrade there about their operations. We adapted their process for the needs and resources in Richmond

Our core values:

- **Accessibility.** Many nonprofits in Richmond are also giving funds, but most have high barriers of access. Our forms and graphics are available in **English** and **Spanish**, and we are transparent about how much money folks can request, how much time it can take to deliver funds, and our fundraising.
- Center our neighbors who are most impacted by the pandemic. This means we give first to Black and brown folks, queer and trans folks, elders, immunosuppressed folks, pregnant folks, folks with many household members, and folks with children and teenagers.

Mini-Grants Crew



- **Sustainability.** We need to constantly fundraise as we are redistributing wealth. Tenets of sustainability include our 125 campaign, one-on-one asks to large donors we have relationships with, and our Patreon. More info is in the fundraising bullet below.

- **Autonomy.** It is important to us that we raise money through grassroots fundraising, and that we are always in alignment with our values. We are open and excited about fundraising events that other organizations, non-profits, and individuals do to benefit the mini-grants program, but we didn't want to start off centering organizational relationships.

Fundraising:

- We started off with a goal of raising \$5,000 to \$10,000 to use for matching funds in our next fundraising round. We reached out to the smaller mutual aid community, asking them to identify a few people they know who can give up to \$1,000. We raised \$7,000 through one-on-one asks in this round.

Before launching publicly, 3 of our members made a bank account for mini-grants specifically.

- Then, we pushed a graphic that included the form link to request funds, where to donate your stimulus check, and that we were matching up to \$7,000. We used the same [Venmo](#) and [PayPal](#) as Richmond Mutual Aid at large, asking donors to include "grants" in the description of their donation.

- We created the 125 campaign to encourage donors to match the maximum request we're taking. In one [graphic](#), we listed what different donations (\$125, \$100, \$50, \$25) can mean for a family.

- After 3 weeks, we paused taking new requests while we could fundraise more (\$20,000). We launched our [Patreon](#) account so donors can commit some money (\$10 to \$250) towards mini-grants each month. Two weeks after pausing, we raised enough funds to re-open in time for the first of the month.





Operations



Internal Communication:

- The mini-grants crew uses Signal to communicate with each other.
- We have weekly 1-hour meetings to touch base with each other, float new ideas, and strategize together.
- We communicate in Slack with the Supply Drive folks about our fundraising asks and general info about mini-grants that Hotline folks can give to community members who call in. Hotline folks can fill out the form to request funds for community members who call the hotline.

External Communication:

- We post our graphics on Instagram and Facebook in English and Spanish with image descriptions.
- Our graphics strategy includes simultaneously asking for donations and pushing the forms to request funds.



Roles



Operations:

- Spreadsheet: 1 person copies each application into a master spreadsheet, approves folks that are in our priority communities, and handles emails to applicants.
- Venmo: 1 person distributes funds via Venmo and communicates with Venmo support when needed.
- PayPal: 1 person distributes funds via PayPal and communicates with PayPal support when needed.
- Cash & Check deliveries: both people handling the Venmo and PayPal distribution also split the cash and check deliveries.

Roles

Accounting:

- 1 person updates our ledger with each donation. This info has been used for donor stewardship and encouraging donors who give multiple times to become a monthly sustainer on Patreon. After an influx of donations in June, this person has uploaded CSVs of the Venmo and PayPal transactions to a Google Drive Finances folder rather than copy-pasting each donor's info.

Social Media:

- We all strategize around our external communication
- 1 person creates the graphic in English
- this person posts both English and Spanish graphics on Instagram and Facebook with image descriptions
- 1 person interprets the graphic in Spanish

Strategy:

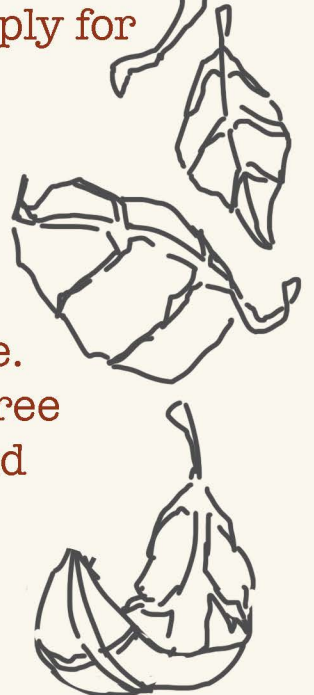
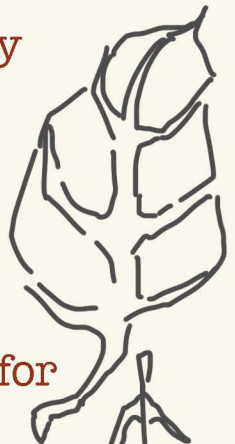
- Everyone in the crew strategizes for the sustainability and growth of the mini-grants program and Richmond Mutual Aid at large

Grant writing and C-3 status:

- 2 people applied for grants and C-3 status. This role may expand in the future as we gain capacity to apply for large grants.

Event planning:

- 1 person in our crew works for a local nonprofit and is organizing an event to benefit the mini-grants program. (this role can expand in the future. We have envisioned our fundraising strategy as a tree with the 125 campaign as the trunk, and events and merch as branches to supplement our funds.





Communications Protocol - Internal and External Communications

Internal Communications:

This is how we communicate within Richmond Mutual Aid. When communicating internally, private and sensitive information may be exchanged. We ask all of our participants to not misuse or share anyone's personal information outside of this organization.

Slack: We are organizing the majority of our work and communication via Slack, a workspace platform (app and desktop). In the workspace, there are various "channels" that are marked using hastags (ex. #new_people). You can go to the slack website for tutorial information

(<https://slackdemo.com/>), but here's some quick slack etiquette to make it easiest to use for everyone:

- Make sure if you're making a new post, to put it in the most relevant channel. If it's about a call from the hotline, put it in #hotline -- if it's an inventory update, put it in #inventory, etc. If you're not sure, try to think which volunteer role might have the best answer to your question or who most might need to know about it.
- When replying to messages, create threads so the responses stay connected to the original post. It helps us stay organized (<https://slack.com/help/articles/115000769927-Use-threads-to-organize-discussions->)
- Do NOT send replies to the entire channel unless it's relevant to ALL the people who are working in that role.
- If you think a specific person needs to see your post, you can @ their Slack name and they'll get a direct notification.

Communications Protocol - Internal and External Communications

- If you want to privately message someone, that's an option too.

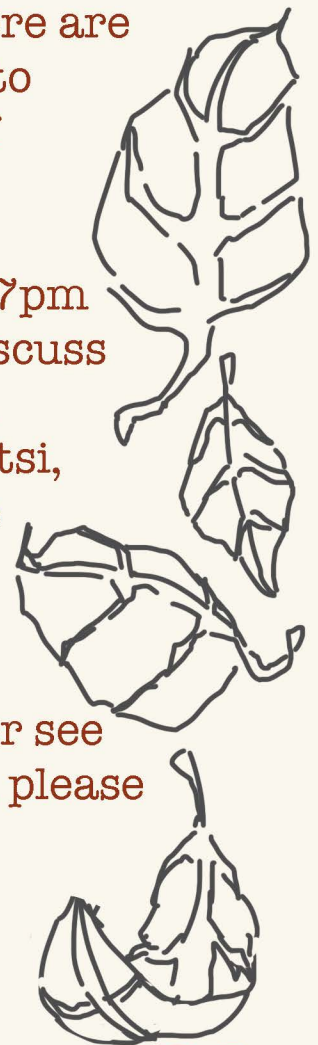
<https://slack.com/help/articles/212281468-What-is-a-direct-message>

- When first joining the Slack workspace, please introduce yourself under the channel, #new_people. We are using the format: name, pronouns, and capacity to work, but feel free to adjust as you are comfortable.
- When you add new folks to Slack (via email), they must be approved by admin. In the invitation, please include a brief blurb about who you are inviting and how they will be participating. Please send anyone you are inviting to the Slack workspace our [norms for Mutual Aid](#).

Signal: Signal is an encrypted messaging app. There are various Signal group messages (threads) related to Richmond Mutual Aid to ensure the encryption of some of our more sensitive information.

Informal weekly Jitsi meetings: Every Sunday at 7pm (usually), we hold informal weekly meetings to discuss weekly meetings to discuss strategy, process, and generally how the week went. We meet through Jitsi, a program very similar to Zoom. General calls are notified via Slack with a link to participate. You do not need a Jitsi login to participate.

- An agenda is usually sent out or synthesized together via Slack, as well. If you have any ideas or see anything we can change in Richmond Mutual Aid, please feel free to hop on these calls for discussion!







Richmond Mutual Aid App:



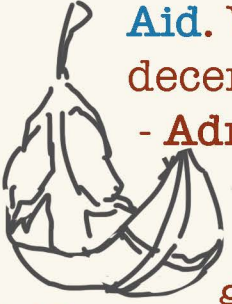
This is an app we use for communication between hotline, packing/inventory, and delivery drivers.

You can access the app by opening a browser and going to app.madrva.org

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- The app allows the hotline crew to log information about deliveries. Then, the Supply Drive crew marks the deliveries as “fulfilled”, or ready to go. Once a driver completes the delivery, they can mark the delivery as completed.
 - In order to log into the app, you must create an ID and someone must vouch for you to access the app. It also allows you to vouch for people who want to access the app.
 - This app contains sensitive, private information. Please be careful about how you handle sensitive information. By logging onto the app, you are agreeing to the safety protocols listed in our norms.



External Communications:

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- **Hotline:** Our Hotline number is 804-404-2346. Our Hotline hours are Tuesday through Saturday 8am to 10am. This is where folks can call to request supplies from the Supply Drive.
 - **Instagram:** Our Instagram account is [@mad_rva](https://www.instagram.com/mad_rva). If you have an Instagram, please follow and spread the word by liking and sharing our posts!
 - **Facebook:** Our Facebook group is [Richmond Mutual Aid](#). We are trying to use the Facebook group to decentralize our Supply Drive.
 - **Admin Role:** Admins of the Facebook group are responsible for monitoring the space for any special requests and for moderating conversations that may go against our norms.

Communications Protocol - Internal and External Communications

Website: Our website is <https://richmondmutualaid.wixsite.com/>

Email: Our email is richmondmutualaid@protonmail.com. We are asking folks who want to participate in Richmond Mutual Aid to email us here.

Frequently Asked Questions

How can I get involved with MAD RVA?

There are many ways to get involved with MADR. There is a MADR Supply Drive that is in need of shopping, sanitizing / packing, delivery, and hotline help. We suggest hotline help if you are feeling sick, immunocompromised, or if you are living with someone who is feeling sick or immunocompromised. We are currently working on trying to decentralize the Supply Drive; if you are interested in starting a MADR Supply Drive with your neighbors, please let us know! MADR also has various working groups such as fundraising / grant writing, Facebook admin/building, shopping for various needs, and more. If you are interested in any of the work mentioned, please let email richmondmutualaid@protonmail.com


What are the best ways to get my neighbors involved?

One of the best ways to implement mutual aid in your neighborhood is to get to know your neighbors. Mutual aid is not a charity organization; we like to view it as a lifestyle based on solidarity. This project is just a small beginning of what we hope the world will look like one day, one which neighbors help each other by redistributing the resources they have.





FAQ




If you bake a cake, give some pieces to your neighbor. If you see your neighbors are painting, offer them your brush. If you need plant starters, instead of buying them, ask you neighbors...

Other methods include flyering around the neighborhood, leading discussions about mutual aid in your neighborhood Facebook group (or starting a mutual aid based Facebook group)...

Is it safe to be involved with MAD RVA?

Yes, we have safety protocols but you are always taking a risk coming into the space. Please reference the sanitation guidelines section for more information.

Is MAD RVA a non-profit or Charity?




While we are in the application process to become a non-profit for financial reasons, we are actively engaging in the process of dismantling the non-profit industrial complex. We are grounded in our core values - one of them being solidarity, not charity.

Is MAD RVA a part of a bigger organization?

Yes, Richmond Mutual Aid is a part of [Mutual Aid Disaster Relief](#).

How can I help if I am unable to leave my home (due to sickness, etc.) or if I'm busy with work?



If you are unable to leave your home, please participate by calling the hotline or participating in mutual aid by receiving the redistribution of resources. We suggest hotline help if you're feeling sick, immunocompromised, or if you are living with someone who is sick or immunocompromised. We also have various working groups such as mini-grants, Facebook administration,