ORIENTATION
MANUAL
by BOISE MUTUAL AID
Mission Statement

Boise Mutual Aid is a collective whose mission is to support and develop community projects based on the principles of mutual aid, solidarity, and autonomous direct action. Our strength derives from our commitment to these principles and from our interdependence. We seek to grow our numbers consistent with inclusivity and intersectionality. We are committed to overcoming and addressing the harmful impacts of systemic oppression in our community through organizing, and relationship building. Working with, listening to, and supporting impacted communities will lead their own recovery. We seek to build long-term, sustainable, and resilient communities by meeting our neighbors needs and to building a future in which everyone has access to the resources needed to live a joyful life.

Welcome to the Movement

Our efforts are only possible through widespread community participation and support. Thank you for getting more involved! This manual will give you an idea of different ways to get plugged in to our weekly food and survival gear distribution. We aspire to expand and create additional ways mutual aid can be practiced in our community. If you have any ideas how to do that, take the lead knowing that our community will support you!

For a brief history of our collective and our understanding of mutual aid, read our first zine “Mutual Aid: Solidarity in Action”! In short, we started this project at the beginning of the COVID-19 pandemic because there was a pressing need to offer material solidarity to our unhoused neighbors. We started off as an informal network of friends and are now seeking to expand membership participation to become a more sustainable project.

The beautiful thing about Boise Mutual Aid (BMA) is the community that has emerged from it. For as long as BMA has existed, our collective has been closed to the general public. This manual is an attempt to selectively open up new opportunities for folks to get involved who we already don’t know.

A long-term goal of Boise Mutual Aid is to erase the line between those who offer help and those who receive it. For example, more and more, our unhoused neighbors are taking responsibilities at our Monday distro’s. We encourage and facilitate the leadership of those most affected by capitalism and crisis in any way possible. At the same time, we don’t want to pressure our unhoused neighbors to get involved with behind-the-scenes logistics while surviving day to day takes so much of their time and energy in the first place. With love and respect, our collective is committed to navigating this divide ethically and in a manner that supports the community to solve its own problems.

How The Boise Mutual Aid Collective Makes Decisions

In the past, all our decisions have been made informally in group chats and personal conversations as friends. To become more inclusive of new organizers, many of us feel that formalizing our decision making process will create a more resilient, long-term project where leadership and decision-making is easier to participate in for everyone involved.

BMA has adopted the consensus model of decision making. Consensus is a democratic process by which an entire group of people comes to an agreement. The input and ideas of all participants are gathered and synthesized to arrive at a final decision acceptable to all. Through consensus, we are not only working to achieve better solutions, but also to provide the growth of community and trust.

Consensus will be used in all collective meetings. Any decision that has a significant impact on the collective, or that may be out of alignment with our mission statement, must be discussed and agreed upon using consensus.
Collective Organizing Agreements

These agreements were adopted from the AORTA Collective.

• ONE DIVA, ONE MIC: Please, one person speak at a time. (It can also be useful to ask people to leave space in between speakers, for those who need more time to process words, or are less comfortable fighting for airtime in a conversation.)
• NO ONE KNOWS EVERYTHING; TOGETHER WE KNOW A LOT: This means we all get to practice being humble, because we have something to learn from everyone in the room. It also means we all have a responsibility to share what we know, as well as our question, so that others may learn from us.
• MOVE UP, MOVE UP If you’re someone who tends to not speak a lot, please move up into a role of speaking more. If you tend to speak a lot, please move up into a role of listening more. This is a twist on the on the more commonly heard "step up, step back." The "up/up" confirms that in both experiences, growth is happening. (You don’t go "back" by learning to be a better listener.) Saying "move" instead of "step" recognizes that not everyone can step.
• WE CAN’T BE ARTICULATE ALL THE TIME: As much as we’d like, we just can’t. Often people feel hesitant to participate in a workshop or meeting for fear of "messing up" or stumbling over their words. We want everyone to feel comfortable participating, even if you can’t be as articulate as you’d like.
• BE AWARE OF TIME: This is helpful for your facilitator, and helps to respect everyone’s time and commitment. Please come back on time from breaks, and refrain from speaking in long monologues...
• BE CURIOUS: We make better decisions when we approach our problems and challenges with questions ("What if we...?") and curiosity. Allow space for play, curiosity, and creative thinking.
• BE AWARE OF YOUR PRIVILEGE: Individuals with power and privilege may lack the necessary experience and insight required to make thoughtful and equitable decisions. We must always be aware of this to ensure that those with most privilege do not inadvertently hijack the decision making process. When coming up with solutions, it's imperative to listen to those who have experienced the issue that's being addressed. For example, if working to address issues of houselessness -- those who have experienced houselessness or are currently experiencing houselessness should be prioritized in the decision making process. Individuals who are experiencing the relevant issue need to be accommodated to be included in meetings and decision making, leading the process. Planning meetings in a way that makes it accessible and possible for those who are experiencing the issue to attend is very important.

Get Involved

Ladder of Engagement: (Least to Most Involved)

• Passive Supporter: People who support Boise Mutual Aid efforts through resharings social media posts. People who occasionally attend distro to pitch in. People who donate funds, food, or survival gear.
• Active Supporter: People who regularly fulfill a distro role and/or a committee position, but have not been invited to join the Collective and participate in the larger decision-making process yet. Folks in this category can join the BMA through the process described below. Not every active supporter will want to join the collective, which is a higher time and energy commitment.
• Collective Member: These are folks who have been invited into the Boise Mutual Aid Collective. In addition to fulfilling a committee position and/or distro role, collective members actively participate in collective meetings/training and are welcome to add their input in the consensus decision-making process.

If you are interested in getting involved, please read our zine "Mutual Aid: Solidarity in Action" to learn more about what we do. If you would like to move forward, we can link you up with the onboarding committee.

1) Onboarding Interview/Orientation: During this orientation, the
onboarding committee can get to know you and vice versa. We can orient you to our mission, our operations, the onboarding process (including the committee buddy system) and answer any questions you may have. If the relationship is compatible you may be invited to join the BMA Collective as a full member.

2) Buddy System In Committees: You will be added to the relevant committee signal group and be involved with fulfilling a committee position. Your Buddy will be there to support and offer guidance to the active supporter. In collaboration with the onboarding committee, your Buddy will make a recommendation on whether to invite them into the collective or not.

3) Committee Position or Distro Role Trainings: Your Buddy and Onboarding Committee will offer relevant trainings so you can successfully fulfill your chosen committee positions and/or distro roles. At Distro, you will “shadow” your buddy until you get familiar enough taking on that role independently of the buddy.
• Distro Ground Crew: trainings on roles and de-escalation, conflict resolution, police liaison, copwatching, bystander intervention, active listening, trauma informed support, self-defense, suicide prevention, harm reduction, narcan, etc.
• Food: trainings on committee positions, including how to cook for large amounts of people, what groups or institutions are good for sourcing food, ect.

Become a BMA Collective Member
1) INVITATION TO JOIN THE COLLECTIVE: After enough time, we will become more familiar with you. A collective member (could be the buddy, a member of the onboarding committee, or any collective member) will make a proposal in a collective meeting to admit you into the collective. At that point, the collective will go through the consensus process, which allows for any concerns to be addressed. Once the collective has reached a consensus on initiating the active supporter, they’ll be welcome to join meetings and include their voice in all decisions made therein! Trainings on consensus, facilitation, and meeting roles will be necessary and ideally will be rotated on a regular basis.

Rationale for This Onboarding Process
• Provides enough time for folks to get to know you prior to becoming a collective member, which is important to building trusting relationships. This also provides enough time for you to acclimate themselves to our group processes and culture.
• Gives you enough time to decide whether you want to invest their time in the project before being asked to take on responsibilities via committee positions and more advanced distro roles.
• More structure will make onboarding new folks easier, which is important to harnessing community support of our project to become more resilient and effective long term.
• More participation by the community means greater capacity, flexibility, and resilience.
• Opportunity to train up new folks who want to get involved in autonomous, direct action organizing.
• Active Supporters and Collective Members gain new organizing skills that they can use in other parts of their lives.

BMA Monday Night Distro
Distro is currently the primary activity that our collective members participate in. To learn more specifics about distro, please refer to our “Mutual Aid: Solidarity in Action” zine

The Distro Schedule: The times are a general approximation of what to expect, but please remain flexible since every week plays out differently. Keep reading for more information about each role. Here is a brief overview on how distro operates.

1) Set Up (4:45PM - 5:15PM):
   A) First on the scene is the Number Dispenser, which gives out numbers/letters so folks don’t have to wait in line. Numbers are
regulars that have requested gear in previous weeks. Letters are given to new folks, who will wait for Round Two to get gear. Whether they are new or regulars, anyone who wants to request gear speaks to the New Requests Collector. After distro, “the list” is updated for the following week.

B) Gear Transporters arrive, sorters help unload the trucks, and everything gets sorted into their proper places. Once everything is set up, the Photographer takes pictures of the survivor gear and food to document everything to be distributed that day.

C) The food crew sets up and then continues to serve food for the night.

D) The bike crew sets up and starts repairing and tuning up any bikes who need it.

2) Round One - Requested Gear Pick Up (5:15PM - 6:00PM): This round is just for people who have requested survival gear in previous weeks. When their number is called, they speak to the Gear List Holder to see if anything they’ve requested was gathered during the week. If they have any new requests, they speak to the New Requests Collector and agree to come back the next week for it. Once people take their first turn, the Number Dispenser asks if they want to stick around for Round Two. If so, they are given a letter (A-Z).

3) Round Two - Everything Must Go! (6:00PM - 6:30PM): Once everyone who requested items in previous weeks has had a turn, then Round Two can begin. Ideally, new folks get to go first this round and are followed by regulars wanting more gear. Folks can claim 2-3 items until everyone has had a turn. Often times, there is very little left if anything.

4) Tear Down (6:30PM - 6:45PM): The transporters arrive and we load up the vehicles with the leftover gear, clothing bins, and hygiene products. The food crew and bike crew pack up their supplies in their vehicles. Volunteers pick up any trash in the area. The Photographer takes photos of the area, which is posted on the last slide of that week’s Instagram post to prove that we left it clean.

Committees Get It Done: Committees are where all the logistical work gets done. Each committee will have their own separate chat to hash out weekly logistics that aren’t necessary to discuss in the main collective chat. While committees make many logistical decisions on their own, they are always within the scope already agreed upon by the collective. For instance, the exact coloring and wording of an Instagram post can be decided on by the outreach committee. It would be unnecessary to do a collective consensus process on that logistical decision. If you are interested in getting more involved, please review the various roles outlined below and let us know what speaks to you!

Survival Gear Crew

- Number Dispenser: When a new person approaches the distro for supplies, this is the first person they speak to. The Number Dispenser fills them in about how the whole operation works. The script below is a good reference point on how to explain the process for folks who want to get gear.
  
  "Have you talked to (name of the listholder)? Have they written down what you want before?"

  No, this is my first time: "Okay, after this you can let (New Requests Collector) know what you want for next week. Everyone I am giving a number to has requested items last week or the weeks before, so they get to see if we were able to get anything they requested first. First come first serve. We call this round one, next week you'll be in round one too. But after everyone with a number has had a turn, then we have a round two were everything leftover has got to go and everyone can go through again and get 2-3 items. We give a Letter (A-Z) to whoever wants to stick around for round two when they're done with their turn. New people like you are at the top of round two, so hopefully what you want will be still available and you can get what you're looking for."

  Yes, I am on the list: Reexplain the process and give them a number. Check in with the New Requests Collector to confirm that they are.
More Distro Roles

- De-escalators: It is best for these folks to have developed relationships with everyone who shows up to distro seeking material support. Like in every community, people have strong personalities and there are ongoing conflicts between individuals within the houseless community. We use the phrase "this place is Switzerland" to describe how everyone can come get support at distro and that we encourage everyone to keep the peace within that space.
- Literature/Resource Tabler: there to set up and speak to anyone wanting access to zines or other resources.
- Harm Reduction: The Idaho Harm Reduction Project joins for Distro each week to provide people who use drugs access to safer supplies including the following: sterile syringes, syringe disposal containers, Narcan/Naloxone, condoms, lube, hand sanitizer, wound care kits, hygiene kits, and seasonal items such as sunscreen, gloves, and hats as they are available. All items are free and given judgment-free, providing people the ability to be safer with the choices they make for themselves.
- Police Liaisons: A Police Liaison's role is to speak directly with police and negotiate terms of interaction with those involved with the distro. This is important because BPD targets our houseless neighbors with unnecessary tickets for existing outside without housing. Having someone trained to talk to police in a way that keeps our privacy secure (not giving them information about anyone) is really important. There have only been a couple of times when this role was needed.
- Copwatchers: “Copwatch is a movement of individuals or groups that observe and document police activity to prevent police misconduct and police brutality... Anytime you see police harassing someone (or even yourself) record the interaction. Cameras can be a good defense against the police. If they know they are being recorded they may be less tempted to violate your rights. Police can arrest someone they believe is "interfering" with their actions. Maintain a reasonable distance, and if cops threaten to arrest you for recording, explain that you “Don’t intend to interfere, but have the right to observe their
actions.” If the issue becomes diffused you can simply delete the video or ask if the person or group being harassed would like the video. If the incident results in arrest then you can contact that person or their lawyer and provide the video as potential evidence. It’s also good practice to ask (while recording) for the cop’s badge numbers. You can also collect their cards for certain ID as some cops refuse to identify themselves. Some folks take citizen complaint forms while on patrol to make sure folks could easily report harassment by cops. If the issue is extreme, most folks upload it to social media (some apps are designed to ensure your video is immediately uploaded and not deleted by cops) and/or send it to local media. Apps: www.copblock.org/apps/.” This is an excerpt from the zine “Film the Police” by Indigenous Action.

Onboarding Committee

• Orientation Interviewers: The interviewers will get to know you, either through volunteering to fulfill a specific role (like an active supporter) or helping organize a project behind the scenes (like a collective member). We want to get a sense of your reasons for getting involved, your perspective on mutual aid, and any relevant skills or resources that you’d like to contribute. The onboarding committee members are well situated to fulfill the Buddy System Matchmaker role, but others not present can also do that role too.
• Buddy System Matchmaker: The Matchmaker will pair a collective member with you based on how you want to get involved. The matchmaker will continue to check up on the pair. This process allows new folks to learn on the ground while shadowing more experienced people.
• Meeting Scheduler: This committee member will collect everyone’s schedules (either through an app or website) and find the best time that works for the most people. Ideally, we will be meeting at least every month. Meetings are most democratic and healthy the more people are participating in them. Attending meetings are not required, but are strongly encouraged. Committees can fill in any of their members who are no longer able to make it to a meeting.
• Facilitation Rotator/Trainer: This committee member is responsible for encouraging collective members to take on the facilitator roles in meetings. Providing resources and personal training to those who may need that support is a part of this committee position.
• Relevant Collective Training: There are many skills necessary to successfully maintain a mutual aid group. The Onboarding Committee purpose is to provide trainings (either directly or by an outside trainer) so collective members can learn relevant skills like bystander intervention, conflict de-escalation, conflict resolution, active listening, trauma informed support, self-defense, suicide prevention, harm reduction, and narcan training.

Outreach Committee

• Social Media Handler: At the moment, our only social media account is @boisemutualaid on Instagram. There we post the slides for requested items, educational posts about mutual aid efforts in the area, and photos of the food and survival gear at distro each week. We also respond to messages in our inbox. This can look like answering questions about how we operate or forwarding people on to folks in the Gathering or Food committees. People reach out looking for support. Most often, people in precarious situations will ask us to post their venmo’s so they can make ends meet. If they are local to the Treasure Valley, we offer to post slides explaining their situation along with their venmo and contact information. If they live outside of the Treasure Valley, we locate a mutual aid project within their area for them to reach out too. Depending on the “ask”, it may need to be discussed by the general collective on how to move forward. Unfortunately, we only have the resources and capacity to support those living in our communities. If we expand and create a twitter or facebook account, the social media handler role will be the same.
• Shareable Creators: Any visuals we post on our social media accounts must be created by someone in the outreach committee. There are two main types of shareables that need to be created:
  • Requested Items: The updated list of requested items every week.
• Educational: Slides that have information that is important to communicate to our supporters, including slides about mutual aid and relevant events happening in our community.
• Networker with other Groups/Projects: As of right now, we are collaborating with the Boise Period Project, Idaho Harm Reduction, Taxonomy Press, and Critical Mass. It is important to collaborate with other projects that are operating on the basis of mutual aid. If there are ways that we can support each other, the outreach committee can find and act on those opportunities.
• Houseless Surveyor (to amplify voices): At distro, our unhoused neighbors vent to us about their living conditions and treatment by the police. If we had dedicated surveyors, we can get a better understanding of their situations and how they would like support. We can potentially educate the broader community about these experiences, but only with explicit consent by those sharing their experiences.
• Flyerers: Those who may need the most community support may not know about our existence. Flyers would be beneficial so more folks know about our project, including how to receive support or how to get involved.
• Merchandise Creator: Fundraising is always a pressing need. If there were people able to make merchandise, like t-shirts or stickers, then we could spread our message at the same time.
• Artists: Artwork can be shared on our social media accounts and be used for zines, shirts, and so on.
• Media Liaison: There are times where it makes strategic sense to speak to the media. For example, we spoke to the media during the snowstorm of 2021 when there was a pressing need to get folks into motel rooms. We were able to spread the word about this need and also politicize how the city fails to take care of our most vulnerable neighbors.
• Zines: We need help printing our zines and relevant resources for our collective members and unhoused neighbors that come to distro. Tabling these zines would be a great way to share knowledge about our project and purpose.
• Translators: As of right now, we have no one to translate our zines or Instagram posts into other languages like Spanish. Having translators willing to do that work would make distro more accessible to non-English speakers.

Gatherers

• Donation Pick Ups: these folks arrange pick ups and/or drop offs of donated materials from community members. They also sort and deliver the goods to the food crew and distro each week, and retrieve and store the bins of goods.
• Sunday Shoppers: Take the donations from the week and purchase items that are highly requested and necessary for survival, such as sleeping bags, tents, heaters, propane (as this fuels heat and cooking abilities for people) etc. However, it’s highly advantageous to have the list holder do this role as well, as you will know when individuals have highly pressing needs and should be prioritized for purchase. Then go shopping and deliver to the distro on Mondays, or hand it off to someone who will. Keep track of receipts and turn them into the treasurer.
• Treasurer: Get a venmo account, accept donations, keep track of receipts and what goes in and out. An attorney informed us that for venmo donations nothing has to be reported unless one person donates more than 20,000.
• Fundraisers: We have had individuals and groups do fundraising for us on their own, which is fantastic. Outside of posting our venmo, we don’t really have committed fundraisers for our project. There are lots of ways we can diversify how we fundraise. We could sell merchandise. We could throw benefits like dance parties, bake sales, auctions, concerts, secret cafes, and other events. We can ask sympathetic businesses either for gift cards or products that can be auctioned off. Anyone with a knack for raising funds, this might be the position for you!
• Business Drop Off Sites: We can ask sympathetic community spaces and businesses to collect donations for us. The Gatherers would be responsible with maintaining those relationships and consistently swinging by to pick up donated items.
Food Crew

• Food Crew: Folks who show up Mondays at 5 to help serve hot food, lunches, and pantry items. Emphasis is put on autonomy for those we serve, they can decide what they want or need, we don’t limit what they can take or hold things or save things for others. If it is on the table it is fair game, first come, first serve.

• Food Sourcing Networker: This person would manage relationships and pick ups with various food pantries, local farms, restaurants to coordinate reallocation of foods for distro. Would also work with other mutual aid groups to hand of excess or leverage volunteers to process excess. For example, if we get lots of bananas activating a group of volunteer bakers to make and freeze banana bread, or just process to be able to freeze and store, etc. (Role doesn’t really exist yet but is def needed)

• Food Supplies Coordinator: Makes sure we have bowls, plates, cups, utensils etc to support distribution, cooks and lunch preparation

• Meal Scheduler: This person keeps/manages a list of folks who have signed up to be cooks and lunch makers, as well as a list of on hand supplies and coordinates a schedule of volunteers, drop off/pick up of supplies and drop off/pick up of meals and lunches

• Cooks: Folks who want to cook the “big” meal and deliver hot and ready to eat to distro on Monday at 5PM, or who want to bring a pot of something to distro when convenient. We have some equipment and tips to help with the “big” meal, as well as *some* stocked ingredients and funds for the extras. But if that seems like “a lot” for you, we always welcome an extra pot of spaghetti or soup or whatever you make with love for the community and can bring to distro ready to eat! Maybe you want to sign up to bring a salad, or some baked goods? Those are always welcome!

• Lunch Makers: We provide the supplies or funds for supplies, and you would assemble ~40 sack lunches on Sunday Night/Monday and deliver them to distro on Monday at 5PM.

• Freezer Space Providers: those who have freezer space to offer when we get a large donation that cannot be used right away

• Pantry Sponsors: Someone who can commit to providing a regular, weekly supply (approximately $5-$10 worth of something on our grocery list. Make it a fun group project with friends and family, everyone adds a few extra items to their shopping cart each week and gets it to the distro on Mondays at 5PM)

Always needed

• Fresh fruit: Needs to be easy to chew, like bananas, oranges or pears. Apples are too hard for folks with dental issues)

• Packs of tuna/chicken, sardines, tinned meats ($1 each or less depending on if in tin or aluminum pouch at most places)

• Oatmeal ($1.50 for a box of 10 packets at winco)

• Ramen/cup of noodle ($5 for a box of 24 at winco)

• Chef boyardees (usually less than $1 at most places)

• Nutritional shakes (These are cheap at walmart. The equate brand has a pack of 20 for about $24, but there are smaller sizes available as well.)

• Hot cocoa (big box of 30 packets is $5 at winco, but smaller options exist at most places)

• Jerky (these are the most pricey and rarely donated items but are often asked for at distro)

• Trail mixes (these are the most pricey and rarely donated items but are often asked for at distro)

• Nuts (these are the most pricey and rarely donated items but are often asked for at distro)

• Can openers (these are $1 each at “everything’s a dollar” stores)

• Sodas and juices (Any flavor, any brand! Sometimes its nice to have something besides water!)
**Medic Crew**

- Street medics are volunteers with varying degrees of medical training who attend distro to provide medical care such as first aid. Unlike regular emergency medical services, which are affiliated with more established institutions, street medics usually operate in a less formal manner. Because street medics have different levels of training, they will be able to provide different types of care. Street medics operate as civilians in situations that are frequently neglected by more traditional institutions and the state. As such, street medics are protected by Good Samaritan laws. In the event of an emergency, always activate the emergency response system first by dialing 911 and requesting outside medical assistance, rather than waiting to find a street medic.

- Medical Provider Networker: There are medical needs that we can’t address at distro. If we had relationships to sympathetic doctors, dentists, herbalists, and other healers, then maybe we can facilitate our unhoused neighbors gaining access to those medical resources to improve their health.

- Medical Supplies Gatherer: There will always be a need for medical supplies, so if folks can get access to free or affordable supplies, you are welcome to do so!

**Distro Bike Repair**

- Main Activity: Distro Bike Repair involves being at Rhodes Skate Park from 5 - 6:30pm, fixing bikes on a first come first serve basis. We do not charge anything for repairs and work to repair whatever we can on the bike with the parts, tools, skills, and hands we have. Most days, we are pulling goat heads out of tires, putting sealant in tubes, fixing slippedy seats, and brake and shift adjustments.

- Parts & Tools: Thanks to connections with Boise Gear Collective and donations from Bike Repair Crew and Boise Mutual Aid we have two tubs full of pumps, tools, and parts. While you don’t need to provide anything of your own, many people bring their personal tools to use and we ensure that everyone has all their own equipment at the end of the day.

- Experience: No experience needed! We often need extra hands to work on a bicycle for grabbing tools and parts, moving bicycles around, organizing people asking for help, and being a living bicycle stand (may sound silly, but working on shifting without a stand is hell!). Answers to questions and guidance is given often by more veteran mechanics in the group and is a good way to learn. If you are experienced, love to have you! Got mechanics of all stripes: professional shop mechanics, backyard tinkerers, weekend warriors, we love’ em all!

Disappearing Task Force (DTF’s): These task forces are temporary and useful for specific tasks that don’t easily fall into the responsibilities of the committees. While we may not anticipate why a DTF may need to be formed, it’s useful to know that they can be formed when necessary for the collective.