Online Community Moderator
Facebook Group Training
What to Expect in this Training

- What is an online community?
- Review online community moderator responsibilities
- Online Community moderator basics and moderator tools
- Monitoring discussion
- When to respond to posts
- Using the NMSS Facebook Moderators Community
What is an online community?

It is a group of people, from all different backgrounds and histories, who have typically never met, yet are held together by a common interest, life experience, or goal. The NMSS online communities are **Communities of Circumstance**, i.e., they offer individuals the chance to connect with other members who share similar life experiences to them (affected by MS). They are a space to share advice, support, personal experiences, and relevant information, and resources.
What is the purpose of the NMSS online communities?

1. To create a safe and inclusive space for people affected by MS to connect with one another and offer support
2. To support those affected by MS by creating awareness of MS Society's resources and as a trusted partner
3. To meet people affected by MS where they are and providing a resource when they need it
Online Community Moderator Basics
Online Community Moderator Volunteer Responsibilities

- Engage with online communities through positive support (reactions, words of encouragement)
- Respond to members posts, comments, and direct messages with Society resources
- Flag Society staff if there are negative, concerning or aggressive discussions, posts, or messages
- Join the NMSS Facebook Moderators Community
- Attend regular check in meetings with staff
- Participate in ongoing learning opportunities and trainings as needed
Review of the Community
Moderator Tools

Familiarize yourself with the moderation tools – though you won’t use all of them
Member-Reported Content

- How close I am to losing it.

- Liz DeeDee Carrego reported this post.
  - Melissa Wade shared a link.

- WSJ.COM
  - Joe Biden Kicks Off Transition Focused on Coronavirus
    - President-elect Joe Biden started the first week of his transition foc...
Moderation Alerts

- Certain phrases/words
- Most of the time they are okay to keep
- Help us identify when we might need to respond
- Occasionally they identify a potential issue in the group
Looking through someone’s group profile

Thomas Bellas

Group Posts

Intro
Member of National Multiple Sclerosis Society Community since July 21, 2020

Recent Photos

Recent Activity
Thomas Bellas liked Bryant Riddle’s post: “Good morning to all”
Thomas Bellas commented on Annie Jones’s post: “With PPMS it’s always on. No rest for the wicked.”
Thomas Bellas reacted to Annie Jones’s post: “Does anyone feel terrible for months then you feel fabulous compared to before?”

Group Posts

Thomas Bellas National Multiple Sclerosis Society Community
Yesterday at 1:29 AM

I’m an optimistic person. I always have been. People wonder how someone who has PPMS and is bedridden be optimistic? After all, it’s incurable.
I am also a person who has hope, people ask me what can you hope for? After all, it’s only going to progress, it will never loosen its grip on you, it will only tighten its hold. It’s claws will only sink deeper.
I am a dreamer, a believer that there is always love, smiles and warmth. When a person touches me, when I feel that soft... See More
Monitor, Engage and Respond

National Multiple Sclerosis Society Admin
Delanie Robertson Welcome to the community! A new diagnosis can be overwhelming. We have information to help you take the next steps in your journey with MS.
https://www.nationalmssociety.org/Resources-Support/Library-Education-Programs/Knowledge-is-Po...
See More

National Multiple Sclerosis Society
Knowledge Is Power

National Multiple Sclerosis Society Admin
Niqua Jones As you can tell, quality sleep is important to maintaining overall health and wellness but sometimes it’s hard to get: sleep difficulties are actually more common in MS than in the general population. For management techniques and treatment options, feel free to visit our website:
https://www.nationalmssociety.org/.../Diet-Exercise.../Sleep

National Multiple Sclerosis Society
Sleep

We’ll friends... I just did my first Copaxone injection! Here we go!

You and 69 others 31 Comments

Care  Comment
Monitoring Discussion
Group Rules

1. Be Nice
   We’re all in this together to create a welcoming environment and everyone’s experience with MS is different. Let’s treat each other with respect. Healthy debates are natural, but kindness is required.

2. No Hate Speech or Bullying
   Make sure everyone feels safe. Bullying of any kind isn’t allowed, and degrading comments about things like race, religion, culture, sexual orientation, gender, identity or political views will not be tolerated.

3. Evidence-Based Resources
   We are a science and research-based community. Feel free to share your personal experiences, but we will not support unsubstantiated theories or ideas.

4. Respect Everyone’s Privacy
   Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. What’s shared in the group should stay in the group.

5. Sharing Community Resources
   You are welcome to share resources that can benefit the MS community, but the selling of products or services are not allowed and will be removed.

6. No Donation Solicitation
   Refrain from posting donation requests for fundraising events, crowdfunding platforms, or other personal, professional or team sites.

7. No Spamming or Excessive Posting
   Spam, self-promotions, requests for surveys, irrelevant links, etc. are not allowed and will be removed. Excessive posting from one individual in a short time frame may also be removed as spam.

8. Consent to Contact
   By choosing to participate in National MS Society-governed social media and online communities, you are agreeing that the Society can contact you directly in response to any posts or content that suggests risk to self and/or others. The Society reserves the right to contact you in the event that “at risk” statements or content occur.

9. Moderator Discretion
   Moderators reserve the right to remove anything that does not reflect the purpose of the group. If you’re unsure about any posts you create, you can reach out to community@nmss.org. You can find the Society’s social media guidelines here: https://ntmss.org/Guidelines.
Group Rules

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After my Multiple Sclerosis diagnosis 2 years ago, I stopped all the Multiple sclerosis medicines prescribed due to severe side effects, and decided to go on natural herbal approach. My primary care provider introduced me to Dr. Oduwa and I immediately started on their Multiple Sclerosis herbal formula treatment. This herbal treatment has made a tremendous difference for me. My symptoms including shaking, muscle weakness, fatigue, mood swings, numbness, double vision and urinary retention all disappeared after the 4 months treatment! Contact Dr. Oduwa, the herbal healer at [info@droduwaherbalhome.com] you can visit his website at https://droduwaherbalhome.com/order-online-today/

STIMULUS!!!

Congratulations to the lucky winners yesterday due to COVID-19 we’re still giving out a payment of $600 to $5000 I’m only helping first 70 people to comment CASH just like we did yesterday it starts now… Comment Cash
Responding to Rule Violations

“Be Nice” comment (directly from rules) for heated conversations

We're all in this together to create a welcoming environment and everyone's experience with MS is different. Let's treat each other with respect. Healthy debates are natural, but kindness is required.

Other Steps:
• Reporting incident to Moderators
• Turning off comments

* Removing post/comments
* Removing members

*Generally reserved for staff admins
Turning Off Comments
Moderation - How to Remove Rule Violations

Remove Post

Which group rules did this post violate? (optional)
- Be Nice
- Evidence-Based Resources
- Respect Everyone’s Privacy

Additional notes from the admins (optional)

Share violated rules and notes with Rouza

Confirm
When to respond to posts
When to Engage or Respond

Generally, you should respond to posts that include

• Any sort of crisis/depression
• New to MS/Newly Diagnosed
• Finding Society groups or providers
• No comments from others (regardless of topic)
• Any moderation alerts that requires a moderator response (i.e., crisis, Newly Diagnosed, etc.)
• Anything else that resonates with you or if you want to contribute!
Crisis/Depression

Feeling really depressed today. I have lost hours at work since I have dx. I can not get them back. I thought I had found another job. My background check came back clear I was suppose to receive an onboarding email which I never did. So I guess that out the window. I try talking to the hubby but all he wants to do fight. I just want to give up I feeling defeat done with life. Not sure what to do or were to turn. how do you get pass this. Mind you my current employer wants me gone. I know this and talking to the hr department done nothing I was told we could just demoted you. I'm so done with life. I am told that having this written down and out in the open will limit me. I will never get a new job or anything else and I can be denied things. I will never get disability approved. So what am I supposed to do I am running out of money quickly. I am scared for my future.
Hi there, I am newly diagnosed with MS and will be meeting with my Dr. in 2 weeks to figure out a treatment plan. I have seen a lot of people mentioning Ocrevus with a lot of positive outcomes with it. Has anyone tried Kesimpta? Any suggestions or help is much appreciated on any treatment plans as all of this is new and overwhelming to say the least.
Finding Society groups or providers

Hello everyone! I am new to this group. I was diagnosed in 2019 with RRMS and started on Copaxone in May 2020. Since I decided to stay in Oahu, Hawaii, for the next few years, I wondered if there are any professional MS specialists or clinics on this island. Is there any remote or in-person MS group in Oahu? Since I am newly diagnosed, I need to learn about MS and connect with more people. Please help me out! Thank you! 😊

2 Answers
No Comments from others

asked a question 🤔.

Yesterday at 7:51 AM · 😊

Is anyone from Northwest Indiana that knows of an in person support group for vaccinated people?

Like Comment

Write an answer...

National Multiple Sclerosis Society Admin

Hi 😊 Along with the support you’ll find in this group, self-help groups are a great way to connect with others affected by MS for support and education. There are a variety of groups that meet in person (when it's safe to do so), by phone, and virtually. You can locate a group near you here:

https://www.nationalmssociety.org/.../Join-a-Local...

Join a Local Support Group
Moderation Alerts

**Need to Respond**

Keyword in this comment: "diagnosed"

I can relate, I've live in Central Florida for 22 years... I was just diagnosed with MS and the weakness in my legs I had been experiencing on/off for a couple of years when going to Disney on hot days is a symptom of MS 😞.

- Keep
- Remove

**Don’t Need to Respond**

Keywords in this comment: "diagnosis", "diagnosed", "diagnose"

post: "MS is a diagnosis not a prognosis 😚. I was diagnosed in 2000. I had the greatest MS specialist Dr William Sheremata diagnose me and treat me until the day of his passing. I now live in NC and have a great MS neurology team as well. It takes a village but we do survive and thrive!!".

- Keep
- Remove
Private Messaging

• Important to set personal boundaries and timeframe for “responses”
• Lean into this as much as you are comfortable
• If a member is contacting you for information or to report a concern and you do not feel comfortable private messaging with them, you can ignore the message, or encourage them to email the Society at community@nmss.org
Online Community Moderator
Facebook Group
NMSS Facebook Moderators Community
NMSS Moderators Facebook Community

Amy Stock asked a question
March 11

I hesitate to approve this guy because I think he might spam a lot. (Hee hee) There is no other reason. Should I approve him? He is the Director of Sales at a CED Company.

Pamela Swint
4d

I let this comment stand but added a ‘be kind’ reminder

Julia Kerstyn

Anonymous member not really, it’s just more time consuming. I have tons, everywhere. 24 Biopsies, 1 cancer, and I believe scars are better than cancer. Of you’re so worried about, then take action or stop whining.

6h Like Reply

Philip Arzaza: Admin

Amy Stock I think that’s a reasonable worry given his listed job. I clicked on his profile and it looks like he is also a part of a Walk Team Captain’s group, and is fundraising for Walk this year. It looks like he has a connection through his mother, so I think it’s fine to approve him.
NMSS Moderators Facebook Community

Also post updates and share good news from members in the Community Group!
Next Steps

• Accept the invitation to join the NMSS Moderators Facebook Community
• Familiarize yourself with the NMSS Moderators and Facebook Communities
• Say “hello” to the other moderators in the NMSS Facebook group
• Ask questions to other moderators and to your staff contact, Scott Hammond
• Have fun in knowing your helping others living with MS learn and connect!