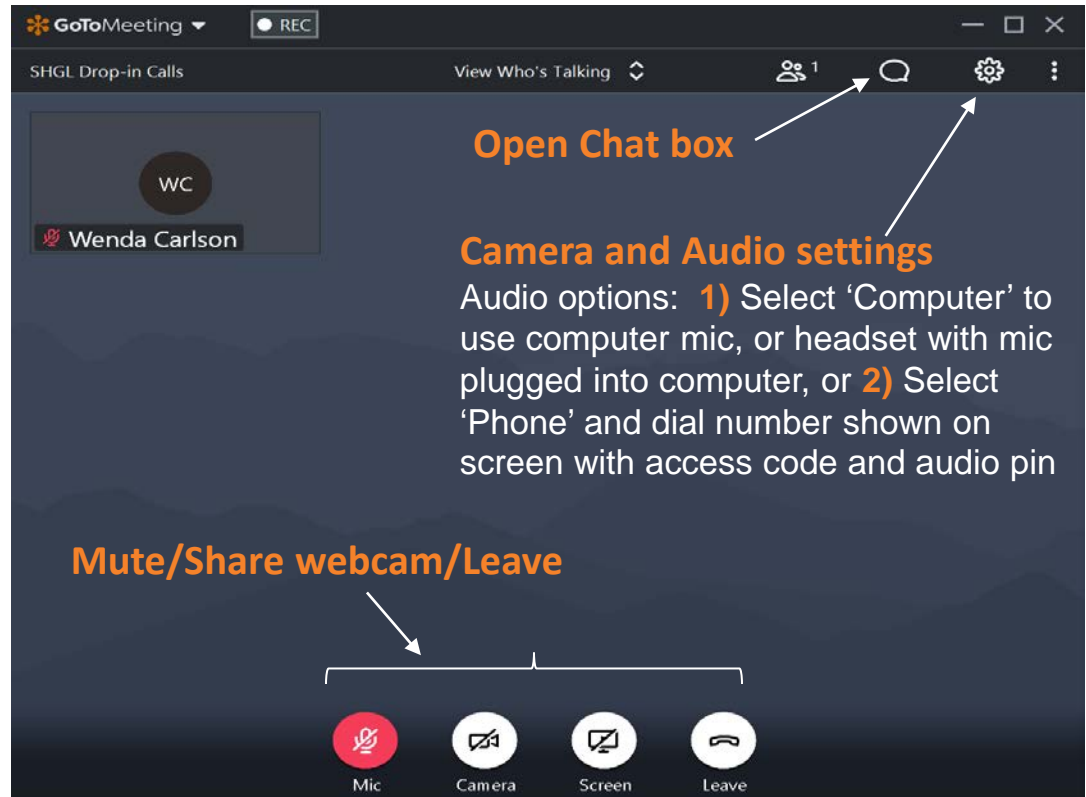


Connections Volunteers Drop-In Call February 4, 2021



Desiree Schnoor
Manager
Implementation & Engagement



Q&A: There will be time for questions after presentation

- Option #1: Pop on camera using your webcam; unmute
- Option #2: Type your question in the Chat box

A recording of this call (without webcam) will be posted on our website at:

<https://www.nationalmssociety.org/Resources-Support/Find-Support/Connect-with-Peers-One-on-One/For-Connection-Program-Volunteers>

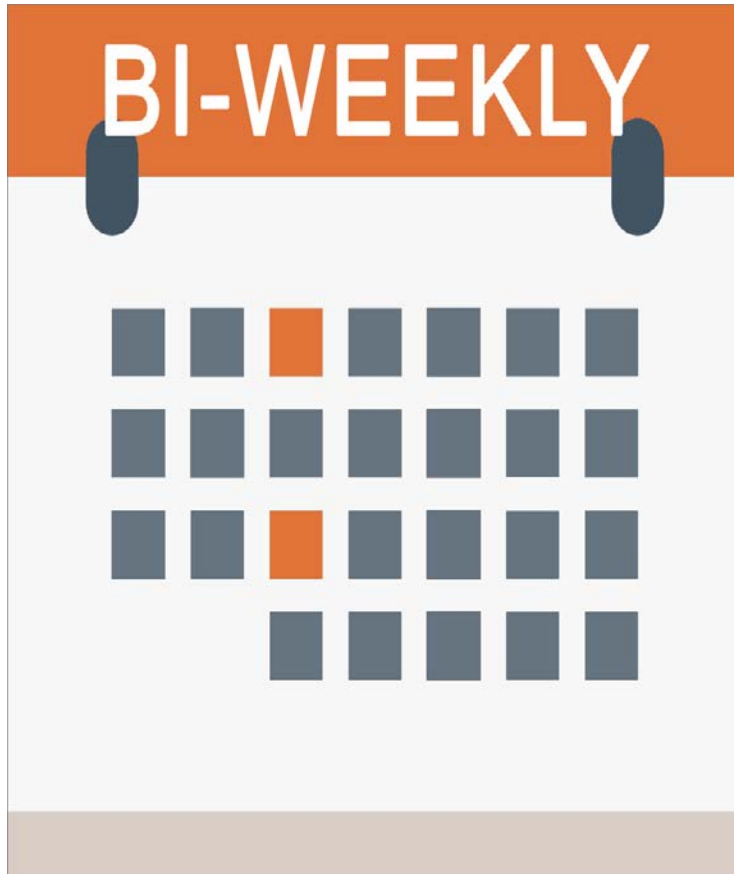
Today's Time

- **REMINDER:** We are going digital through the foreseeable future. Status update in March 2021
- Connections Resources Updates
- We are here to support you! - New support email: peerconnections@nmss.org
- Connections Program Volunteer Website: <http://nationalmssociety.org/peerconnectionsvolunteers>
- Questions/Feedback/Discussion

March Update Status Review

- We will not be bringing self-help groups together in person for the foreseeable future.
- We will have more information regarding when we might be ready to do so by the end of March.

Bi-Weekly Ongoing Drop In Call Dates



- February 4
- February 18

Support for Leaders and Groups

- Bi-Weekly Ongoing Drop In Calls
 - Thursdays at noon PST/3EST
 - February 4: Peer Connections Resources Updates
 - February 18: Walk MS Update and SHG Find Doctors and Resources Survey Results
- MS Navigators are available to help
- Find Doctors and Resources Online



Our Guest Speakers



**Sarah Koltun, Manager,
Community Engagement**



**Sarah MacIsaac, Manager,
Community Engagement**

Updated Connection Volunteer Website



For Peer Connections Volunteers

- Resources for Connections Volunteers
- Call Archive



SHARE



Twitter



Welcome to the Peer Connections Volunteers resource page - we're glad you're here! Our Peer Connections Volunteers are trained individuals who focus on the needs of people affected by MS. This page is designed to support you in your role(s) as a Peer Connections Volunteer by providing relevant information and resources to prepare and ensure continued success in working with individuals in the MS community.

This page provides links to general MS information, Society services and support, and the resources specific to your volunteer role. Additionally, you'll find best practices and a self-help group, handling difficult conversations, and resources to share additional emotional support.



Chat with an MS Navigator



ASK an MS Expert Program Series Dates

The Ask an MS Expert program series provides an opportunity to learn more about multiple sclerosis from top MS experts.

Programs focus on trending topics related to the MS community. Experts answer your questions and MS Navigators provide live resource support throughout each program.

February 5: Aging and MS

Join us for discussion with Dr. Jaime Imitola, the Director of the Division of MS and Translational Neuroimmunology at UConn Health, to learn how you can cope with both MS and age-related challenges.

Café' Con Leche

Conversation and Support in Spanish for People Living with Multiple Sclerosis

The National MS Society wants to make sure that everyone affected by MS can connect with others, feel supported, and receive reliable information regardless of where they are.

Meetings are the 2nd Tuesday of each month at 4:00 p.m. ET. For more information or to register call 1-800-344-4867, option 3, or nationalMSSociety.org/Espanol

Updated Emotional Support Resources



Emotional Support Resources

MS Navigator®

An MS Navigator can be reached at 1-800-344-4867 anytime 7 a.m. - 5 p.m. MT Monday-Friday. Chat is also available on the National MS Society site. MS Navigators are available by email as well at ContactUsNMSS@nmss.org.

<https://www.nationalmssociety.org/MSNavigator>

National MS Society Self-Help Groups

National MS Society self-help groups focus on advocacy, education and empowerment by providing social and emotional support within a peer setting. Individuals come together at to seek and provide support while building a sense of community through the power of connection.

<https://www.nationalmssociety.org/Resources-Support/Find-Support/Join-a-Local-Support-Group>

MSFriends® Helpline

The MSFriends helpline connects interested individuals with volunteers living with MS for 1:1 peer connection via phone. MSFriends provides confidential conversations by connecting you directly to volunteers who know first-hand what is it like to live with MS. Volunteers are available 7 days a week from 7 a.m. – 10 p.m. MT.

www.nationalMSSociety.org/MSFriends

MSFriends® Paired

The MSFriends paired program connects interested individuals to trained volunteer via a pairing process based on selected criteria. These connections meet via phone, email or video calls based on a mutually agreed upon availability. Email PeerConnections@nmss.org to learn how to register.

Happy the App

The National MS Society also has a collaboration with Happy the App to ensure that people living with MS get the emotional support they need. Happy the App is a 24/7 phone-based service provided through a mobile phone app that connects individuals experiencing everyday stresses, life struggles or feeling lonely with compassionate listeners.

[Happy the App: National MS Society](#)

Spanish Emotional Support Resources



Recursos de Apoyo Emocional

Navegantes para la EM®

Puede conectarse con un Navegante para la EM llamando al 1-800-344-4867 opción #3 para español, de lunes a viernes de 7 a.m. - 5 p.m. MT. También está disponible la opción de chat en la página web de la Sociedad Nacional de EM. Igualmente puede contactarlos en la siguiente dirección de correo electrónico: ContactUsNMSS@nmss.org
<https://www.nationalmssociety.org/MSNavigator>

Grupos de Apoyo de la Sociedad Nacional de EM

Los grupos de apoyo de la Sociedad Nacional de EM se enfocan en educación y empoderamiento a través de proporcionar apoyo social y emocional. Individuos se unen al grupo para buscar y dar soporte creando un ambiente de comunidad a través del poder de la conexión.

<https://www.nationalmssociety.org/Resources-Support/Find-Support/Join-a-Local-Support-Group>

Happy the App

La Sociedad Nacional de Esclerosis Múltiple (EM) trabaja en conjunto con Happy the App para asegurarse que las personas que viven con EM tengan el soporte emocional que necesitan. Happy the App es un servicio telefónico 24/7 disponible a través de un app en su teléfono móvil que conecta individuos que sufren de stress por el día a día, batallas personales o que se sienten solos con personas que los escuchan de forma compasiva.

[Happy the App: National MS Society](#)

Grupo de Facebook: National Multiple Sclerosis Society Community

Este grupo de Facebook privado da a personas afectadas por EM la oportunidad de conectarse digitalmente. El grupo permite a sus miembros participar en unidades de



ANQUETTE (R), DIAGNOSED IN 2013



ANDREW (R), DIAGNOSED IN 2013



GALEN, DIAGNOSED IN 2011

NATIONAL MS SOCIETY COMMUNITY



REBECCA (R), DIAGNOSED IN 2013



ELLECIA, DIAGNOSED IN 2011



JOSEPH (L), DIAGNOSED IN 2008



Live Fully, Live Well

A Wellness Program for People with MS & their Support Partners

Tips for Successful Telemedicine



TIPS FOR SUCCESSFUL TELEMEDICINE

for Those Living with MS



YOUR INSURANCE COVERAGE

- Ensure that your insurance currently covers telemedicine and understand your out of pocket expense
- Check that your healthcare provider is licensed in the state you plan to receive telemedicine care



YOUR CONNECTIVITY

- You will need a charged computer, smartphone, or tablet available with attached/integrated camera and stable bandwidth
- Consider having a care partner attend to help maneuver the camera
- Download the required platform prior to appointment, test it out, consent and consult with your practice administrator if any

ABOUT TELEMEDICINE

What is telemedicine?

The use of technology to participate in healthcare at a distance, so you and your provider can connect from different locations.

How does it differ from in-person?

The use of technology allows for communication without being in the same location. Most aspects of a medical visit are possible – including conversation, medical history, discussion of specific problems, treatment plan and even many parts of a physical or

**MS
WARRIOR**



*MS Warrior
Leader
Support Group*

*A Support Group for
MS Group Leaders*

*Join us on Zoom
3rd Thursday of the month @ 4pm (EST)*

*Meeting ID 84207053474
Passcode- Warrior*

*Contact Monica at
SPEAKMSTOME@GMAIL.COM*

Need Support Connecting Your Group?

Resources are Available!

- ✓ Skype
- ✓ Zoom
- ✓ FaceTime
- ✓ Google Hangout
- ✓ Facebook Messenger
- ✓ Free Teleconference Tools
- ✓ Support Group finder on Society Website

***Connect with your Society Staff Partner
to discuss your needs***

SELF-HELP GROUP MEETING DISCLAIMER

The National MS Society respects the rights of people with MS to obtain any and all information they want related to MS including information on wellness, medical treatments or complementary therapies, products and services. The information presented at this meeting does not necessarily reflect the views or official position of the National Multiple Sclerosis Society, nor carry the endorsement or support of the Society. To protect your privacy and the privacy of other members, please do not record, take screenshots, or share information about other members of this group outside of this meeting. For specific medical advice, contact your physician. For the opinion of the National Medical Advisory Committee of the National MS Society on any therapy, treatment or product, please contact your chapter at 1-800-344-4867 (1-800-FIGHT-MS), or visit our website at nationalMSSociety.org



CONNECTING LEADERS TO LEADERS

- What questions do you have?
- What questions are you getting from others?
- What resources or support would be helpful?
- Share helpful tips for other leaders.

Connect with the National MS Society



facebook.com/nationalMSsociety



instagram.com/MSsociety



twitter.com/MSsociety



youtube.com/nationalMSsociety



[linkedin.com/company/
national-MS-society](https://linkedin.com/company/national-MS-society)