



National
Multiple Sclerosis
Society

Connections Volunteers Drop-In Call

February 18, 2021



Angela B. Corbin, PhD
Manager, Volunteer and
Community Engagement

The screenshot shows the GoToMeeting interface for a 'SHGL Drop-in Calls' session. The top bar includes the GoToMeeting logo, a 'REC' indicator, and window controls. Below the bar, there are icons for 'View Who's Talking', a participant count of '1', a chat icon, and a settings gear icon. The main area shows a video thumbnail for 'Wenda Carlson' with initials 'WC'. At the bottom, there are four control buttons: 'Mic' (muted), 'Camera' (off), 'Screen' (off), and 'Leave'. Annotations with arrows point to the chat icon, the settings gear, and the bottom control buttons.

Open Chat box

Camera and Audio settings
Audio options: **1)** Select 'Computer' to use computer mic, or headset with mic plugged into computer, or **2)** Select 'Phone' and dial number shown on screen with access code and audio pin

Mute/Share webcam/Leave

Mic Camera Screen Leave

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
- Walk MS Update
- We are here to support you! - New support email: peerconnections@nmss.org
- Connections Program Volunteer Website: <http://nationalmssociety.org/peerconnectionsvolunteers>
- Questions/Feedback/Discussion

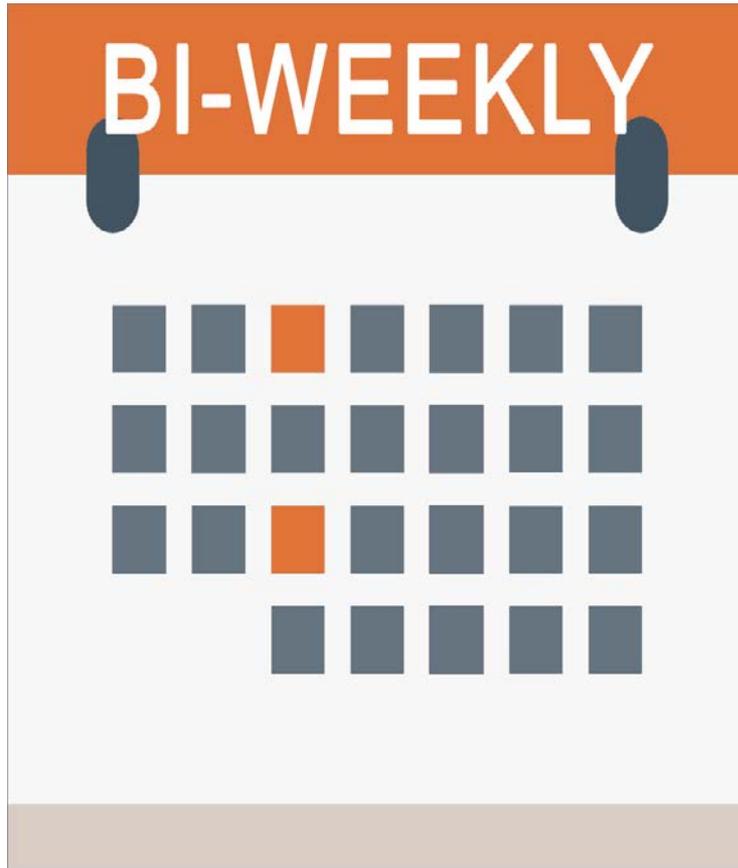
Support for Leaders and Groups

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

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 18
- March 4
- March 18



Our Guest Speaker



Eric Garmon
Manager, Program Development



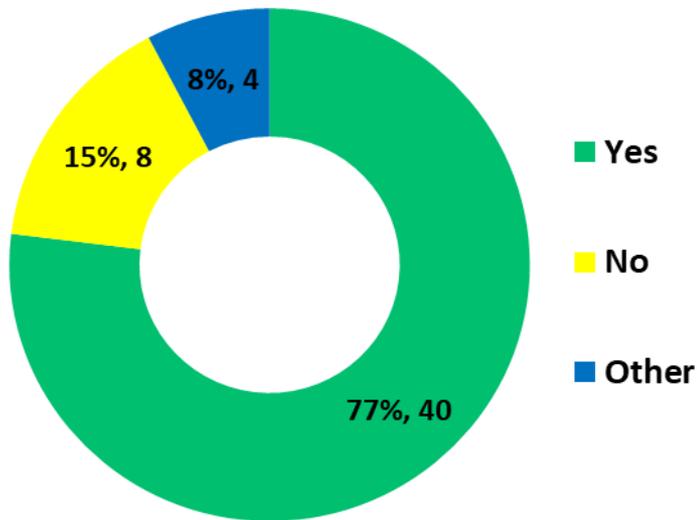
**National
Multiple Sclerosis
Society**

**Find Doctors and
Resources**

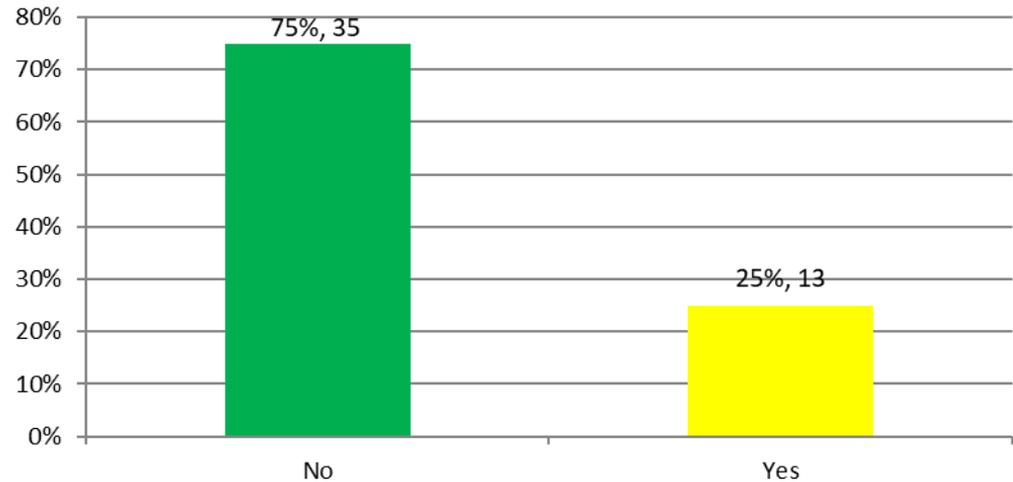
***Survey Results
Review***

Survey Results

Would you use the Resource Guide? n=52



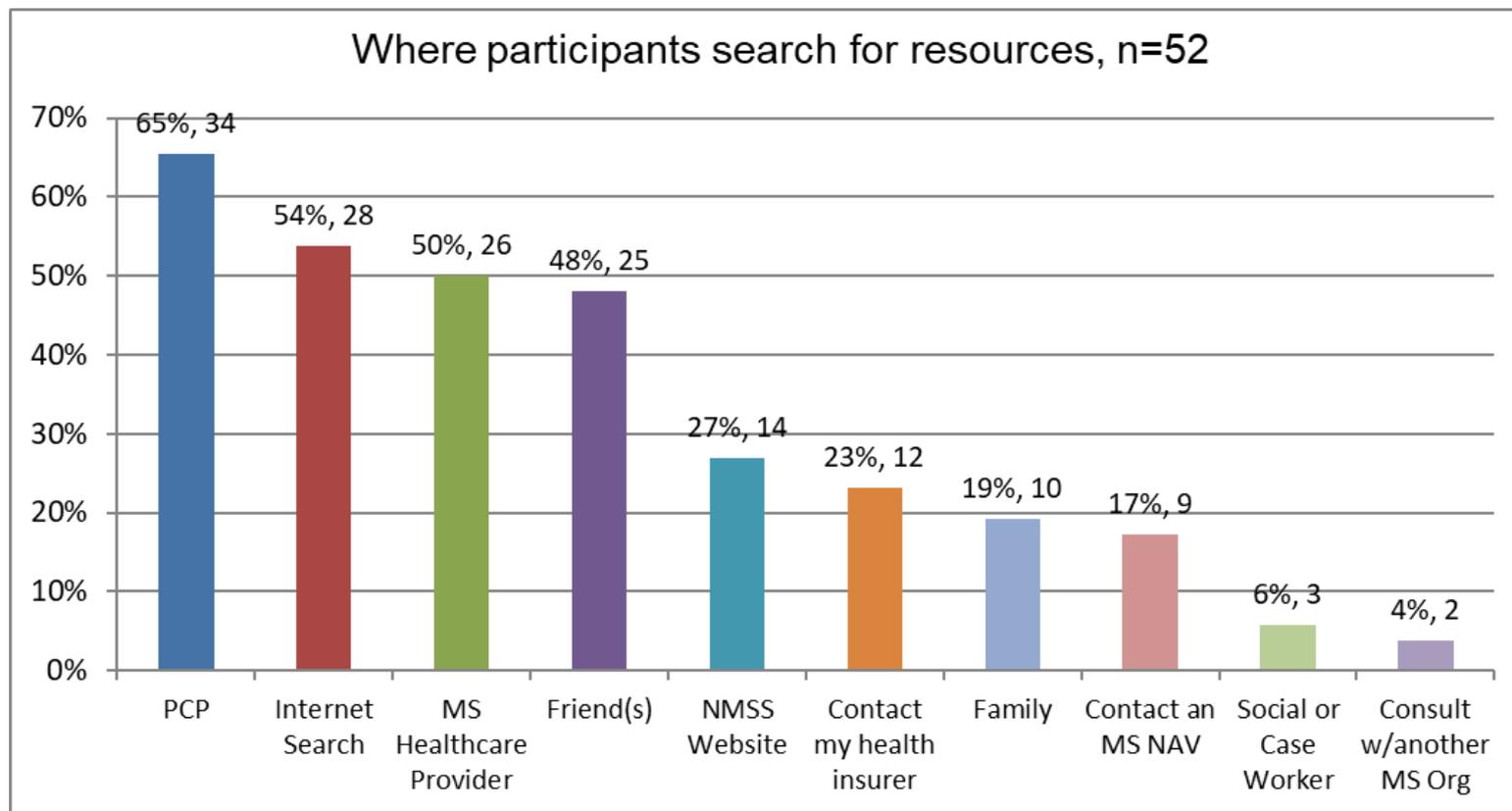
After reviewing the guide, do you think you need to contact an MS Navigator for further assistance? N=52



What we learned

- The Find Doctors and Resources Page and the Guides must balance broad category searches and a degree of specificity
- Managing a database through a third party might create a lag in updated information
- Most people would either
 - Use the guide to find a provider or resource and contact them
 - Save the guide for later
 - Send the guide to a friend

Learnings continued



- Respondents trust both their Primary Care and MS Healthcare Providers
- Internet search both before seeing the guides and after is the second choice, above NMSS provided options

Closing and Next Steps

- Thank you
- Shortened URL: www.nationalmssociety.org/fdr
- Follow up email from me, Eric Garmon
 - People that indicated they would not use the guide
 - Structure and flow of guide
- Exit Survey on live webpage





Our Guest Speaker



Megan Nettleton
Sr. Director, Walk MS



walk to
create a world
free of MS

Walk MS 2021: Move Forward Your Way

WALK MS

- **Walk MS** was the first ever mass-market fundraising event for the Society
- Walk MS has **raised nearly \$1 Billion since 1988** to drive research and life-changing breakthroughs
- In 2019, Walk MS raised more than **\$40 million dollars**
- In 2020, Walk MS raised more than **\$24 million dollars**



What's new?

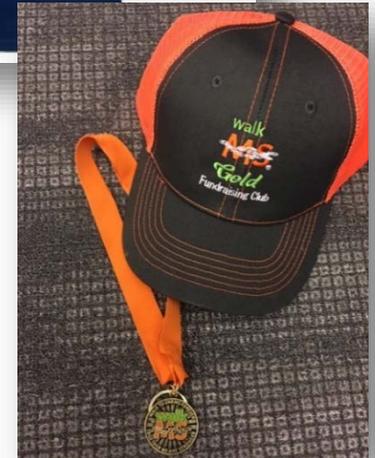
- **What's new?**
- Rewards Points Program
- **January Registration**
 - Launch of Rewards Points Program
- **Go-Time Promotion**
 - Feb 1 or March 1
 - Month-long promotion
 - Week One
 - Team Captains, Self-donate \$50+, Walk MS Socks
 - Week Two
 - Diagnosed with MS, Register, Walk MS Magnet
 - Weeks Three and Four
 - All Participants, Raise \$100+ Online, Walk MS Beanie



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What else?

- Team Captain Meetup (January-March)
- Pep Rally (February-April)
- Swing By (March-May) **select sites only*
- Post Event Celebration (4-5 weeks post event)
- End of Year Awards Celebration (October-November)
- Walk MS App Updates (check capture, stickers/frames for social media, mile tracker)



What about event day?

- New online environment
 - Main stage videos
 - Vendor village
 - Team village
 - Resources for participants
- Walk MS Kickoff Video



What can you do?

- Register for **Walk MS!**
- Do so at www.WalkMS.org
- Need help? Contact Fundraising Support @ Fundraisingsupport@nmss.org or 855-372-1331
- Form a team!
- Donate to your favorite Walk event
- Help us spread the word!

**Together, we become a powerful force.
Together, we will end MS forever.**



QUESTIONS?



www.WalkMS.org

THANK YOU!

Together We Are Stronger.

Updated Connection Volunteer Website



For Peer Connections Volunteers

- Resources for Connections Volunteers
- Call Archive

SHARE [Like 0](#) [Tweet](#) [Share](#)

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-needling support. 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 19: COVID-19 Vaccines: Myths, Facts, and DMT Considerations.

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>

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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

Drop In Call Feedback Survey

- To continuously improve our information, resources, and services offered, we invite you to complete a 3-minute anonymous survey.
- Your feedback is important to us and helps us make decisions on improving the experience in accessing resources and information.
- Please click on the link in the chat box to complete this brief survey.

Readiness for In-Person Gathering Survey

- The survey was included in the Volunteer Leaders email on Friday, February 5, 2020
- We currently have 500 responses
- Survey will close tomorrow, February 19, 2020
- Survey results projected March 2020
- Link in chatbox now



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

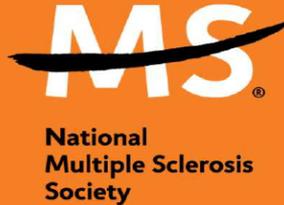


Live Fully, Live Well

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**

Leaders

*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)