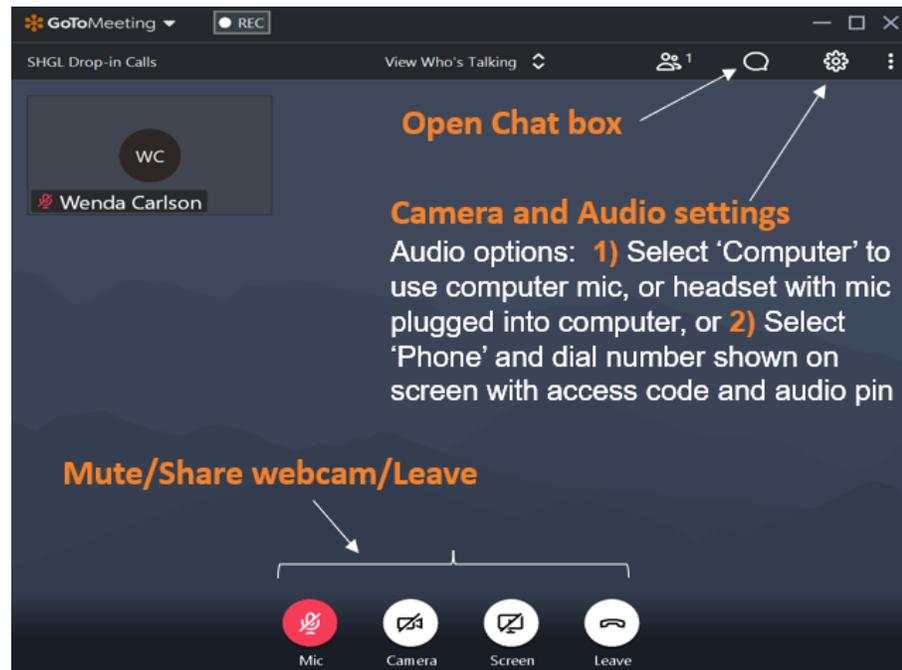


Group Leadership Call: April 15, 2021 3PM and 7PM EST

Hosted by:



Angela Corbin, PhD
Manager, Volunteer and
Community 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

Today's Time

- Presentation on the Virtual Resilience Program
- Presentation on Burnout
- We are here to support you! - New support email:
peerconnections@nmss.org
- Connections Program Volunteer Website:
<http://nationalmssociety.org/peerconnectionsvolunteers>
- Questions/Feedback/Discussion

In Person Meeting Update

At this time, we're still not planning on bringing groups together in person. However, as vaccination rates increase and incidence decrease across the country, we are putting safety guidelines in place in preparation for coming back together. We are planning to use the same framework for self-help groups that we are using to determine the safety of reopening Society offices.

These decisions will likely **not** be consistent across the country and will be based on local circumstances and local safety guidelines. You will be working together with your staff partner in the coming months to discuss when it is safe to come back together and what safety measures will be expected. We'll also keep each of you updated during these calls and in communication from your staff partner.

2021 Monthly Leadership Call Dates

Third Thursday of the month at
3 pm EST and 7 pm EST



- April 15
- May 20
- June 17
- July 15
- August 19
- September 16

Our Guest Speaker



Anim Aweh
The Wellness Therapist



Making Work from Home Work

Navigating Health, Stress and
Burnout.

Anim Aweh, LCSW, CHE

Introductions
Breakout session
What is burnout?
Remote working strategies
Managing fear & anxiety
Q&A
Wrap-up

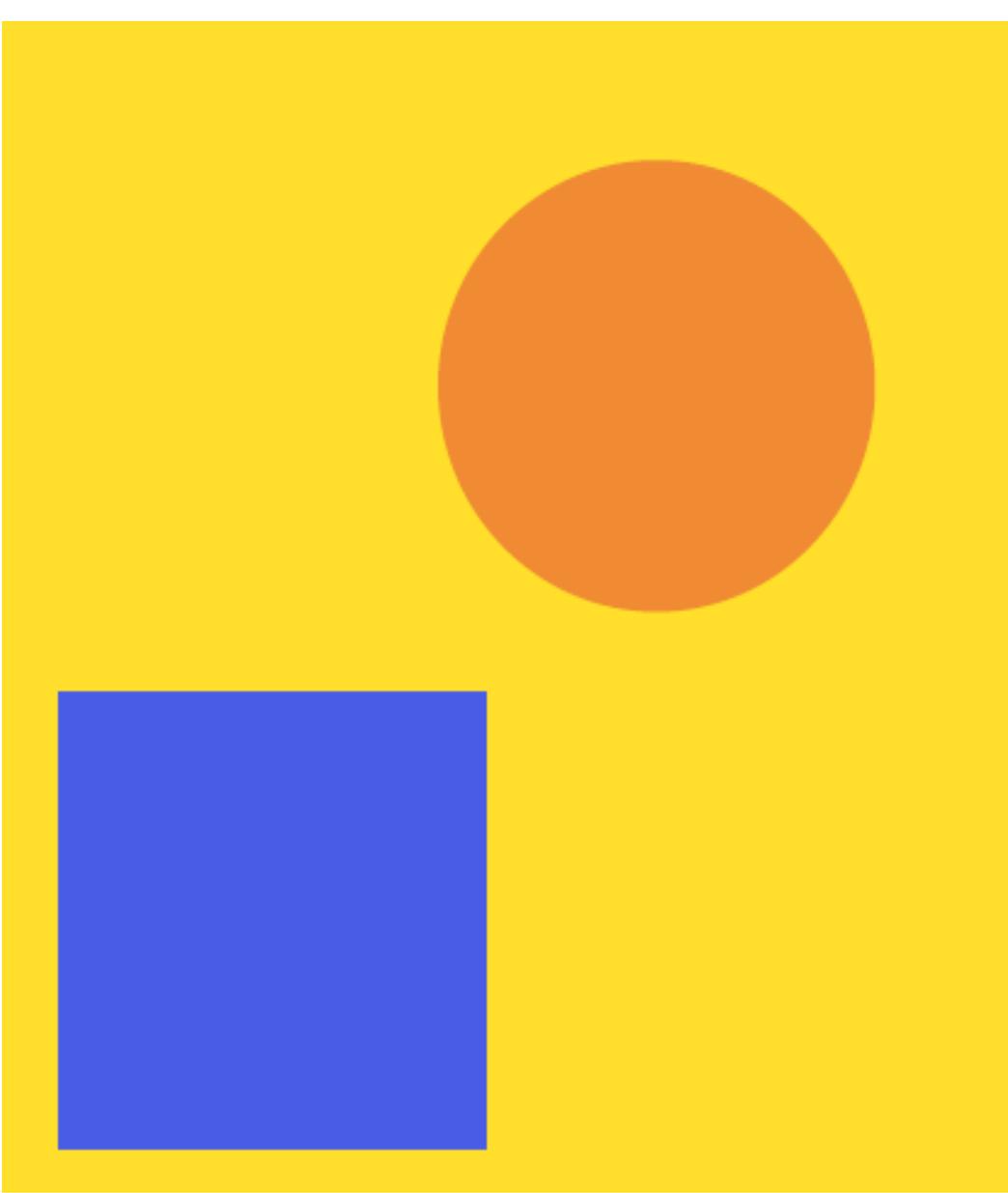
**How we'll spend our
time together today.**

This session will help you:

- 1 Normalize fears and concerns that may arise for each of us during the global pandemic and WFH.
- 2 Spell out signs of burnout and skills to cope and or reduce risk.
- 3 Identify and build skills to support yourself through challenging times.



**Hi, my name is
Anim Aweh and I
am a licensed
mental health
therapist and
health educator.**



Tell me about you!

- Name
- Your team
- One thing you have ordered online since quarantine that you loved

What is Burnout?

Signs, symptoms and what it looks like.

Symptoms of Burnout

Low productivity



Low job satisfaction



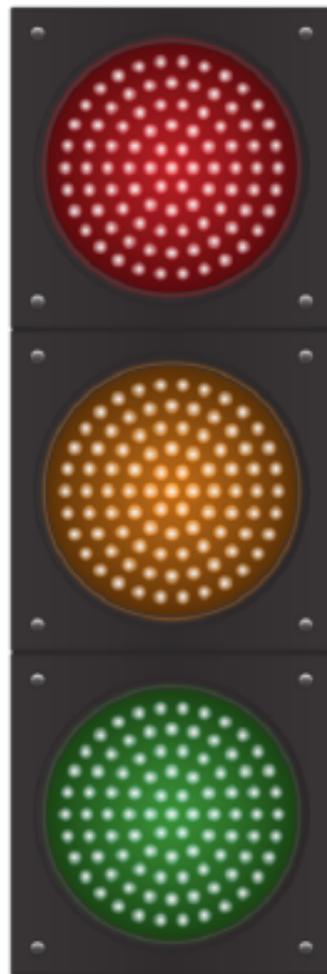
Increased risk for
sickness



Lack of energy
and social
isolation



Signs of Burnout



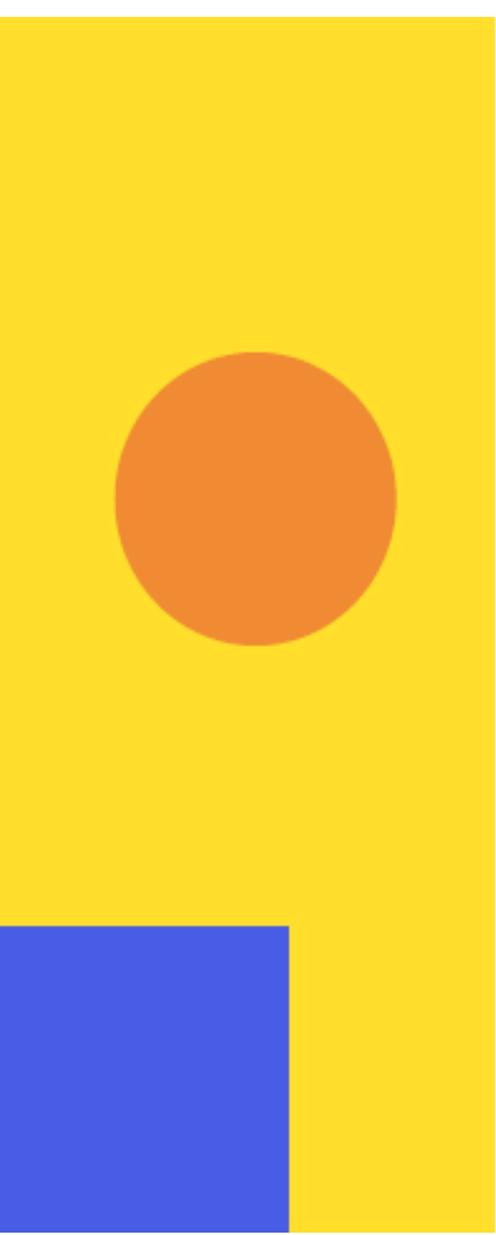
- Fatigue
- Headache
- Depression
- Addiction
- Frequently ill

- Irritability
- Low productivity
- Easily frustrated
- Overwhelmed
- Loss of motivation

- Productive
- Creative
- Solution focused
- Effective communication
- Feels supported and valued

Strategies to manage remote working.

Use these tips and skills to ease the stress
of remote working and prevent burnout.



Create a schedule:

Decide when you will start your day.

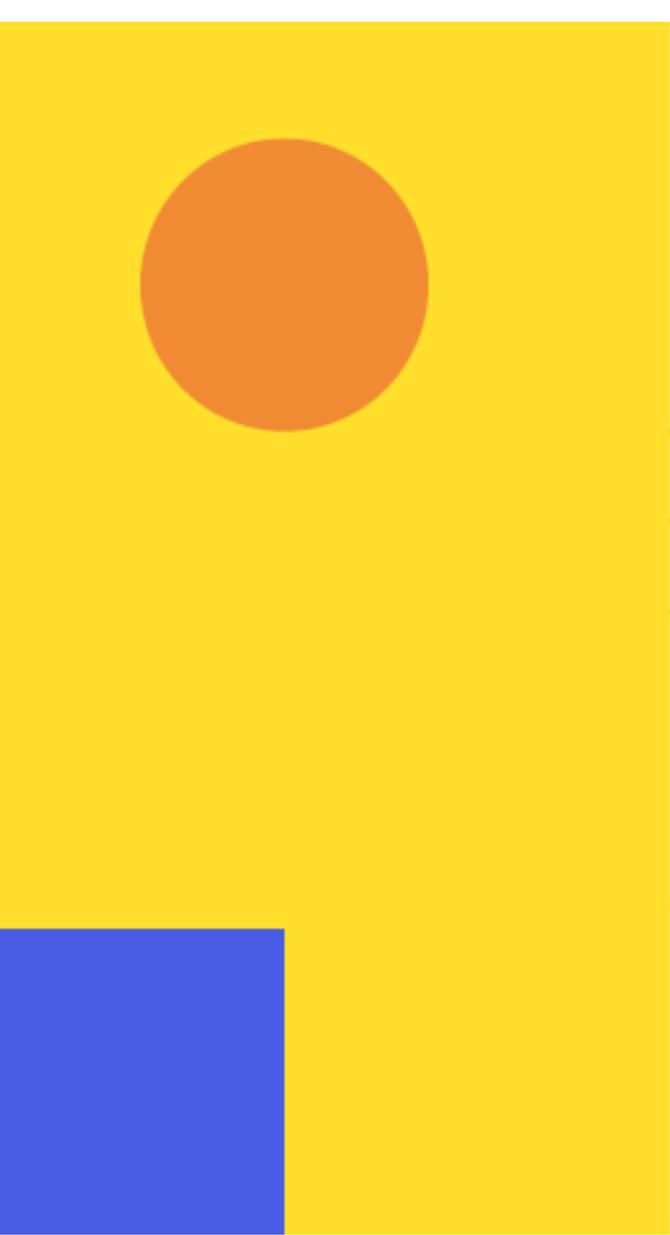
What time will you take lunch? What time will your day end?

Avoid distractions (close tabs, shut off social media, etc)

Transition to family time

Have designated space:

Having a space in the house purely for work can help you get into the right mindset. Working in leisure spaces like the bedroom or the couch can hamper productivity because the brain associates it with sleep or rest.



Tracking progress

Use a task list

Write a priority list of 3-5 items

Work on each item for 30-45 minutes

Take a 5 minute break

Seek advice and guidance from your direct manager on how some of these ideas can be incorporated.

Social isolation tips

Connect with co-workers by chat, video conference, schedule live team meetings

Take lunch away from work (close the computer)

Take a social break to talk to another person (by phone or video)

Check in with yourselves frequently, here are somethings to ask yourself each day:

Question: 1

What do you need today in order to show up as your best self?

Understanding your own emotions first and how it impacting you is critical.

Question: 2

What are my top 3 priorities for today?

Prioritize, prioritize, prioritize.

Question: 3

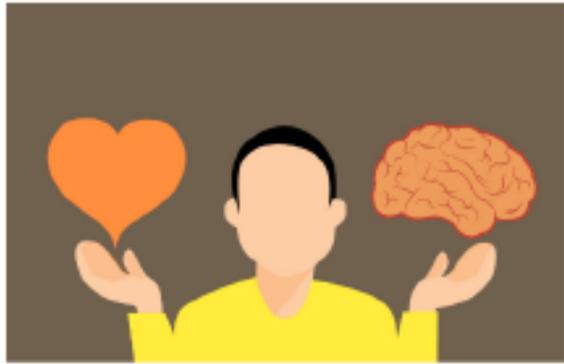
How can I include selfcare into my day?

Not only is this an opportunity to take care of yourself, reduce risk of burnout. This is also an opportunity to model healthy behaviors for your staff.

What are some of your current anxieties and fears?

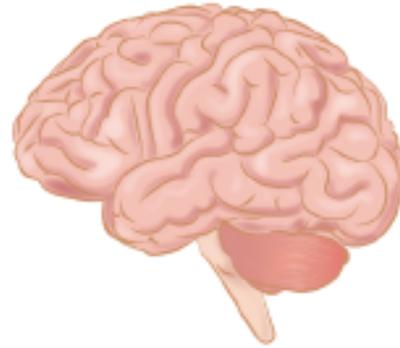
How are you managing them?

How anxiety and fear works



Feelings

+



Cognitions

→



Behaviors/ Performance

How to restructure your thoughts

The skill of **cognitive restructuring** teaches us how to challenge irrational thoughts in order to create healthier outcomes. The first step to challenging our irrational thoughts is to recognize when we are having them.

When you notice a cognitive distortion occurring related to COVID-19, challenge it. Awareness is key. Not allowing your thoughts to go to an extreme will give you greater control and peace. Instead, focus on what you can control and what is actually occurring. This will help ground you in reality.

Mindful strategies to managing your thoughts.



What causes worry?

Anxiety starts with a thought that trigger a stress response



Rate your anxiety

On a scale of 1-10 with one being slight and 10 as intense. Where does your worry fall?



Reasons to be anxious

What is the absolute worst that can happen? Write out the worse case scenario



Reasons not to be anxious

What are the reasons not to worry? What is the absolute best that can happen?



Re-rate your anxiety

Check in with yourself frequently, also take advantage of resources available to you



Change focus

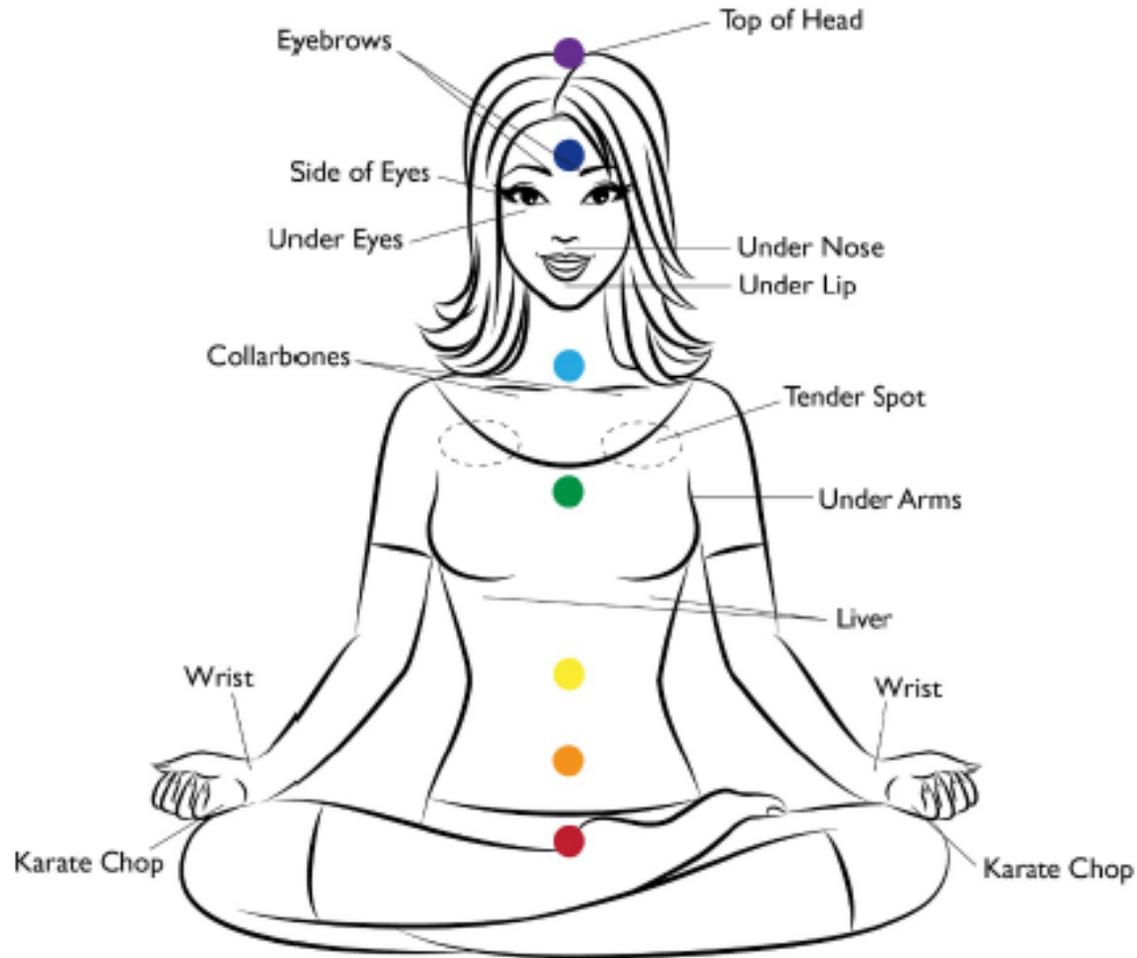
Find a distraction or engage in a hobby to focus your mind on something else

Tips to reduce anxiety and stress

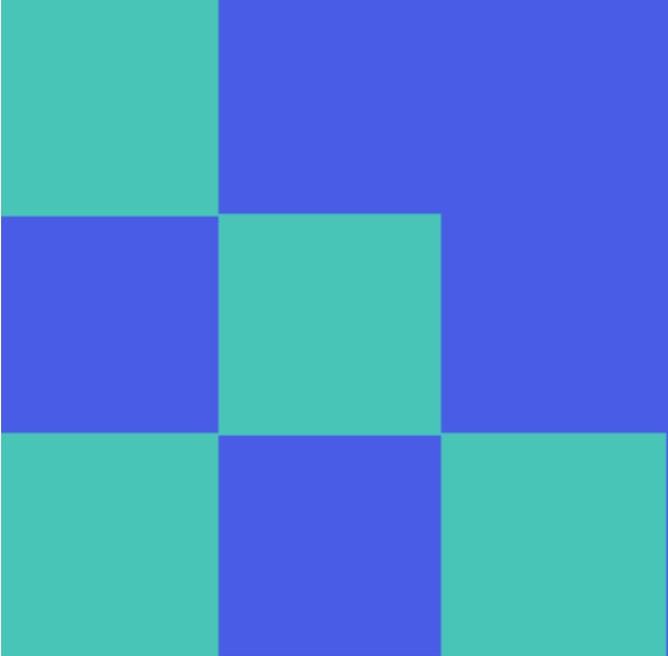
Take 5 (Mindfulness activity)

**Be present in the moment.
Observe your surroundings.**

TAPPING POINTS



Tapping (Mindfulness activity)



Questions

Stay In Touch with me!

www.animawehlcsw.com

<https://www.instagram.com/animawehl/>

<https://www.linkedin.com/in/animawehl/>

Volunteer Appreciation Video



Poll Questions

How long have you been a Self-Help Group Leader?

- 0-5 years
- 5-10 years
- 10-15 years
- 15+

What other ways do you engage with the National MS Society ?

- Walk
- Bike
- Programs
- Council/boards
- Development/fundraising/donating
- Other

What is your favorite thing about volunteering?

- Getting to know other people affected by MS.
- Helping to raise funds for research and programs.
- Raising awareness about MS
- Learning about new resources
- All the above

How many National MS Society locations have you volunteered in?

- 1
- 2
- 3
- 4
- 5+

What is your worst group Leader nightmare?

- No one showing up to your meeting.
- Presenter not showing up.
- Slides not working.
- Venue falling through.
- Forgetting refreshments



Our Guest Speaker



Philip Anzada

Manager, Community Engagement



National
Multiple Sclerosis
Society



YEARS OF PROGRESS

Virtual Resilience Program

A Volunteer Led Program

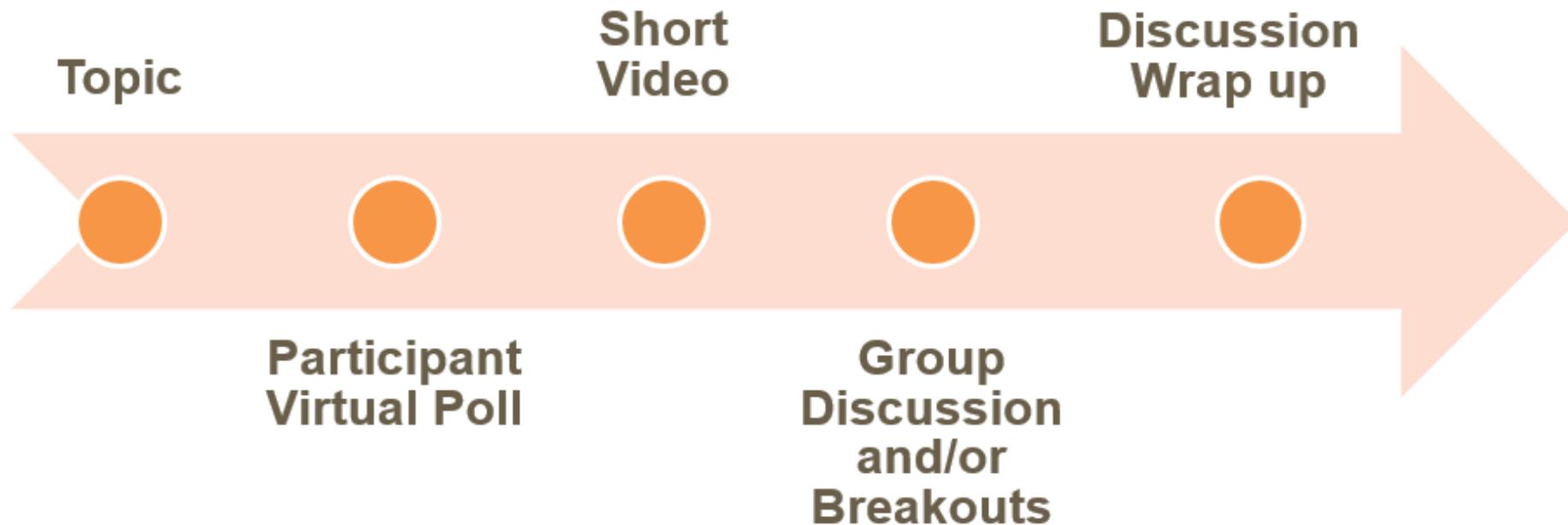
Virtual Version of the 2016 Resilience Program

- Discussion based program with opportunities to share personal experiences
- Goal is to learn from peers and to develop personal resilience plans

Sample Program Agenda

Discussion 1: What is Resilience?	20 minutes
Discussion 2: Finding Resilience Within	20 minutes
Discussion 3: Building and Nurturing Resilience	20 minutes
Discussion 4: Reflection	20 minutes

Virtual Discussion Structure



Virtual Resilience Toolkit

Available *soon* on the Peer Connections webpage

Discussion Guides

Discussion 1: What is Resilience?



Understand the definition of resilience and how it can be used in daily life. Resilience will look different for everyone but remains important in navigating difficult situations.

[View Guide](#)

Discussion 2: Finding Resilience Within



Learn how to use personal strengths to enhance resilience. Explore how certain skills can be applied to reframe hardships and overcome challenges.

[View Guide](#)



Register for one of the programs

- Programs will be listed on the calendar soon
- Most will occur through the Summer

The programs are intentionally small, so feel free to attend one anywhere in the country (they are virtual after all)



Connect with your staff partner

- Opportunities to lead future programs
- Training available for leading virtual programs

Even if you're not part of this first round of programs, let your staff partner know that you are interested in leading one in the future!

Questions?



- April 20 - Ask an MS Expert: MS 101 and Q&A
- May 18 – MS & My Family: Talking about MS
- June 15 – Navigating the Impact of MS: My Experience with My Parent’s MS
- July 20 – Engaging in the Movement to End MS: Ways Teens Can Be Involved with the MS Society
- August 17 – Increasing MS Awareness
- September 21 – Topic TBD



National
Multiple Sclerosis
Society



Society Resources
We are Here

Updated Connection Volunteer Website

For Peer Connections Volunteers

- › Resources for Peer Connections Volunteers
- › Call Archive
- › Educational Resources & Toolkits

SHARE [Like 3](#) [Tweet](#) [Share](#) 2

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 needing 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 tips for successfully hosting a self-help group, handling difficult conversations, and resources to share with participants for additional emotional support.

If you have any questions about the content below, please reach out to your staff partner or the Peer Connections Resource Team at PeerConnections@nmss.org. We're thankful to each of you for volunteering your time and passion!

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.

- April 16: New to MS - Join us and Dr. Nancy Hu, MS specialist at Georgetown University, to learn about current information on MS, MS presentation and symptoms, and answers to the most frequently asked questions.
- April 21: Veterans Program: Mood Changes & Mental Health - Join us for a conversation with Lindsey Knowles PhD, a psychologist and National MS Society Research Fellow at VA Puget Sound and University of Washington. Learn why and how people with MS experience changes in mood. Ashley Lee, a SHG leader in Florida, is going to be the moderator of this Program.
- April 21: (Spanish) - Join us as Dr. Jorge Correale, MS specialist, member of this group of experts, and Head of Neuroimmunology and Demyelinating Diseases at the Neurological Research Institute in Buenos Aires, Argentina, guides our discussion on what you need to know before getting the COVID-19 vaccine.



ANQUINETTE (R), DIAGNOSED IN 2013



ANDREW (R), DIAGNOSED IN 2013



GALEN, DIAGNOSED IN 2011

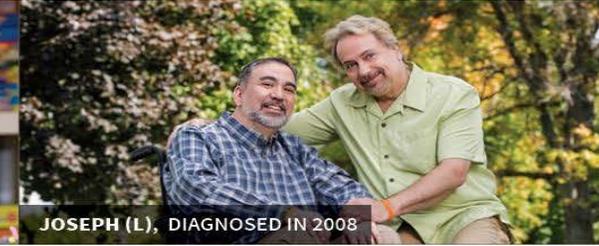
NATIONAL MS SOCIETY COMMUNITY



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



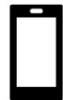
TIPS FOR SUCCESSFUL TELEMEDICINE

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

Connect with the National MS Society



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

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.