



National
Multiple Sclerosis
Society

Support Volunteers Drop-In Call

August 27, 2020

Hosted by:



Desiree Schnoor

Manager, Program
Implementation & Engagement

The screenshot shows the GoToMeeting interface. At the top, there is a 'GoToMeeting' logo, a 'REC' indicator, and window controls. Below that, it says 'SHGL Drop-in Calls' and 'View Who's Talking'. On the right side of the top bar, there are icons for participants (1), chat, settings, and a menu. An arrow points from the text 'Open Chat box' to the chat icon. Another arrow points from the text 'Camera and Audio settings' to the settings icon. In the center, there is a video thumbnail for 'Wenda Carlson' with the initials 'WC'. At the bottom, there are four icons: 'Mic' (muted), 'Camera' (off), 'Screen' (off), and 'Leave'. An arrow points from the text 'Mute/Share webcam/Leave' to a bracket above these four icons.

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

- **NEWS:** Going digital through December 31st
- We are here to support you! - New support email: peerconnections@nmss.org
- Connection Program Volunteer Website: <https://www.nationalmssociety.org/Resources-Support/Find-Support/Connect-with-Peers-One-on-One/For-Connection-Program-Volunteers>

Spotlight on MSFriends: Peer Connection Program



Hannah Taylor

Manager, Program
Implementation &
Engagement

What is MSFriends®?

One-to-one peer connection

Two ways to connect:

- Call in
 - 7 days a week
 - 9 a.m. – 12 a.m. ET
- Email
 - Get paired up



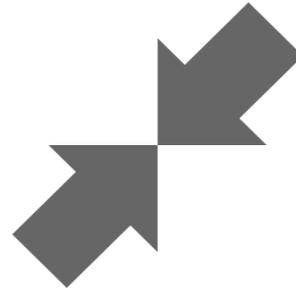
What's the difference?

	Contact Method	Contact With:	Provide	Availability
MSFriends	Phone, Email	Volunteer living with MS	Listening ear, one-on-one conversation	7 days a week 9 a.m. - 12 a.m. ET
MSNavigators	Phone, Email, Chat	Professional staff person	Resources, crisis support, financial assistance	Mon.-Fri. 9 a.m. - 7 p.m. ET
Self Help Group	Phone, Virtual	Volunteer with a relationship to MS	Community, group conversations	Scheduled meeting times

Benefits of an MSFriends Connection



Confidential
conversations at
times convenient
for you



Connecting with
volunteers who
know first-hand
what it is like to
live with MS



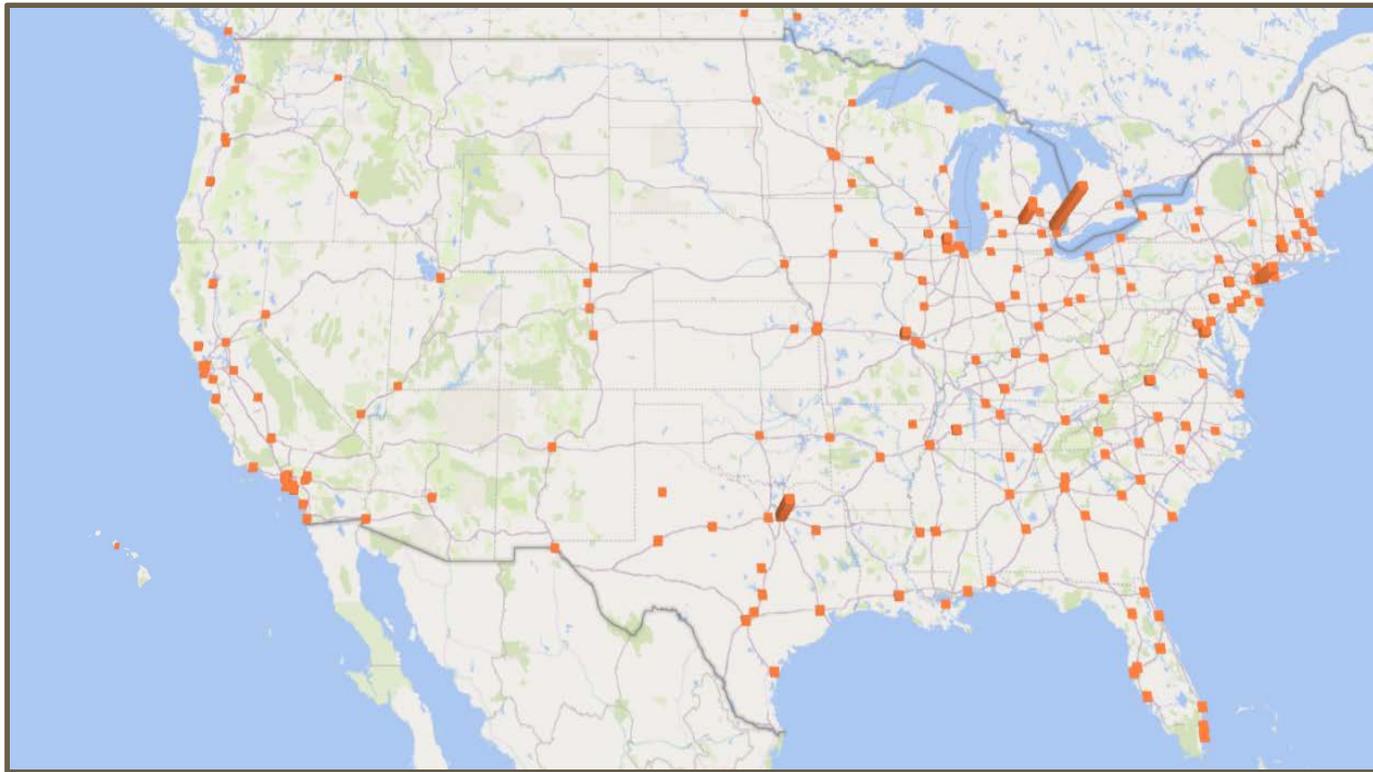
Building your
network of
friends

MSFriends by the Numbers

October to June — Unique Callers: 791

Calls Answered: Over 3000

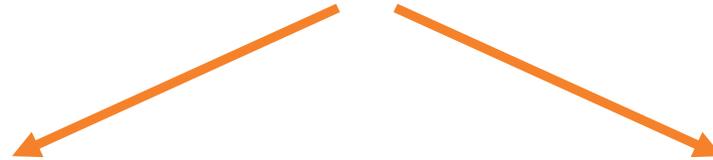
Impact of COVID-19: March to June — Call volume increased by 37%



Who should contact MSFriends?

Anyone Living with MS

new perspective, new support, new friend



Group Members

Expand their network of support

You!

Get the support YOU need

Who are MSFriends?

- 30+ volunteers
- Receive training
- Empathetic listeners
- Live with MS
- Helpers
- Sounding board





**National
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Meet an MSFriend

**A conversation with
Jim Liberty**

Find MSFriends on the Website

The screenshot shows the top navigation bar of the National Multiple Sclerosis Society website. The logo is on the left, followed by 'SIGN IN', 'TEXAS CHANGE LOCATION', and 'DONATE'. A search bar is on the right. Below the navigation bar is a menu with categories: 'What Is MS?', 'Symptoms & Diagnosis', 'Treating MS', 'Resources & Support', 'Living Well with MS', 'Research', and 'Get Involved'. The 'Resources & Support' category is selected, leading to a breadcrumb trail: 'RESOURCES & SUPPORT > FIND SUPPORT'. A 'SHARE THIS PAGE' button with social media icons is also visible.

Find Support

Connect with people who share common life experiences for support, education and mutual aid.

Carole
DIAGNOSED IN 2005

Find Support [Magnifying Glass Icon] [Magnifying Glass Icon] [Print Icon] **SHARE**

Peer Connections: One-on-One

MS affects everyone differently — that's why it is important to have someone you can count on to support you in the way that you need.

Learn More

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

Contacting MSFriends



Call 1-866-673-7436 (1-866-MSFriend)
7 days a week
9 a.m. – 12 a.m. ET



Email PeerConnections@nmss.org
to be paired with an individual



**National
Multiple Sclerosis
Society**

**Society Resources
We are Here**

Support for Leaders and Groups

- **We are going digital through December 31st**
- **Ongoing Drop In Calls**
 - Thursdays at noon PST/3EST
 - **No Call September 3rd**
 - September 10: Exercise and MS
 - September 17: MS Navigator Services
- **MS Navigator is available to help!**
- **Find Doctors and Resources Online**

Ask an MS Expert

Topic: Rehabilitation in MS

Friday, August 28th 10:00 a.m. PT/1:00 ET



Lacey Bromley, PT, DPT, PhD, NCS, MSCS

Physical Therapist with Susan Bennett Physical Therapy and Associates. Adjunct faculty member in physical therapy at the University at Buffalo and at D'Youville College

Black MS Experience Summit

What Is the Black MS Experience Summit?

Being Black and living with multiple sclerosis brings unique challenges and experiences. From scientific and clinical differences in the disease itself to stark inequities in the healthcare system and beyond. The Black MS Experience Summit is an opportunity to connect with others who understand the distinct experience of life with MS as a Black person.

Throughout this interactive, three-day virtual event, we will forge powerful connections, learn from leading scientific and healthcare experts and give voice to the unique needs of our community.

Website Landing Page

www.NationalMSSociety.org/BlackMSEExperience



Black MS *Experience*
Summit

September 22 - 24
A Virtual Event
#BlackMSEExperience

[Register Now](#)

Being Black and living with multiple sclerosis brings unique challenges and experiences. From scientific and clinical differences in the disease itself to stark inequities in the healthcare system and beyond. The Black MS Experience Summit is an opportunity to connect with others who understand the distinct experience of life with MS as a Black person. Throughout this interactive, three-day virtual event, we will forge powerful connections, learn from leading scientific and healthcare experts and give voice to the unique needs of our community.

Who Should Attend

This program is being offered to individuals and families affected by MS in the Black and African American Communities. Join us to learn, connect and engage with others while creating a safe space to be seen, heard and understood.

Registration Details

There is no cost to attend, and attendance is not mandatory for all sessions. Attend as many sessions as you are able. Registration includes both live and recorded video access to entire program.

Connection Volunteer Website

For Connection Program Volunteers

Peer Connections:
One-on-One

> For Connection
Program Volunteers



SHARE

Like 2

Tweet

Share

11

IN THIS ARTICLE

- > Resources for volunteers
- > Recorded All Society Leader Calls
- > MS 101 Webinars
- > Group meeting discussion guides and toolkits

Emotional Support Resources

- [Happy the App](#)
- [Find Doctors and Resources Tool](#)
- [Facebook Group: National MS Society Community](#)
- [MS Navigator is available to help!](#)
- [HelpPRO](#)
 - Online search tool
- [Behavioral Health Treatment Services Locator](#)
 - Nationwide behavioral health services & resources
- [NeedyMeds.org](#)
 - Mental Health clinic locator

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