Welcome to the National MS Society

Peer Connections Volunteer Training

Welcome to the National MS Society
What to Expect Today

- Welcome to the Society
- The Society’s Work
- Peer Connections Volunteer Overview
  - Resources
  - Expectations
  - Next Steps
Ambassadors in the MS Community

National MS Society volunteers increase reach, build awareness, expand organizational capacity and accelerate progress.

As representatives of the Society, MS Ambassadors work in their communities to promote collaboration, innovation, diverse perspectives and, most of all, a relentless resolve so people with MS can live their best lives.
MS AMBASSADOR INITIATIVE

EMPOWER
Prepare volunteers to be engaged, connected and able to identify MS community needs

ENGAGE
Connect communities to our work in fueling progress, building diversity and solving everyday challenges of MS

BUILD
Increase trust and confidence among MS community members so they are inspired to take action

EDUCATE
Ensure that more people affected by MS are equipped with information and resources

Together We Are Stronger.
Welcome to the Society
Diversity, Equity and Inclusion

- The National Multiple Sclerosis Society is a movement by and for all people affected by MS.
- Our voices and actions reflect diversity, equity and inclusion.
- We welcome diverse perspectives.
- We actively seek out and embrace differences.
- We want everyone to feel respected and be empowered to bring their whole selves to ensure we make the best decisions to achieve our vision.
Inclusion Policy

At the National MS Society, we are committed to embedding diversity, equity and inclusion in everything we do, and we have zero tolerance of any ill treatment towards any person in the MS movement.

Everyone who shares our vision of a world free of MS is welcome here. Hatred is not.

This work is a journey requiring commitment, accountability, transparency and courage. We know it will not be easy, but we are going to do it anyway. We are not striving for perfection, only intention and action as we move forward. We extend grace and empathy to everyone who wants to join us on this journey of learning, growth and change. However, we will not tolerate acts of harassment and discrimination.

The National MS Society is here for every person with MS — we always will be — until we find a cure. We embrace and are committed to bringing our entire MS community together, representative of all the dimensions of diversity, so that everyone feels at home and supported by their National MS Society.
Diversity at the Society

Dimensions of Diversity

Internal
- Age
- Gender
- Race
- Ethnicity
- Sexual Orientation
- Gender Identity
- Disability
- Family Status

Extrinsic
- Education
- Occupation
- Income
- Social Status
- Military Status

Organizational
- Culture
- Leadership
- Policies
- Practices

Together We Are Stronger.
Cultural Values

• Act with urgency to solve the challenges of people affected by MS
• Leverage our influence to provide collaboration, inspiration and intentional leadership
• Prioritize diversity, equity and inclusion
• Innovate and continuously learn
• Deploy resources to their greatest potential with integrity and accountability
Our Vision:
A world free of MS.

Our Mission:
We will cure MS while empowering people affected by MS to live their best lives.
Overview
Connect with the National MS Society

facebook.com/nationalMSsociety

instagram.com/MSsociety

linkedin.com/company/national-MS-society

twitter.com/MSsociety

youtube.com/nationalMSsociety
The Society’s Work
Fiscal Year 2022-2024 Strategic Plan

- Improve access to personalized, affordable, high-quality MS healthcare
- Empower people affected by MS to solve everyday challenges
- We will cure MS while empowering people affected by MS to live their best lives
- Strengthen the MS movement through more and deeper connections
- Accelerate cures through global leadership

Together We Are Stronger.
Empower people affected by MS to solve everyday challenges

All people will be informed, connected and supported by loved ones, their communities, their healthcare providers and the Society so they can live their best lives.
Connection Opportunities

Community, education and group conversations
Find a group in your area or online »

Self-Help Group
Regularly scheduled

Online Communities
24/7 online

MSFriends®
Scheduled with a volunteer partner

MS Navigator®
Monday–Friday, 9 a.m.–7 p.m. ET

Find community anytime — anywhere
Find an online MS community »

Education, resources and support
Call 1-800-344-4867
Learn more »

Connect with others who understand MS
Build your network of support
Get connected

Listening ear, one-on-one conversations
Learn more »

Together We Are Stronger.
Services and Support: MS Navigator®

Support is one-on-one and customized to each individual and family—because every person’s experience with MS is different.

- MS Navigator Number: 1-800-344-4867
- Hours of Operation: 9 a.m. - 7 p.m. ET, Monday-Friday
- MS Navigator Online Chat: nationalMSsociety.org
- MS Navigator Email: contactusnmss@nmss.org
The National MS Society offers a variety of educational programs and content for people affected by MS.

Programs can be accessed in person, virtually or on demand.

Programs connect members of the MS community and provide information and resources that help empower individuals to navigate every step of their journey.
Accelerate cures through global leadership

- Global partnerships
- Research milestones
- Better quality of life
- Restore lost function
- Early detection and prevention
Research

- The Society is a driving force of MS research and treatment to stop disease progression, restore function and end MS forever.

- The complexity of MS necessitates a comprehensive approach that will uncover solutions for everyone.
Strengthen the MS movement through more and deeper connections

- Increased public awareness and confidence in the Society
- More engaged and meaningful experiences
- Expand and increase revenue
MS Awareness

• Increasing awareness to change the world for people living with MS is key
  ▪ 1:1 conversations
  ▪ Story sharing
  ▪ Social media

• MS Awareness Week: March
• World MS Day: May 30
Improve access to personalized, affordable, high-quality MS healthcare

- Decrease time to diagnose MS
- Increase access
- Reduce health disparities in treatment
- Support personalized, evidence-based treatment plans
- Advance legislation and health policy
## Find Doctors & Resources

**What You’ll Find**

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<thead>
<tr>
<th>Category</th>
<th>Support Type</th>
<th>ZIP Code</th>
<th>Distance</th>
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<tbody>
<tr>
<td>Healthcare Providers</td>
<td></td>
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<td></td>
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<tr>
<td>Legal Resources</td>
<td></td>
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<td>Financial Assistance</td>
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<td>Home Care &amp; Housing</td>
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<td>Medical &amp; Assistive Equipment</td>
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**Find Doctors and Resources**

- **Healthcare Providers**: Medical providers that specialize in the diagnosis and treatment of conditions and symptoms related to MS.
- **Legal Resources**: Attorneys and legal services with expertise in claims and civil matters related to MS.
- **Mobility & Accessibility**: Services and providers for home accessibility, ramps, elevators and lifts, transportation, vehicles and mobility equipment.
- **Independent Living**: Local aging services that also serve individuals with disabilities of any age, centers offering independent living skills training, personal advocacy, information and referral and peer counseling and access to service dogs.
- **Emotional Support**: Licensed professionals and community-based programs providing caregiver support, family support and education.
- **Financial Assistance**: Programs offering financial assistance, grants or loans for accessibility, housing and pharmaceutical needs.
- **Home Care & Housing**: Assisted living facilities, chore and personal care assistance, and adult day care programs.
- **Medical & Assistive Equipment**: Durable medical equipment, incontinence supplies, wheelchairs (power and manual), scooters, home lifts, aids to daily living products such as reachers, adaptive eating utensils, canes and walkers, and cooling vests/cooling equipment.

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**Together We Are Stronger.**
Advocacy

- MS Activists:
  - Over 35,000 MS Activists nationwide
  - Multiple volunteer roles
  - Action Alert Network
  - Public Policy Conference
  - State Action Days

- Advocacy issues can include:
  - Access to telehealth
  - Access to medication and medication costs
  - Regulatory support of MS research
  - Caregiver support
Additional meaningful ways to be engaged in the MS movement …

- Community member
- Corporate support and partnerships
- Educational program support
- Event support
- In-office support
- Interns
- Participant in research studies
- Peer connections volunteers
- And more!
Peer Connections Volunteers
Ongoing Support Resources

• Peer Connections Resource Team: peerconnections@nmss.org

• Peer Connections Volunteer Website
  • www.nationalMSsociety.org/peerconnectionsvolunteers

• Ongoing Communication from your Staff Partner
  • Monthly Newsletters, Ongoing Correspondence, Scheduled Touchpoints

• Peer Connections Volunteer Facebook Community for Self-Help Group Leaders & MSFriends

• MS Warriors- Support Group for Group Leaders

• Monthly Zoom Calls for MSFriends

• National MS Society Moderators Facebook Group for Online Community Moderators
Resources for Peer Connections Volunteers

- Resources for Peer Connections Volunteers
- Group Leadership Call Recordings
- Educational Resources & Toolkits

IN THIS ARTICLE
- Peer Connections Volunteer Resources
- Society Policies
- Community Resources to Share
- Challenging Conversations & Crisis Support
- Recursos Para Voluntarios
Expectations

• Training
  • Complete all Peer Connections Volunteer training requirements

• Uphold Society Guidelines
  • Confidentiality
  • Diversity, Equity and Inclusion - provide safe, supportive and inclusive opportunities and spaces in your community
  • Code of Conduct

• Be a positive representative of the Society in the community

• Respond to Society communication consistently and respectfully

• Do not give medical advice

• Accessibility
Community Disclaimer for Peer Connections Participation

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 shared during community connections does not necessarily reflect the views or official position of the National Multiple Sclerosis Society, nor carry the endorsement or support of the Society.

By choosing to participate in National MS Society-governed self-help groups, MSFriends® paired connections, and 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.

To protect your privacy and the privacy of others, please do not record, take screenshots, or share personal information with anyone other than your staff partner.

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 an MS Navigator at 1-800-344-4867 or visit our website at www.nationalMSsociety.org
Thank you!