Support Volunteers Drop-In Call
August 27, 2020

Hosted by:

Desiree Schnoor
Manager, Program 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

• **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?

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

A conversation with Jim Liberty
Find MSFriends on the Website

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
Society Resources
We are Here

National Multiple Sclerosis Society
Support for Leaders and Groups

• **We are going digital through December 31**

• **Ongoing Drop In Calls**
  – Thursdays at noon PST/3EST
  – **No Call September 3**
  – 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/BlackMSExperience

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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

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