



National
Multiple Sclerosis
Society

Online Community Moderator Facebook Group Training



What to Expect in this Training

- What is an online community?
- Review online community moderator responsibilities
- Online Community moderator basics and moderator tools
- Monitoring discussion
- When to respond to posts
- Using the NMSS Facebook Moderators Community



What is an online community?

It is a group of people, from all different backgrounds and histories, who have typically never met, yet are held together by a common interest, life experience, or goal. The NMSS online communities are **Communities of Circumstance**, i.e., they offer individuals the chance to connect with other members who share similar life experiences to them (affected by MS). They are a space to share advice, support, personal experiences, and relevant information, and resources.



What is the purpose of the NMSS online communities?

1. To create a safe and inclusive space for people affected by MS to connect with one another and offer support
2. To support those affected by MS by creating awareness of MS Society's resources and as a trusted partner
3. To meet people affected by MS where they are and providing a resource when they need it





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Online Community Moderator Basics



Online Community Moderator Volunteer Responsibilities

- Engage with online communities through positive support (reactions, words of encouragement)
- Respond to members posts, comments, and direct messages with Society resources
- Flag Society staff if there are negative, concerning or aggressive discussions, posts, or messages
- Join the NMSS Facebook Moderators Community
- Attend regular check in meetings with staff
- Participate in ongoing learning opportunities and trainings as needed

Manage Group



National Multiple Sclerosis
Society Community

🔒 Private group



Review of the Community

The image shows a screenshot of the Facebook interface for the National MS Society Community. On the left is a dark sidebar with navigation options: 'Browse', 'Manage 3', 'Community home', 'Overview', 'Admin tools', 'Admin Assist' (2 actions, 5 criteria), 'Member requests' (0 new today), 'Badge requests' (0 new today), 'Membership questions', 'Pending approvals' (0 new today), 'Potential spam' (0 new today), 'Scheduled posts', and 'Activity log'. The main content area features a header with three member photos: ANQUETTE (R), DIAGNOSED IN 2013; ANDREW (R), DIAGNOSED IN 2013; and GALEN, DIAGNOSED IN 2011. Below this is a large orange banner with the text 'NATIONAL MS SOCIETY COMMUNITY'. Underneath the banner are three photos: a woman with a child, a woman in a store, and a man with a woman. Below the photos is the text 'Group by National Multiple Sclerosis Society'. The group name 'National Multiple Sclerosis Society Community' is displayed in large white text. Below the name is a row of member profile pictures and a '+ Invite' button. A navigation bar contains 'Discussion' (selected), 'Featured', 'Members', 'Events', 'Media', and 'Files'. At the bottom, there is a text input field with the MS logo and the placeholder 'Write something...', and an 'About' section with the text 'Welcome to the National MS Society Community Group! This community provides a space for everyone affected by MS to share...'.

Browse **Manage 3**

Community home

Overview

Admin tools

Admin Assist
2 actions, 5 criteria

Member requests
0 new today

Badge requests
0 new today

Membership questions

Pending approvals
0 new today

Potential spam
0 new today

Scheduled posts

Activity log

ANQUETTE (R), DIAGNOSED IN 2013

ANDREW (R), DIAGNOSED IN 2013

GALEN, DIAGNOSED IN 2011

NATIONAL MS SOCIETY COMMUNITY

Group by National Multiple Sclerosis Society

National Multiple Sclerosis Society Community

+ Invite

Discussion **Featured** Members Events Media Files

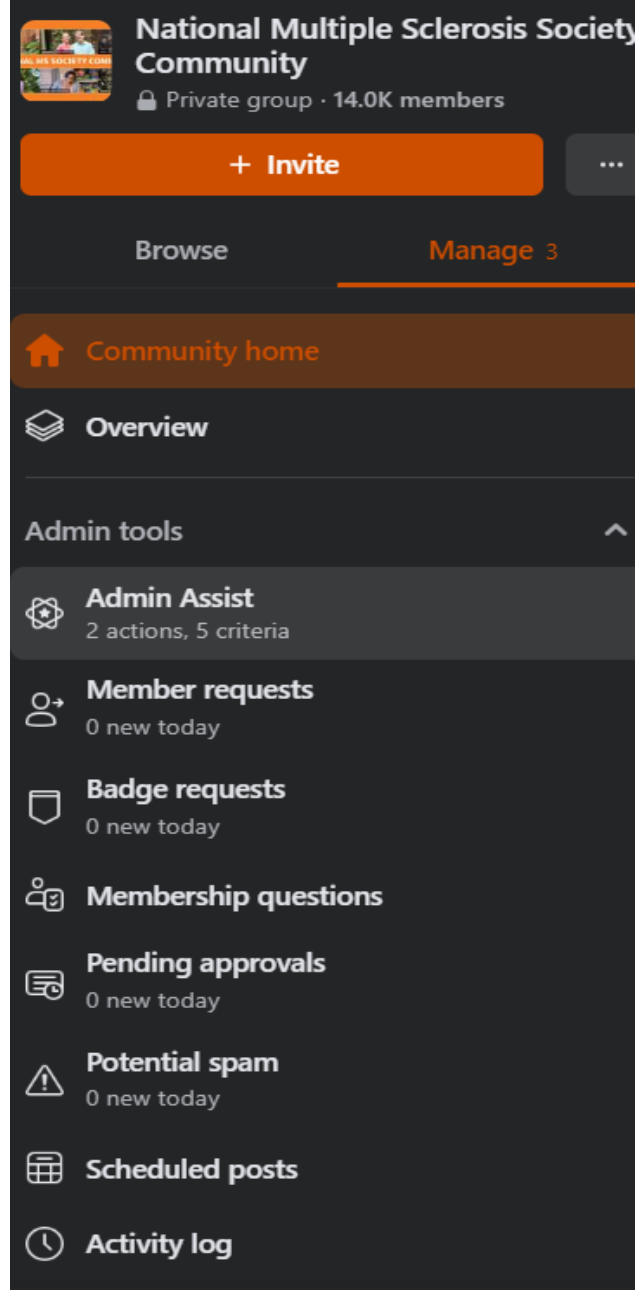
MS Write something...

About

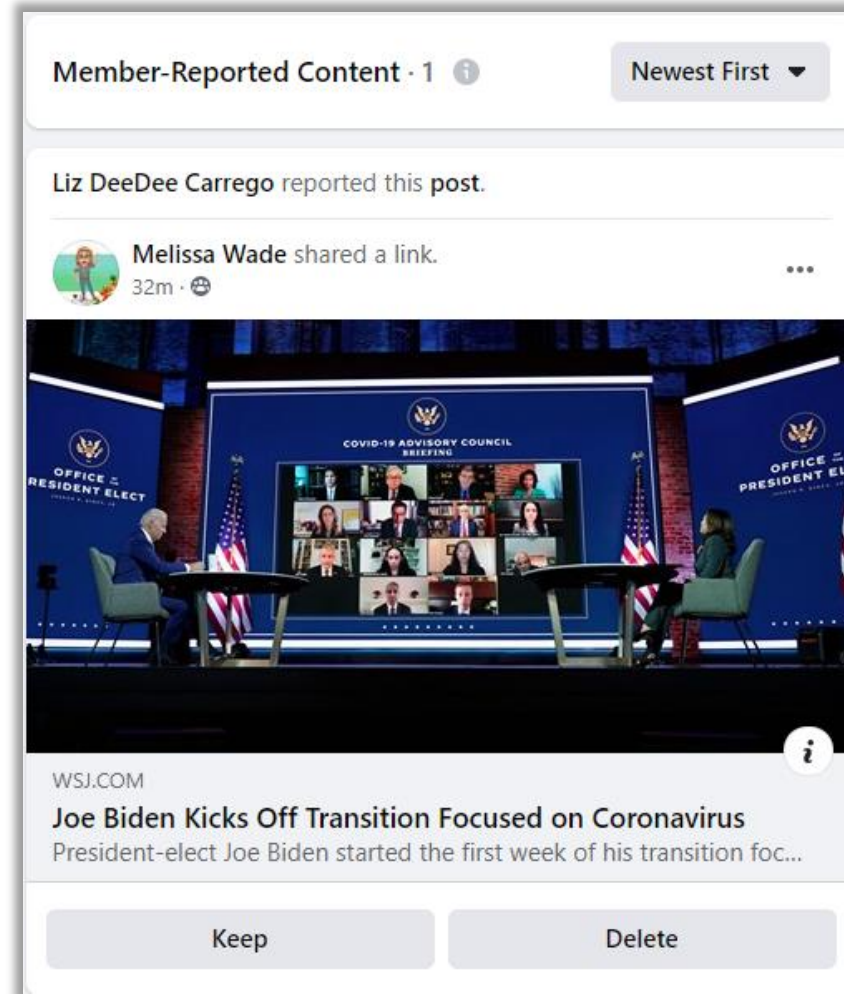
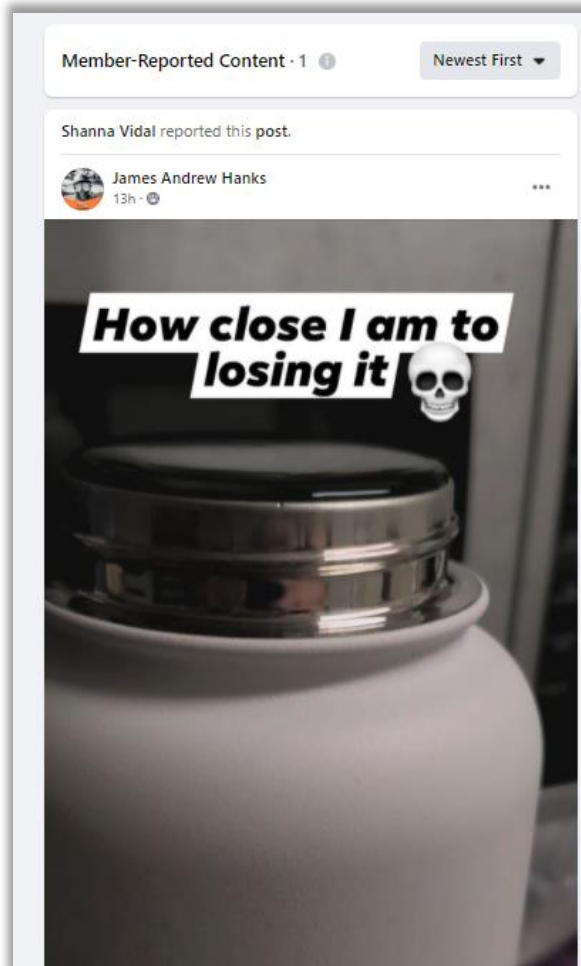
Welcome to the National MS Society Community Group! This community provides a space for everyone affected by MS to share...

Moderator Tools

Familiarize yourself with the moderation tools – though you won't use all of them




Member-Reported Content



Moderation Alerts

- Certain phrases/words
- Most of the time they are okay to keep
- Help us identify when we might need to respond
- Occasionally they identify a potential issue in the group


Keyword in this comment: "alone"

 Dustin Clark
4h

Yes. I am embarrassingly willing to share I have now a coupe of times not been able to "make it." For me it is maybe like you where I don't know why this moment I can't seem to control it, and then you are shamefully trying to get out and go home. My ex started to carry a larger purse so she could carry for me an extra pair of shorts. You are not alone.

Keep Remove


Keyword in this comment: "cannabis"

 Chris Gerard
6h

Are you doing cannabis or CBDs for pain?

Keep Remove

Keyword in this comment: "diagnosed"

 Toni H
6h

I was diagnosed last year too but struggled with heat intolerance for the past few years . I feel the same type of way physically and mentally ! Well said ❤️❤️

Keep Remove




Looking through someone's group profile

Thomas Bellas

Group Posts View Main Profile ...

Intro
Member of National Multiple Sclerosis Society Community since July 21, 2020

Recent Photos



Recent Activity

- Thomas Bellas liked Bryant Riddle's post: "Good morning to all"
- Thomas Bellas commented on Annie Jones's post: "With PPMS it's always on. No rest for the wicked."
- Thomas Bellas reacted to Annie Jones's post: "Does anyone feel terrible for months, then you feel fabulous compared to before?"


Group Posts

Thomas Bellas National Multiple Sclerosis Society Community
Yesterday at 1:29 AM · 🌐

I'm an optimistic person, I always have been. People wonder how someone who has PPMS and is bedridden be optimistic? After all, it's incurable.

I am also a person who has hope, people ask me what can you hope for? After all, it's only going to progress, it will never loosen its grip on you, it will only tighten its hold. It's claws will only sink deeper.

I am a dreamer, a believer that there is always love, smiles and warmth. When a person touches me, when I feel that sof... [See More](#)



👍❤️👍 77 19 Comments



Monitor, Engage and Respond

National Multiple Sclerosis Society Admin
Delanie Robertson Welcome to the community! A new diagnosis can be overwhelming. We have information to help you take the next steps in your journey with MS.
<https://www.nationalmssociety.org/Resources-Support/Library-Education-Programs/Knowledge-is-Po...>
See More



NATIONALMSSOCIETY.ORG
Knowledge Is Power



You and 69 others

31 Comments

Care

Comment

National Multiple Sclerosis Society Admin
Niqua Jones As you can tell, quality sleep is important to maintaining overall health and wellness but sometimes it's hard to get; sleep difficulties are actually more common in MS than in the general population. For management techniques and treatment options, feel free to visit our website:

<https://www.nationalmssociety.org/.../Diet-Exercise.../Sleep>



NATIONALMSSOCIETY.ORG
Sleep





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Monitoring Discussion



Group Rules

1 Be Nice

We're all in this together to create a welcoming environment and everyone's experience with MS is different. Let's treat each other with respect. Healthy debates are natural, but kindness is required.

2 No Hate Speech or Bullying

Make sure everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things like race, religion, culture, sexual orientation, gender, identity or political views will not be tolerated.

3 Evidence-Based Resources

We are a science and research-based community. Feel free to share your personal experiences, but we will not support unsubstantiated theories or ideas.

4 Respect Everyone's Privacy

Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. What's shared in the group should stay in the group.

5 Sharing Community Resources

You are welcome to share resources that can benefit the MS community, but the selling of products or services are not allowed and will be removed.

6 No Donation Solicitation

Refrain from posting donation requests for fundraising events, crowdfunding platforms, or other personal, professional or team sites.

7 No Spamming or Excessive Posting

Spam, self-promotions, requests for surveys, irrelevant links, etc. are not allowed and will be removed. Excessive posting from one individual in a short time frame may also be removed as spam.

8 Consent to Contact

By choosing to participate in National MS Society-governed 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.

9 Moderator Discretion


Moderators reserve the right to remove anything that does not reflect the purpose of the group. If you're unsure about any posts you create, you can reach out to community@nmss.org. You can find the Society's social media guidelines here: <https://ntlms.org/Guidelines>.



Group Rules


7 No Spamming or Excessive Posting

Spam, self-promotions, requests for surveys, irrelevant links, etc. are not allowed and will be removed. Excessive posting from one individual in a short time frame may also be removed as spam.


 [Redacted Name]

After my Multiple Sclerosis diagnosis 2 years ago, i stopped all the Multiple sclerosis medicines prescribed due to severe side effects, and decided to go on natural herbal approach. My primary care provider introduced me to Dr Oduwa and i immediately started on their Multiple Sclerosis herbal formula treatment, this herbal treatment has made a tremendous difference for me. My symptoms including shaking, muscle weakness, fatigue, mood swings, numbness, double vision and urinary retention all disappeared after the 4 months treatment! contact Dr Oduwa the herbal healer at { info@droduwaherbalhome. com } you can visit his website at <https://droduwaherbalhome. com/order-online-today/>


Like · Reply · 7h

 [Redacted Name]

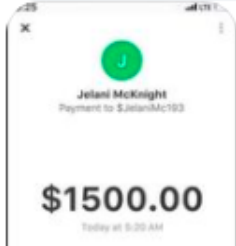
All thanks to Dr ikram for what he has done for me, he cured me from kidney stones with the herbal mixture, i ordered from him, now I'm perfectly okay no more kidney stones again you can contact him for any kind of disease
Email: drikram441@gmail.com or Facebook page
👍👍👍
<https://www.facebook.com/Dr-ikram-natural-remedies-106326857887109/>

 **Dr ikram natural remedies**
1 ★ · Health & Wellness Website

Like · Reply · 15m

 [Redacted Name]

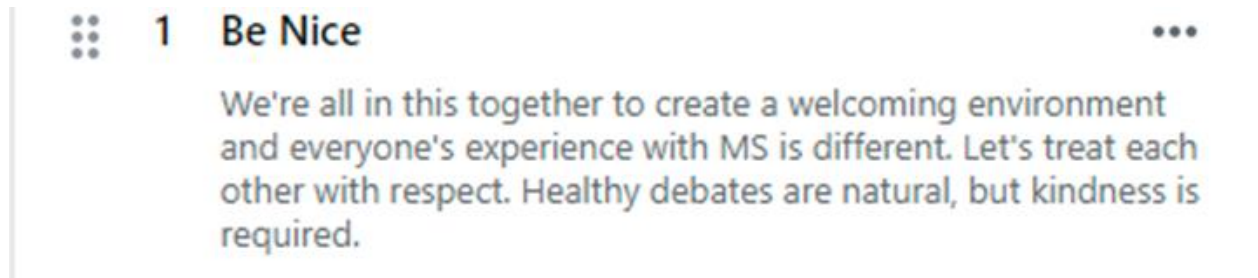
STIMULUS!!!
Congratulations to the lucky winners yesterday due to COVID-19 we're still giving out a payment of \$600 to \$5000 I'm only helping first 70 people to comment CASH just like we did yesterday it starts now...Comment Cash





Responding to Rule Violations

“Be Nice” comment (directly from rules) for heated conversations

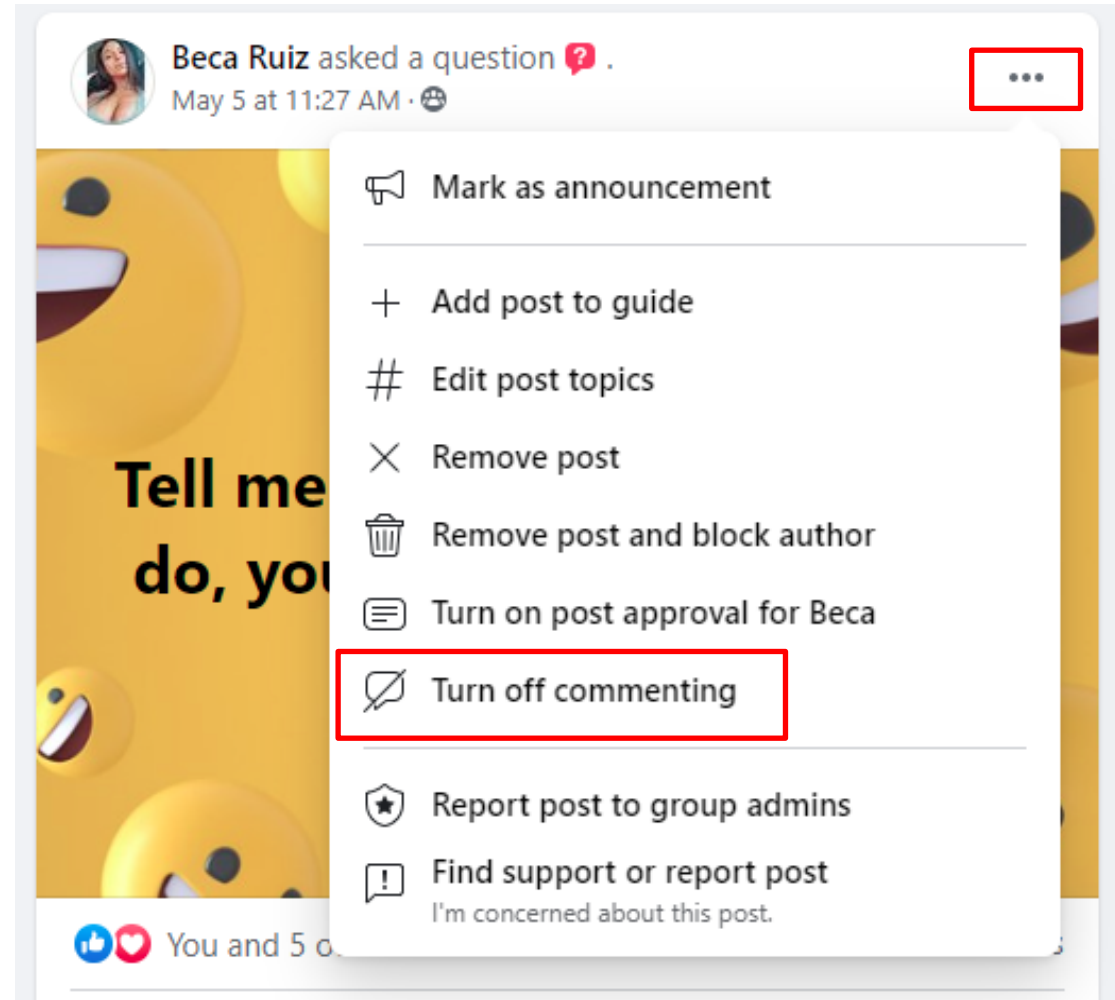




Other Steps:

- Reporting incident to Moderators
 - Turning off comments
- * Removing post/comments
 - * Removing members
- *Generally reserved for staff admins














Turning Off Comments



Beca Ruiz asked a question  .
May 5 at 11:27 AM · 

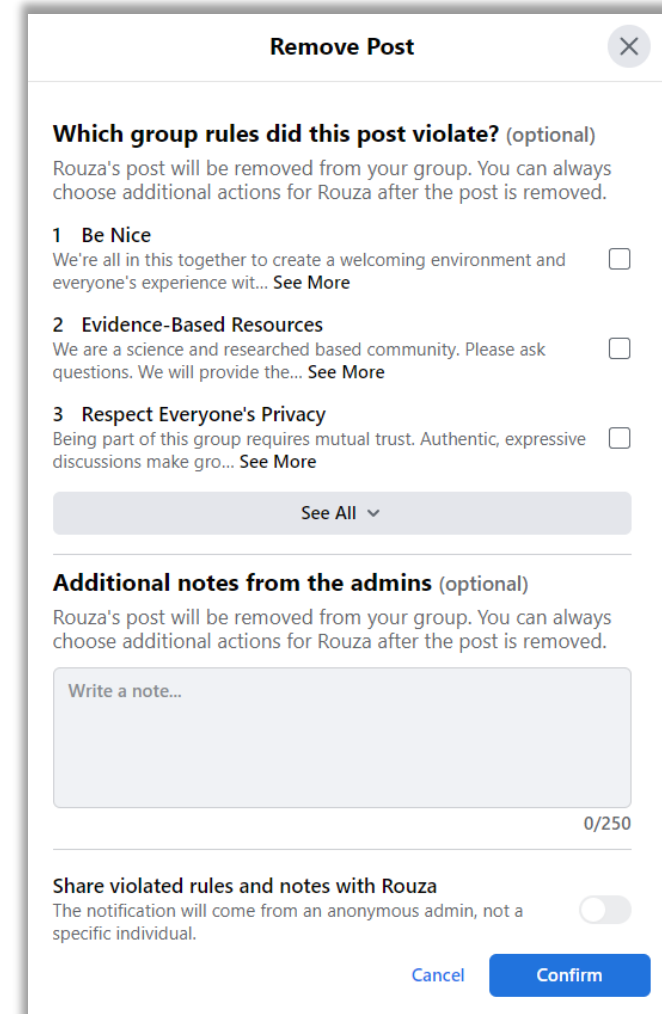
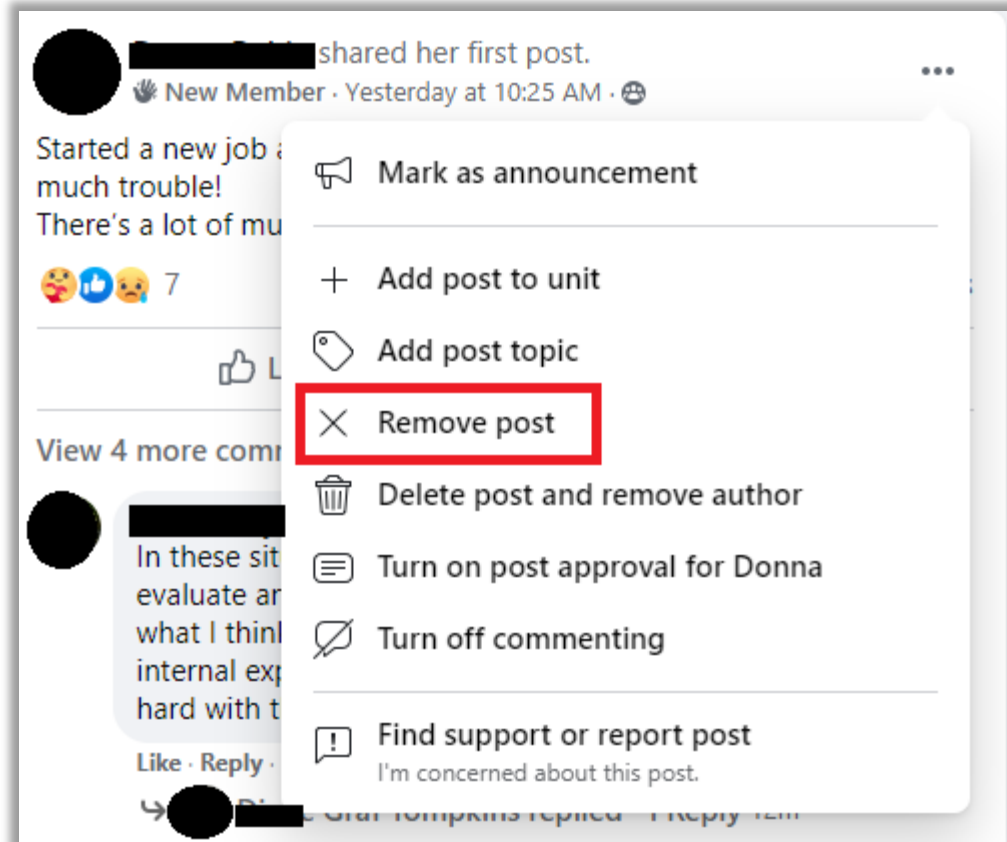
**Tell me
do, yo**

-  Mark as announcement
-  Add post to guide
-  Edit post topics
-  Remove post
-  Remove post and block author
-  Turn on post approval for Beca
-  **Turn off commenting**
-  Report post to group admins
-  Find support or report post
I'm concerned about this post.

  You and 5 o



Moderation - How to Remove Rule Violations





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When to respond to posts



When to Engage or Respond

Generally, you should respond to posts that include

- Any sort of crisis/depression
- New to MS/Newly Diagnosed
- Finding Society groups or providers
- No comments from others (regardless of topic)
- Any moderation alerts that requires a moderator response (i.e., crisis, Newly Diagnosed, etc.)
- Anything else that resonates with you or if you want to contribute!



Crisis/Depression

Feeling really depressed today I have lost hours at work since I have dx. I can not get them back. I thought I had found another job. My background check came back clear I was suppose to receive an onboarding email which I never did. So I guesse that out yhe window. I try talking to the hubby but all he wants to do fight. I just want to give up I feeling defeat done with life. Not sure what to do or were to turn how do you get pass this. Mind you my current employer wants me gone. I know this and talking to the hr department dose nothing I was told we could just demoted you I'm so.done with life. I am told that having this written down and out in the open will limit me. I will never get a new job or anything else and I can be denied things. I will never get disability approved. So what am I supposed to do I am running out of money quickly I am scared for my future.

😞😞 24

18 Comments





National Multiple Sclerosis Society ✓



I'm so sorry to hear that you're struggling and want you to know that you don't have to go through this alone. In addition to the support you'll find on this group, the Society has resources and support to help people get through difficult times. I'd like to urge you to call our MS Navigators to find out more 1-800-344-4867. There is also a crisis helpline that you can call 24 hours/day 1-800-273-TALK (8255). I hope you're able to find the support and hope needed to get through this time.



New to MS/Newly Diagnosed


asked a question  .
34 PM ·  ...

Hi there, I am newly diagnosed with MS and will be meeting with my Dr. in 2 weeks to figure out a treatment plan. I have seen a lot of people mentioning Ocrevus with a lot of positive outcomes with it. Has anyone tried Kesimpta? Any suggestions or help is much appreciated on any treatment plans as all of this is new and overwhelming to say the least.

  3

9 Answers




National Multiple Sclerosis Society Admin
thank you for sharing. We know a new diagnosis can be overwhelming. We're here if you ever need us and hope you find support in this community. If you need additional support, resources or information, our MS Navigators are here for you as well:
<https://ntlms.org/MSNavigator> 





NATIONALMSSOCIETY.ORG
Ask an MS Navigator





Like · Reply · Commented on by Amy Stock  · Remove Preview · 3w



Finding Society groups or providers


asked a question  .
3 at 1:45 AM ·  ...

Hello everyone! I am new to this group. I was diagnosed in 2019 with RRMS and started on Copaxone in May 2020. Since I decided to stay in Oahu, Hawaii, for the next few years, I wondered if there are any professional MS specialists or clinics on this island. Is there any remote or in-person MS group on Oahu? Since I am newly diagnosed, I need to learn about MS and connect with more people. Please help me out! Thank you! 🙏🙏🙏


  2 2 Answers




National Multiple Sclerosis Society Admin
Hi [redacted], thanks for sharing! I wanted to let you know about the Society's Find Doctors and Resources Tool. This tool will let you plug in your zip code, geographic mile radius of travel you're willing to travel, and specified providers you're searching for. Find out more here: <https://www.nationalmssociety.org/.../Find-Doctors-Resources>




NATIONALMSSOCIETY.ORG
Find Doctors & Resources

 2


Like · Reply · Commented on by Morgan Lerdahl  · Remove Preview · 2d




National Multiple Sclerosis Society Admin
You can also find local self-help groups right on our website! You can locate a group near you here: <https://www.nationalmssociety.org/.../Join-a-Local...>






NATIONALMSSOCIETY.ORG
Join a Local Support Group

 1



Like · Reply · Commented on by Morgan Lerdahl  · Remove Preview · 2d








No Comments from others

 asked a question  .
Yesterday at 7:51 AM · 

Is anyone from Northwest Indiana that knows of an in person support group for vaccinated people?

 Like  Comment

 Write an answer...    

 National Multiple Sclerosis Society Admin
Hi  Along with the support you'll find in this group, self-help groups are a great way to connect with others affected by MS for support and education. There are a variety of groups that meet in person (when it's safe to do so), by phone, and virtually. You can locate a group near you here:
<https://www.nationalmssociety.org/.../Join-a-Local...>

 NATIONALMSSOCIETY.ORG
Join a Local Support Group

Like · Reply · Commented on by Morgan Lerdahl  · Remove Preview · 1m



Moderation Alerts

Need to Respond

Keyword in this **comment**: "diagnosed"

[Redacted] " [Redacted] I can relate, I've live in Central Florida for 22 years. **I was just diagnosed with MS** end of January/beginning of February. I realized that the weakness in my legs I had been experiencing on/off for a couple of years when going to Disney on hot days was a symptom of MS. 😞".

3h

Keep Remove

Don't Need to Respond

Keywords in this **comment**: "diagnosis", "diagnosed", "diagnose"

[Redacted] **post**: "MS is a diagnosis not a prognosis 🧡🙏🧡. I was diagnosed in 2000. I had the greatest MS specialist Dr William Sheremata diagnose me and treat me until the day of his passing. I now live in NC and have a great MS neurology team as well. It takes a village but we do survive and thrive!!!".

49m

Keep Remove



Private Messaging

- Important to set personal boundaries and timeframe for “responses”
- Lean into this as much as you are comfortable
- If a member is contacting you for information or to report a concern and you do not feel comfortable private messaging with them, you can ignore the message, or encourage them to email the Society at community@nmss.org



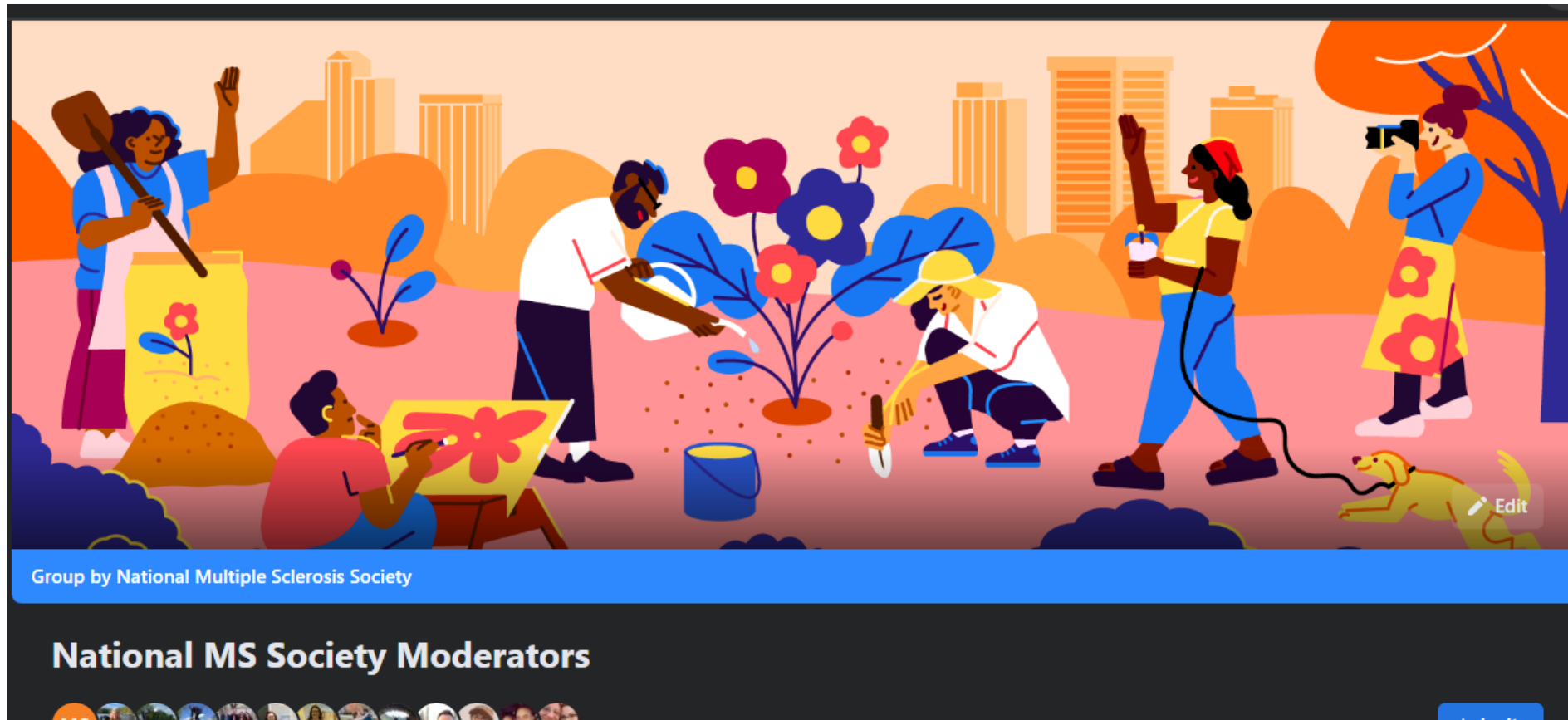


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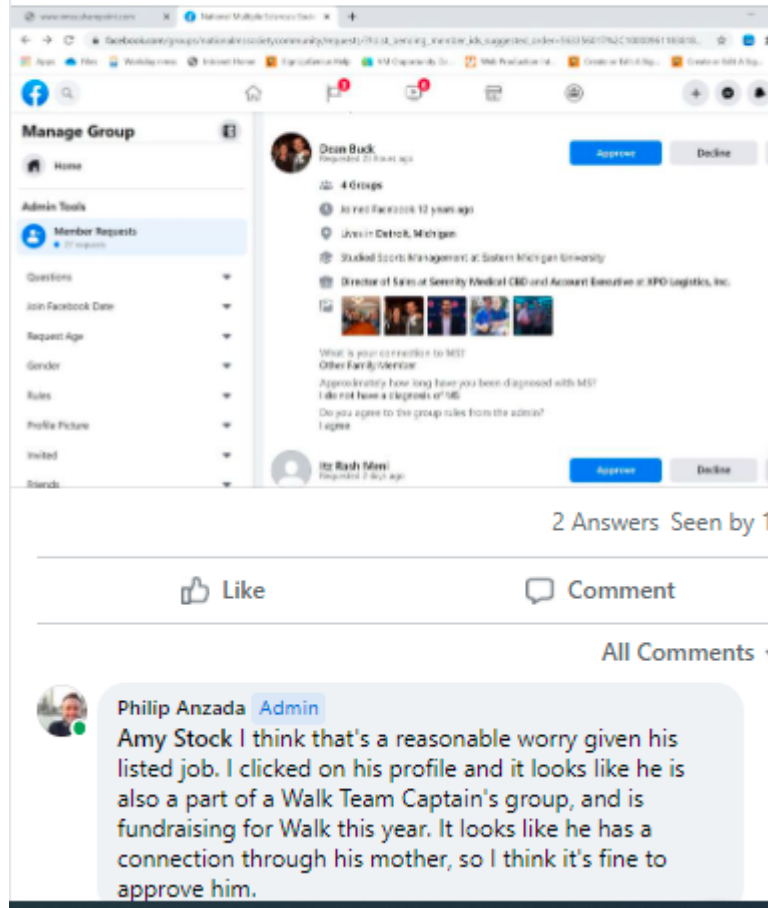
NMSS Facebook Moderators Community



NMSS Moderators Facebook Community

Amy Stock asked a question  ·
March 11 · 

I hesitate to approve this guy, because I think he might spam a lot. (Hee hee) There is no other reason. Should I approve him? He is the Director of Sales at a CBD Company.



Manage Group

- Home
- Admin Tools
- Member Requests
- Questions
- Join Facebook Date
- Request Age
- Gender
- Rules
- Profile Picture
- Invited
- Stands

Dean Buck Requested 21 hours ago Approve Decline

4 Groups

Joined Facebook 12 years ago

Lives in Detroit, Michigan

Studied Sports Management at Eastern Michigan University

Director of Sales at Seerity Medical CBD and Account Executive at SPO Logistics, Inc.



What is your reaction to MS?
Other Family Member

Approximately how long have you been diagnosed with MS?
I do not have a diagnosis of MS

Do you agree to the group rules from the address?
I agree

Itz Rash Meni Requested 7 days ago Approve Decline


2 Answers · Seen by 1

 Like  Comment


All Comments

Philip Anzada Admin

Amy Stock I think that's a reasonable worry given his listed job. I clicked on his profile and it looks like he is also a part of a Walk Team Captain's group, and is fundraising for Walk this year. It looks like he has a connection through his mother, so I think it's fine to approve him.

Pamela Swint ·
4d · 



I let this comment stand but added a 'be kind' reminder



Julia Kerstyn

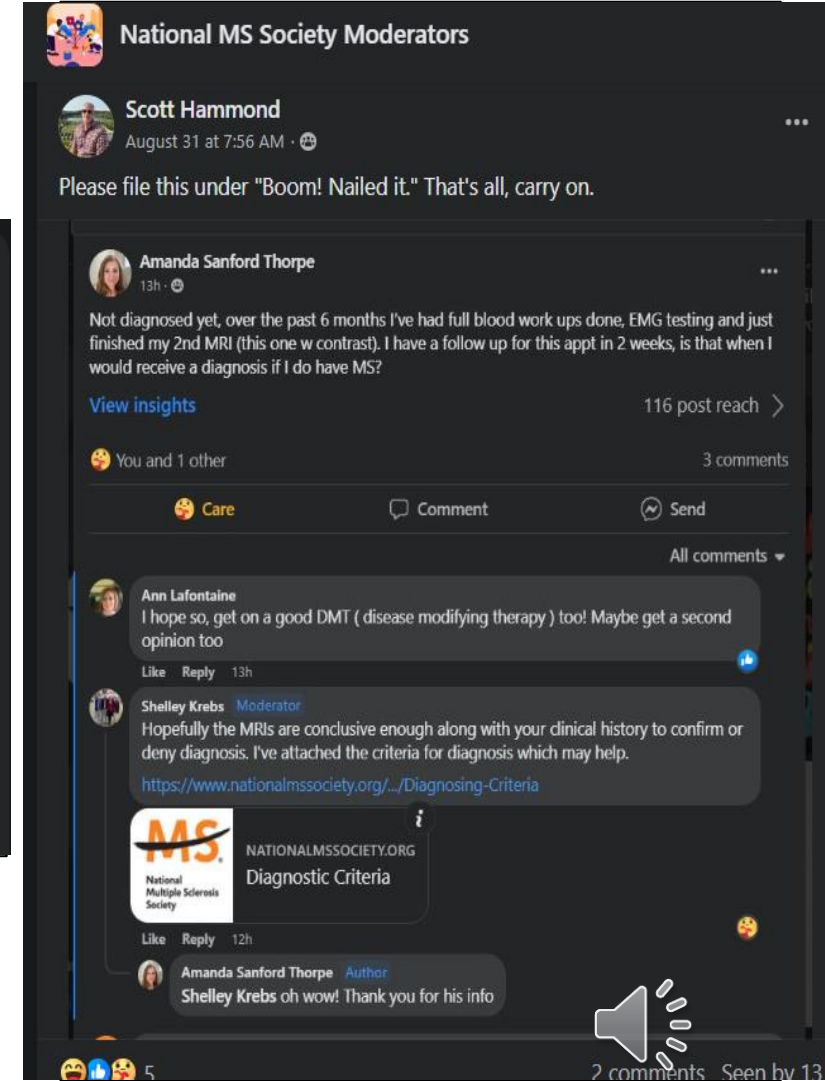
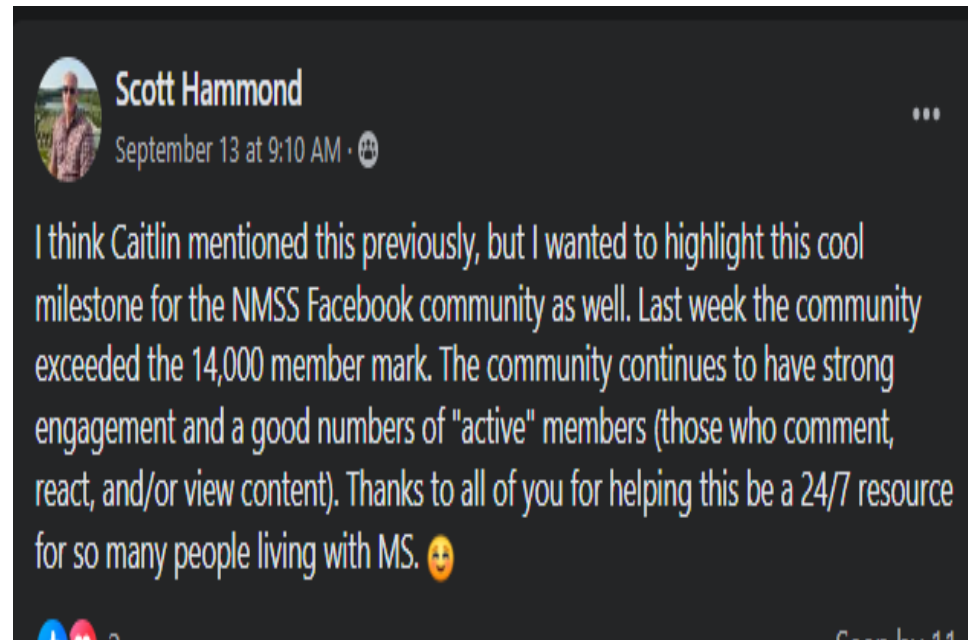
Anonymous member not really, it's just more time consuming. I have tons, everywhere. 24 Biopsies, 1 cancer, and I believe scars are better than cancer. Of you're so worried about, then take action or stop whining.

6h Like Reply

 You and 1 other  Seen by 1

NMSS Moderators Facebook Community

Also post updates and share good news from members in the Community Group!



Next Steps

- Accept the invitation to join the NMSS Moderators Facebook Community
- Familiarize yourself with the NMSS Moderators and Facebook Communities
- Say “hello” to the other moderators in the NMSS Facebook group
- Ask questions to other moderators and to your staff contact, Scott Hammond
- Have fun in knowing your helping others living with MS learn and connect!

