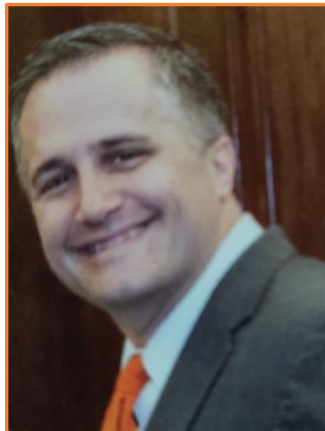




National
Multiple Sclerosis
Society

Connections Volunteers Drop-In Call September 24, 2020

Hosted by:



Tony Bernard
Director
Implementation & Engagement

The screenshot shows the GoToMeeting interface for a "SHGL Drop-in Calls" session. The top bar includes the GoToMeeting logo, a "REC" indicator, and window controls. The main area shows a participant named "Wenda Carlson" with initials "WC". Annotations include:

- Open Chat box**: An arrow points to the chat icon in the top right corner.
- Camera and Audio settings**: An arrow points to the settings gear icon in the top right corner. Below this, text reads: "Audio options: 1) Select 'Computer' to use computer mic, or headset with mic plugged into computer, or 2) Select 'Phone' and dial number shown on screen with access code and audio pin".
- Mute/Share webcam/Leave**: An arrow points to a bracket above four icons in the bottom toolbar: Mic (muted), Camera (off), Screen (off), and Leave.

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
- Connections Program Volunteer Website:
<http://nationalmssociety.org/ConnectionsVolunteers>



**National
Multiple Sclerosis
Society**

Nuts and Bolts of a Virtual Group Meeting

Virtual Meeting Best Practices



Check your Internet speed



Make sure camera is eye level



Pre-set your meeting to mute all participants



Pre-load any websites/documents/videos you want to share

Virtual Meeting Best Practices



Sit in a well-lit and quiet space



Be mindful of your surroundings



When presenting, give attendees a moment to absorb the information



Embrace the pause

Materials/Resources for Virtual Delivery



**Computer with
Microphone and
Camera instead of a
Smartphone/Tablet**



**Strong Internet
Connection – limit
other activity during
meeting**



**Headset/Headphones
with a microphone is
helpful in preventing
background noise**



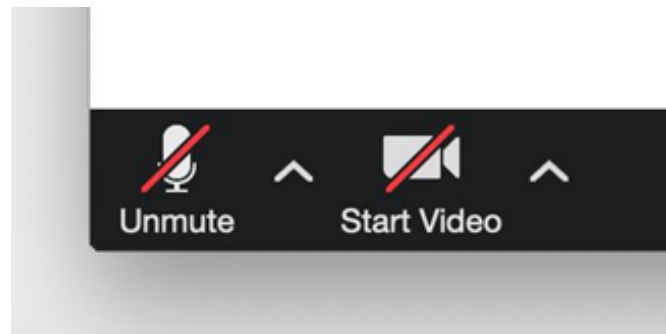
**Licensed Zoom Account
– connect with your
staff partner about this**

Zoom Tips: Learn the Basics

- The **Zoom Help Center** is the best place to find answers about zoom questions
- Zoom tutorials cover a range of platform features
 - Basic controls
 - Screen sharing
 - Breakout Rooms
 - Attendee Polls + More
- Connect with your staff partner to practice!

Zoom Tips: Microphone and Camera

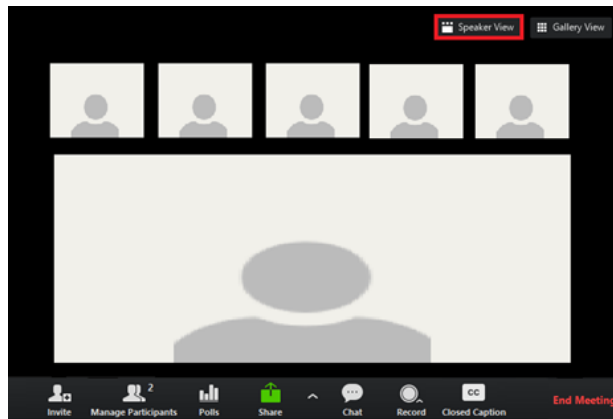
- Click the microphone icon to unmute yourself and click the video icon to share your video



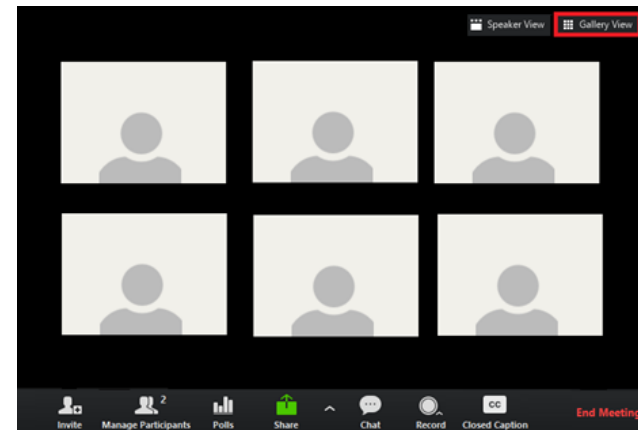
Zoom Tips: Viewing Options

- The top right corner of the screen gives you viewing options for the meeting
 - *What you choose will not affect anyone else's screen*

Speaker View

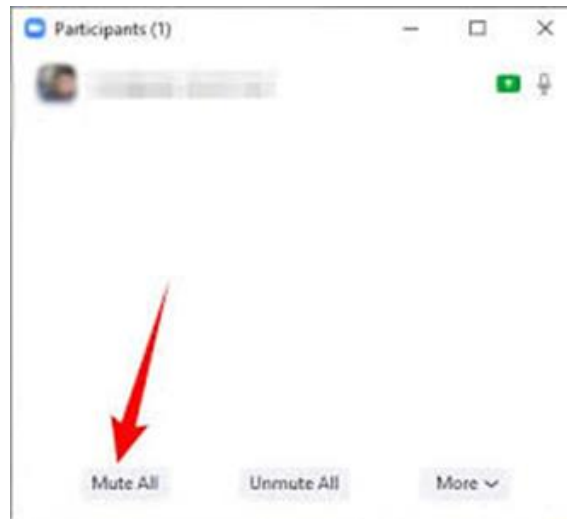


Gallery View



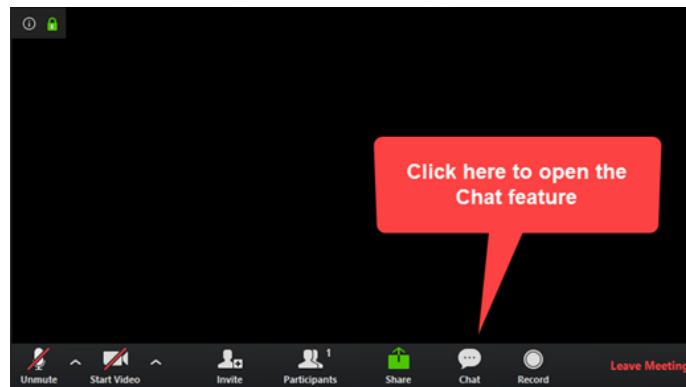
Zoom Tips: Participants

- Click the participants button on the bottom of the screen to view each attendee's name on the meeting
 - From here, you will have the option to “mute all participants”



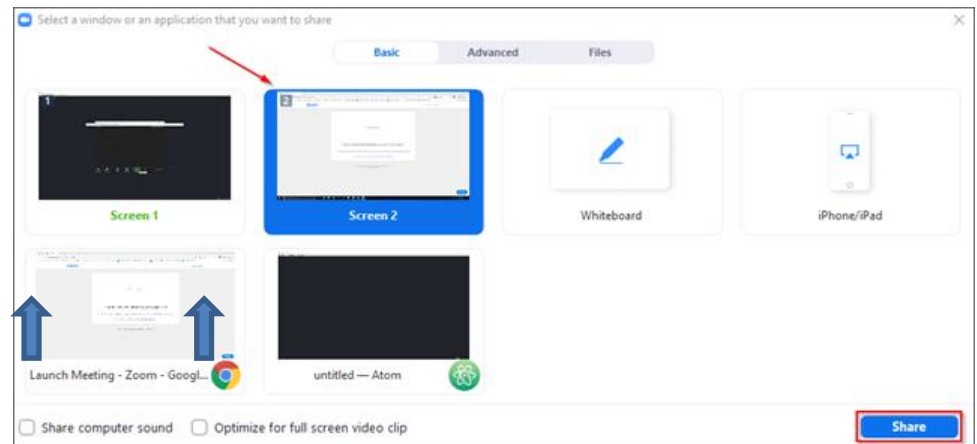
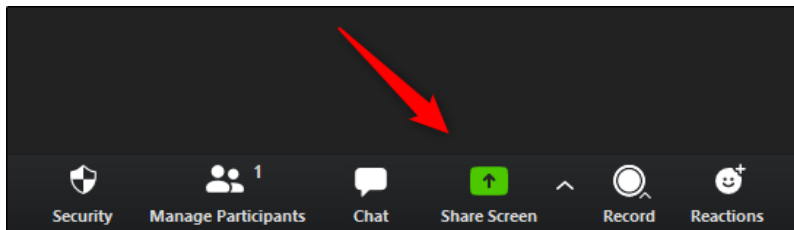
Zoom Tips: Chat

- The chat button on the bottom of the screen will allow you to see what participants are discussing



Zoom Tips: Share Screen

- The “share screen” button will allow participants to see your screen or PowerPoint
- You will have the option to either share your entire desktop or a singular application
 - When you click the “share screen” tab, make sure you check the “share computer audio” box on the bottom left of the screen and the “optimize” box on the bottom center of the screen



Zoom Tips: Breakout Rooms

- If you choose to do breakout rooms, click the “breakout” option on the bottom (central-right) of the screen



- You can choose how many people you would like in how many rooms and are given the option of assigning the people at random or doing it manually

Assign 1 participants into Rooms:

Automatically Manually

1 participants per room

[Create Rooms](#)



**National
Multiple Sclerosis
Society**

Monica Proctor Wilson

SPEAK MS

Connections Group Leader



**National
Multiple Sclerosis
Society**

Questions?



**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
 - October 1: COVID Update
- **MS Navigator is available to help!**
- **Find Doctors and Resources Online**

National MS Society
CONNECTIONS VOLUNTEERS



Launching Today!



A space for Self-Help Group Leaders & MS Friends volunteers to connect through a private Facebook group.



Opportunity for connection volunteers to support each other, share ideas, facilitate discussions and connections, and access information about resources and opportunities.



Staff partners will be reaching out with more information and group invitations.

**Ask the Expert:
Sleep and Multiple Sclerosis
September 25 at 1:00 p.m. ET/10:00 a.m. PT**



**Catherine F. Siengsukon,
PT, PhD**

Associate Professor Department of
Physical Therapy & Rehabilitation
Sciences

University of Kansas Med Center,
Kansas City, Kansas

Spanish Ask the Expert

Vaccines and Disease Modifying Treatments in the era of COVID-19 – What you need to know

Roberto A. Cruz Saldana, MD. Neurologist. DHR Health Neuroscience Institute.

Wednesday, September 30, 2020 at 4:00 pm PST; 5:00 pm MST; 6:00 pm CST; 7:00 pm EST

Register at: <https://www.nationalmssociety.org/Resources-Support/Library-Education-Programs/Ask-an-MS-Expert-Webinar-Series>

CAFÉ CON LECHE

Conversation and Support in Spanish for People Living with Multiple Sclerosis

In the National MS Society, we want to make sure that everyone affected by MS can connect with others, feel supported, and receive reliable information regardless of where they are. In this opportunity, we invite the Hispanic/Latino MS community to join us for the video conference/phone call **Café con Leche** group.

Meetings are the 2nd Tuesday of each month at 4:00 p.m. ET. First meeting is October 13

For more information or to register call 1-800-344-4867, option 3, or nationalMSSociety.org/Espanol.

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