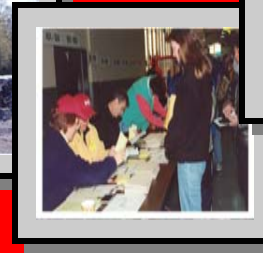




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The Multiple Sclerosis Society of Canada, Ottawa Chapter



**VOLUNTEER
HANDBOOK**

Photos by Brian Hum

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Resources & Information for Volunteers

Volunteer Ottawa

2197 Riverside Drive, 4th Floor
Ottawa, ON K1H 7X3
(613) 736-5270
www.volunteerottawa.ca

Volunteer Canada

330 Gilmour Street, Second Floor
Ottawa, ON K2P 0P6
1-800-670-0401
Fax: (613) 231-6725
Info@volunteer.ca
www.volunteer.ca/volunteercanada

Disabled Persons Community Resources

1525 Carling Avenue, Lower Level
Ottawa, ON K1Z 8R9
Telephone/TTY: (613) 724-5886
Email: dpcr@on.aibn.com
www.ncf.ca/disability/

Canadian Centre for Philanthropy

425 University Avenue, Suite 700
Toronto, ON M5G 1T6
Tel: (416) 597-2293 Fax: (416) 597-2294
Toll free: 1 (800) 263-1178
Email: general@ccp.ca
www.ccp.ca

The Multiple Sclerosis Society of Canada

Suite 1000, 250 Bloor Street
Toronto, ON M4W 3P9
(800) 268-7582
www.mssociety.ca

Mission Statement What does it mean?

It is our mission to:

Be a leader in finding a cure for multiple sclerosis and enabling people affected by MS to enhance their quality of life.

Our mission is two-fold; finding a cure for MS and providing programs and services that will help to improve the quality of life for persons living with the disease.

We work towards achieving our mission by raising funds through hosting special events and other activities like the Super Cities WALK and MS Bike Tour.

We will have achieved our mission when:

- ***The cause and cure for MS are identified in the shortest possible time***
- ***People with MS have an opportunity to participate fully in all aspects of life***
- ***The Canadian public is fully aware of MS, the MS Society of Canada and what it does***
- ***All necessary activities of the MS Society are adequately funded***

Everything we do must relate to our mission statement

Our Purpose

The mission statement sets out our primary purpose which is to find a cure for MS and to enable those affected by MS to enhance their quality of life. These pursuits require the funding of research, programs and services.

In order to stimulate support for research and services we need:

Public Education—to make Canadians fully aware of MS, the MS Society of Canada and what it does.

Fund Raising—to ensure that all necessary activities of the MS Society of Canada are adequately funded

Increased Chapter/Volunteer Development and Faster Communications—to promote volunteerism (the giving of time) and to foster more effective working together of volunteers and staff towards our common mission

Administration—to ensure cost effective management practices that meet our fiduciary responsibilities.

FACT: It requires over 300 volunteers to facilitate the Super Cities WALK.

Volunteer Opportunities

There are many opportunities available to volunteers at the Ottawa Chapter. The screening process varies based on the position and the duties involved in the position.

The majority of volunteer activities fall under the following categories:

Board of Directors

Committees

- Administration
- Client Services
- Communications
- Development
- Finance
- Education
- Social Action
- Volunteer Resources

Office

- Stuffing envelopes
- Collating mail outs
- Telephone work

Programs and Services

- Friendly Visiting
- Telephone Visiting
- Exercise Group Facilitator
- Diner's Club Assistant
- Self Help Support Group Facilitator

Special Events

- Super Cities WALK
- MS Bike Tour
- MS Residential Campaign

FACT: Over 700 people volunteer for the Ottawa Chapter annually.

For more information on any of these positions, please contact Barry Keegan at 728-1583 x110

Fundraising Activities

Funds to support the activities and mission of the MS Society of Canada are raised in various ways.

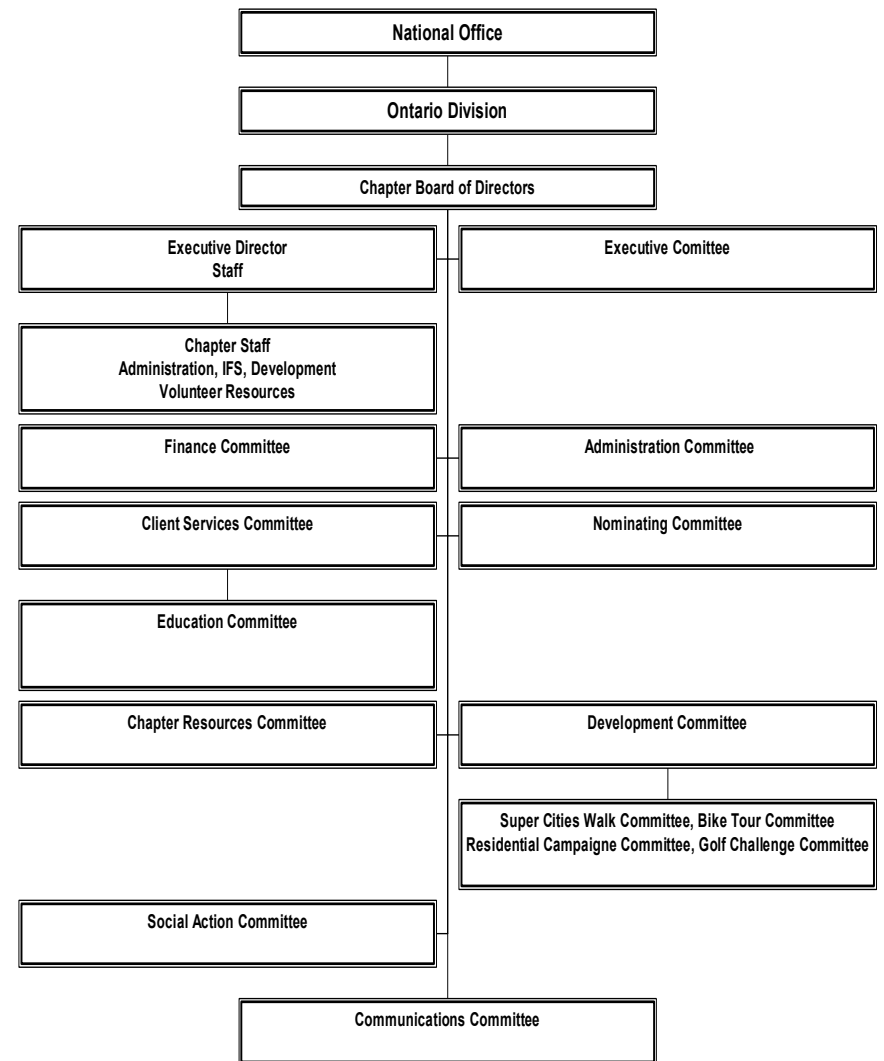
The largest fundraising activities are the special events, namely, the Super Cities WALK and the MS Bike Tour.

Members of the community take part in these events by raising pledges for their participation. Over 300 volunteers are recruited for the Super Cities WALKs in Ottawa and Kanata alone. Volunteers assist in these events by doing everything from manning checkpoints, to registering participants, to setting up food and cleaning up. Over 4000 Ottawa residents participate in these two events annually. Volunteers play an integral role in the planning and execution of many of these events.

Some of the ways funds are raised by the Ottawa Chapter are:

- Super Cities WALK
- MS Bike tour
- MS Golf Challenge
- MS Residential Campaign
- MS Baseball Challenge
- Planned Giving and Major Gifts
- Corporate Sponsorship
- Foundation Grants
- Third Party Events
- General donations
- In Memoriums
- HealthPartners

Organizational Structure Ottawa Chapter



What is Multiple Sclerosis?

Multiple Sclerosis is thought to be an **autoimmune disease** that affects the **central nervous system (CNS)**. The CNS consists of the brain, spinal cord, and the optic nerves. Surrounding and protecting the nerve fibres of the CNS is a fatty tissue called **myelin**, which assists nerve fibres to conduct electrical impulses.

In MS, myelin is lost in **multiple** areas, leaving scar tissue called **sclerosis**. These damaged areas are also known as plaques or lesions. Sometimes, the nerve fibre itself is damaged or broken.

Myelin protects the nerves and makes their job possible. Without myelin surrounding and protecting the nerves, the ability of the nerves to conduct electrical impulses to and from the brain is disrupted producing the symptoms of MS.

The **symptoms** of this complex disease are **unpredictable** and vary from person to person. These symptoms can include dizziness, fatigue, vision problems, numbness, pain and impaired mobility, just to name a few.

FACT: 50,000 Canadians are affected by multiple sclerosis.

Chapter Programs and Services

The funds raised through special events and other fundraising activities partially go to providing comprehensive programs and services for members of the organization and their families.

Along with staff, volunteers play a vital role in the provision of some of these services that help to improve the quality of life of persons living with MS and their families.

Client Services Programs

MS Exercise Group*
Friendly Visiting Program*
Telephone Visiting Program*
Christmas Assistance Program*
Summer Enrichment Program
Equipment Lending Program
Peer Support Groups*
Newly Diagnosed Support Group*
Significant Others Support Group*
Primary Caregiver Retreats
Community Educational Events*
Financial Assistance Program
Supportive Listening
Information and Referral

**Indicates volunteer involvement*

FACT: 7% of all Canadians gave 73% of all volunteer hours. (NSGVP, 2000)

Code of Conduct continued...

7. Recognize the limits of authority within my volunteer role and accept guidance and/or direction from those whom I am accountable.

8. Support the MS Society publicly and refrain from public criticism of the MS Society, fellow volunteers, staff members and officials.

9. Speak and act in a professional manner, one which supports the work of both my successor and the Multiple Sclerosis Society. I will refrain from criticizing my predecessor and his/her achievements.

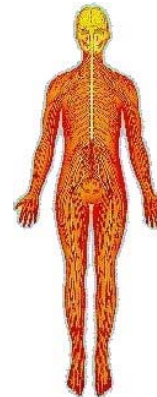
10. Refrain from engaging in any criminal activity while performing my role as a volunteer with the MS Society of Canada, including, but not limited to refraining from abusing alcohol and from being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs while conducting the business of the MS Society or acting as a representative of the Society.

All volunteers involved with programs , services, committees and the Board of Directors must sign the Code of Conduct prior to engaging in volunteer activity.

A complete copy of the Code is given to volunteers to review and sign at the interview stage.

Multiple Sclerosis A Few Facts

- MS was discovered in 1868 by French Neurologist **Dr. Jean-Martin Charcot**
- MS is the **most common CNS disease** affecting young Canadian adults.
- It is estimated that **50, 000** Canadians are affected by MS or **1 in 750**.
- **MS affects women twice as often as men** (2 :1 ratio)



- MS is more prevalent in **northern regions** like Canada, Great Britain and the United States
- Diagnosis usually occurs in adults between the ages **20—50 years**
- **Diagnosing MS** can be very difficult
- MS is **not contagious**
- There are now drug therapies that are having a significant impact on reducing

the symptoms of MS

- **Fatigue** affects approximately **90%** of persons living with MS
- Every day, **three more** people in Canada are diagnosed with MS.
- Currently, there are **2.5 million** people living with MS globally
- MS is an **unpredictable disease**

History of the MS Society of Canada

In 1936, at the age of 23, Evelyn Gotlieb Opal was diagnosed with multiple sclerosis and was told to “go home and hope for the best”.

Not willing to take this advice, Evelyn was determined to be proactive in her approach to life so when she heard of a new organization that was formed in New York City by persons living with MS, she decided to become involved.

Evelyn founded the first MS Chapter in Montreal in 1948. Also during this time, another Montrealer, engineer Harry Bell, was forming his own group to support MS research. Together, these pioneers formed the MS Society of Canada in November of that year.

Since 1948, 7 Divisional offices and 126 Chapters have formed across Canada all with the mission to be a leader in finding a cure for MS and enabling persons affected by MS to increase their quality of life.

Thanks to incredible support across Canada, 74 million dollars has been allocated to research by the MS Society of Canada since 1948, making this organization the single largest funding source for MS research in Canada.

FACT: The Ottawa Chapter has over 1000 members

Principals of the Code of Conduct

As a volunteer, I have a responsibility to:

1. Abide by the Mission Statement and, through my personal initiative, to learn, respect, communicate and adhere to the regulations, by-laws and policies established for the Multiple Sclerosis Society of Canada.
2. Keep the interests of the MS Society in mind at all times and consistently display the highest standards of honesty and personal integrity in performing my volunteer role. I will be conscious of my role as a representative of the MS Society of Canada and will project a favorable image of the MS Society.
3. Be a faithful steward of and fully account for funds and property entrusted to me. I will declare all conflicts of interest. I will perform my duties to the best of my ability and follow through on all commitments.
4. Treat everyone fairly regardless of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, religion, political belief or economic status.
5. Work with others in a cooperative and respectful manner and refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of my duties. I have a responsibility to provide fair, positive and constructive feedback to my fellow volunteers.
6. Respect the privacy of individuals and not divulge information without the individual's express permission.

Volunteer Code of Conduct

Volunteers have a fundamental role in the operation of the Multiple Sclerosis Society of Canada (MS Society). Foremost among their responsibilities is their role as representatives of the MS Society. The hard work and dedication of volunteers has made the MS Society one of the most successful charitable organizations in Canada.

In return, volunteers receive rewards such as personal development, recognition, a tie to family and community, as well as the personal satisfaction of helping others. As volunteers with the MS Society, individuals are expected to conduct themselves in a manner that will promote the mission and goals of the Multiple Sclerosis Society.

FACT: 6.5 million Canadians volunteer (NSGVP, 2000)



Historical Milestones

1868—MS was first identified by French Neurologist Dr. Jean-Martin Charcot

1946—Sylvia Lawry founded the National MS Society in the United States

1948—The MS Society of Canada was formed in Montreal by Evelyn Opal and Harry Bell with a focus on research

1950—Ottawa Chapter is founded, the MS Society of Canada raises \$50,000

1962—The Ontario Division was formed

1966—National office was moved from Montreal to Toronto

1967—The International Federation of MS Societies was formed with headquarters in Vienna

1973—The MS Scientific Research Foundation was formed

1976—The first MS Carnation Campaign was launched

1979—The Individual and Family Services Department was formed on a national basis

1980—Canada becomes the highest per capita supporter of MS research in the world

1989—The MS Bike Tour commenced in Ontario

1991—First Super Cities Walk was held (Ottawa among the first city to participate)

1992—The MS Society of Canada had revenue of more than \$12 million

1998—MS Society of Canada celebrates its 50th Anniversary

2000—The Ottawa Chapter celebrates its 50th Anniversary

What is a Volunteer?

A Volunteer is an individual or member of a group who freely and willingly contributes time, energy and support to an organization without remuneration or compensation other than for expenses incurred through volunteer activity.

The services of volunteers and staff complement each other and should not replace the value of work of the other.

The Rights of Volunteers

Volunteers have the right to:

- Rewarding and stimulating tasks that match their interests and skills
- Be given access to the confidential information required to perform their task
- Be given general information pertinent to the task
- Be given well-defined tasks
- Be given assignments and tasks that offer opportunity for growth and development
- Be given appropriate orientation and training
- Obtain suitable advice and support from knowledgeable volunteers and staff
- Obtain appropriate recognition
- Be treated as a valued contributor and be encouraged to express opinions and make suggestions for the advancement of the organization

- Continued on next page

- Be reimbursed, where applicable, for pre-authorized expenses incurred through volunteer activities

Statement of Volunteer Philosophy

We believe **volunteers are the backbone of our organization**. Along with staff, they are active partners in fulfilling our mission.

The contributions made by volunteers are multi-faceted and enhance the Chapter's services by:

- Bringing a diverse community perspective to the chapter
- Providing a wide variety of ideas, skills and experiences
- Keeping the organization accountable to its mission
- Bringing credibility because they are not financially compensated
- Acting as ambassadors by generating/ elevating public awareness of multiple sclerosis

Volunteers are the Backbone of the Multiple Sclerosis Society of Canada, Ottawa Chapter