

When You Need Backup Support

How to Use MND SA and Build Long-Term
Independence



MNDALS
Association of South Africa



MNDA SA: YOUR EDUCATIONAL RESOURCE AND SAFETY NET

MNDA SA is here when you need backup support, guidance, and connection with others who understand your journey. We're not here to do everything for you - we're here to help you do it yourself.

When to Reach Out to MNDA SA

You've Hit a Wall

- You've tried to navigate a system but need guidance on next steps
- You need clarification on information you've researched
- You're getting conflicting information from different sources
- You need help understanding complex medical or legal information

You Need Connection

- You want to connect with others who've faced similar challenges
- You need emotional support during particularly difficult times
- You'd like to learn from other families' experiences
- You want to share your own knowledge to help others

You Need Resources

- You need specific equipment or supplier recommendations
- You want to access our equipment library
- You need referrals to MND-experienced professionals
- You're looking for funding or support opportunities



HOW TO USE MNDA SA EFFECTIVELY

■ COME PREPARED

Before You Contact Us

- Try to research or address the issue yourself first
- Prepare specific questions rather than general requests
- Share what you've already tried and what didn't work
- Be clear about what type of help you're seeking

■ SAMPLE EFFECTIVE REQUESTS

Instead of: "I don't know what to do about equipment"

Try: "I've researched wheelchairs from three suppliers but I'm confused about the differences. Can you help me understand which features are most important for MND patients?"

Instead of: "SASSA rejected my application"

Try: "My SASSA disability grant was declined. I've gathered the rejection letter and my medical reports. Can you help me understand the appeals process and strengthen my application?"





MAKING THE MOST OF OUR RESOURCES

01 Support Groups and Connections

- Join our monthly Resilience Support Group meetings
 - Connect with families at similar stages of their MND journey
 - Participate in online forums and discussion groups
 - Attend educational workshops and information sessions
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02 Educational Resources

- Use our website library of information sheets and guides
 - Access webinars on specific MND topics
 - Get referrals to MND-experienced healthcare professionals
 - Learn about new research and treatment developments
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03 Equipment and Practical Support

- Explore our equipment library for items you can borrow
- Get recommendations for reputable suppliers and services
- Access information about funding and assistance programs
- Connect with other families who might share or sell equipment

BUILDING YOUR LONG-TERM INDEPENDENCE

Your Journey Timeline

1 MONTHS 1-3: FOUNDATION BUILDING

- Focus on understanding your diagnosis and immediate needs
- Establish relationships with key healthcare providers
- Begin organizing your medical and financial information
- Start building your support network

2 MONTHS 4-6: SYSTEM MASTERY

- Become comfortable navigating healthcare appointments
- Complete SASSA disability grant application if appropriate
- Understand and maximize your medical aid benefits
- Begin planning for future equipment and adaptation needs

3 MONTHS 7-12: EXPERTISE DEVELOPMENT

- Develop proficiency in equipment research and selection
- Build comprehensive legal and financial plans
- Create systems for managing your care team
- Begin helping other newly diagnosed families

4 YEAR 2 AND BEYOND: COMMUNITY LEADERSHIP

- Become a resource for other families beginning their journey
- Share your knowledge through support groups and mentoring
- Advocate for improved MND services and awareness
- Maintain and update your systems as your needs change

CREATING YOUR PERSONAL RESOURCE NETWORK

Building Professional Relationships

Healthcare Providers

- Maintain regular contact even when you're stable
- Share feedback about what works and what doesn't
- Ask to be connected with other MND patients when appropriate
- Become a resource for providers who are new to MND care

Equipment and Service Providers

- Build relationships with reliable suppliers
- Share your experiences with other families
- Negotiate better terms based on your loyalty and referrals
- Stay informed about new products and services

Peer Support Networks

Finding Your MND Community

- Connect with families through MNDA SA support groups
- Join online forums and social media groups
- Attend MND awareness events and fundraisers
- Participate in research studies and advocacy efforts

Giving Back While Getting Support

- Mentor newly diagnosed families
- Share practical tips and resources
- Advocate for improved services and awareness
- Contribute to research and education efforts

EMERGENCY BACKUP PLANS

When Your Primary Support Isn't Available



Healthcare Team Backup

- Know the after-hours contact procedures for all your providers
- Have backup specialists identified in case your primary doctors aren't available
- Understand your nearest emergency room's capabilities
- Keep updated emergency medical information readily available



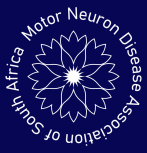
Family and Care Support Backup

- Cross-train multiple family members for essential care tasks
- Have backup care providers identified and trained
- Keep emergency contact lists current and accessible
- Maintain backup equipment and supplies



System Navigation Backup

- Keep detailed records of all processes and contacts
- Share your navigation expertise with family members
- Maintain relationships with MNDA SA for complex situations
- Document your successful strategies for future reference



RECOGNIZING WHEN YOU'VE MASTERED INDEPENDENCE



You Know You're Getting There When:

- Other families start asking you for advice
- You can navigate healthcare appointments confidently
- You successfully advocate for your needs with providers
- You help train your own care team effectively
- You feel comfortable researching and making equipment decisions

You're Ready to Help Others When:

- You've successfully managed a major system (SASSA, medical aid, equipment procurement)
- You've built effective relationships with healthcare providers
- You've created systems that work for your family
- You can share practical tips rather than just emotional support
- You understand the difference between your experience and universal advice



QUICK REFERENCE: WHEN TO CALL MNDA SA

Immediate Support Needed

- Crisis situations where you need guidance quickly
 - Complex system navigation that you can't figure out alone
 - Conflicts with healthcare providers or insurance companies
 - Emergency equipment needs that you can't address independently
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Educational Support

- Clarification on research or treatment information
 - Connections with MND-experienced professionals
 - Access to educational resources and materials
 - Participation in support groups and community events
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Community Connection

- Meeting other families at similar stages
- Sharing your expertise with newly diagnosed families
- Participating in advocacy and awareness efforts
- Contributing to the broader MND community



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CONTACT INFORMATION

Website: www.mndasouthafrica.org

General Email: info@mndasouthafrica.org

Support Line: 083 467 8018

Resilience Support Groups: Register via email for monthly meetings

What to Include When You Contact Us

- Brief description of your situation and timeline since diagnosis
- Specific question or type of support you're seeking
- What you've already tried or researched
- Preferred method and timing for follow-up

Remember: The goal isn't to never need help - it's to become confident in seeking the right help at the right time while maintaining your independence and decision-making authority.

You've got this. We're here when you need backup.

You are capable of learning these systems. Thousands of families navigate MND successfully every year. You don't need to become an expert overnight, but each small step builds your confidence and control.

Start where you are. Use what you have. Do what you can. You've got this.

**FOR MORE SUPPORT AND RESOURCES
REACH OUT TO US**



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mndasouthafrica.org

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