



“MITO 411: Support for Families by Families”

Dear Volunteer,

Welcome to Mito 411! Mito 411 is a collaborative support project offered by MitoAction.

Thank you for offering to share your experiences with other patients, parents, spouses, and caregivers of people affected by mitochondrial disease. We believe that a personal connection can really help during the long and often difficult journey associated with “Mito.” We hope that you will find real satisfaction in knowing that you are providing support and encouragement to someone in need.

As a volunteer who will be taking phone calls, you need to complete several steps in order to begin:

1. Read and sign the enclosed “volunteer guidelines.”
2. Participate in a 60-minute volunteer training session over the phone with Mito 411's Nurse Coordinator.
3. Remember the month you have volunteered to answer calls and plan to return calls within 24 hours.
4. Keep a call log of all calls (online).
5. Take time to ask questions during the volunteer training, and remember to contact MaryBeth Hollinger at (518) 674-2263 or mito411@mitoaction.org if an unexpected emergency prevents you from answering calls or if you have questions.
6. Provide your phone number, email address, and brief (2-3 sentence) bio about yourself.

Thank you for helping us to meet our mission to improve the daily lives of people affected by Mito!

Warm regards,

MaryBeth Hollinger, RN, MSN,
Director of Education, Support, & Advocacy
T [888.648.6228](tel:888.648.6228)
E mito411@mitoaction.org
PO Box 51474 Boston MA 02205
www.mitoaction.org