



Educate  
Support  
Advocate



*Marcel's Way... Providing those whose lives are touched by Mitochondrial Disorders with information, education, and support.*

## **"MITO 411: Support for Families by Families"**

Dear volunteer,

Welcome to Mito 411! Mito 411 is a collaborative support project offered by MitoAction and Marcel's Way.

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 that you are providing 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 30-minute volunteer training session over the phone with a project coordinator
3. Be sure to remember the month you have been asked to answer calls and plan to return calls within 24 hours
4. Keep a call log of all calls (enclosed)
5. Take time to ask questions during the volunteer training, and remember to contact the project coordinators (Bob & Judy 239-768-2449 or [mitoctr@earthlink.net](mailto:mitoctr@earthlink.net)) if an unexpected emergency prevents you from answering calls
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,  
Cristy Balcells RN MSN, Executive Director