

## Membership

### Guidance for volunteers

This piece of guidance has been created to answer frequently asked questions about membership.

#### 1 – Types of membership

We have around 9000 members covered by four main membership types:

**Free members:** those with MND and their main carer (often their partner or a close family member). There are around 4000 free members.

**Paid members:** extended members of the family, friends, supporters and some health care professionals. There are around 3600 paid members.

**Volunteer members:** registered volunteers. There are around 1000 volunteer memberships.

**Honorary members:** branches & groups presidents and patrons and people who show a significant support and continued commitment to the MND Association. There are currently 35 honorary members.

#### 2 - FAQ

**Some people living with MND (PlwMND) have said they wanted to be members of the Association. However, our membership list says we shouldn't contact them. What is the reason for that?**

On registration, members are asked if they would like to be contacted by their local branch or group. If members don't specify that they would like contact with their local branch or group, 'Do not contact' will be added to the branch/group membership list as part of the member's details.

**Some people attend our support meetings. However, our membership list says we shouldn't contact them. Can you take the 'Do not contact' mention off the branch/group membership list?**

Yes. However, before asking us to remove the 'Do not contact' mention from the branch/group listing you will need to ask these people if they do consent to be contacted by the branch/group.

**Why don't some plwMND appear on our branch/group membership list?**

If some plwMND do not appear on your branch/group membership list, please contact our Membership Officer on 01604 611855 or email [membership@mndassociation.org](mailto:membership@mndassociation.org).

**Can people apply directly to become a member?**

Yes, people can apply directly to membership on <http://www.mndassociation.org/membership> or by calling our Membership Officer on 01604 611855

**Do carers keep their membership once their loved one has died?**

Yes, if they want to.

**Do volunteers keep their membership once they have retired/stood down?**

Volunteers are entitled to free membership. When they stand down or retire, they will be given the opportunity to become a paid member.

**Our membership list contains some errors, who shall I contact?**

If the error is about people living with MND, their families and carers, please email [membership@mndassociation.org](mailto:membership@mndassociation.org) or call 01604 611855. For volunteer membership queries, please email [volunteering@mndassociation.org](mailto:volunteering@mndassociation.org) or call 03456 044150.

**For more information please contact the Volunteering Team:**

Email: [volunteering@mndassociation.org](mailto:volunteering@mndassociation.org)

Phone: 0345 6044 150

