

# CONWAY MEDICAL CENTER EMBRACE HOSPICE VOLUNTEER HANDBOOK

*Welcome*

*Acceptance and Assignment of Hospice Volunteers*

*Orientation for the Hospice Volunteer*

*Confidentiality*

*Attendance / timekeeping*

*Uniforms / ID Badges*

*Media*

*Resources & Discounts*

*Tax Deductions*

*Human Relations*

*Standards for Volunteers*

*Annual training*

*Grievance*

*Lost & Found*

*Telephone Use*

*Solicitations*

*Gratuities*

*Safety*

*Infection Control*

*Accidents / Personal Belongings*

*Environment*

*It is a pleasure to have you as part of Conway Medical Center/ Embrace Hospice Volunteer Services. Upon acceptance to our volunteer program you become a member of a team of women and men who serve Horry County. Volunteers have been an integral part of our CMC staff for over 35 years and we are pleased to partner with Embrace Hospice to provide outstanding service enabling us to maintain the highest quality of care.*

*Volunteer Services offer many exciting and rewarding Traditional Volunteer, Non-Traditional, Hospice Volunteers and Group/Community Partnership opportunities. Our Traditional Volunteers provide non-clinical support services to our numerous acute care departments and physician practice offices. Our Non-Traditional volunteers serve in such capacities as special committee or board members. Our Group/Community Partners are our knitters, sewers, crocheters, and our Hospice volunteers aide those of our community who are at their end of life along with aiding their families.*

*Please read this manual carefully; it is your source of information for the important role you play as a vital member of our team.*

*Employees and Volunteers at our Medical Center, Provider Network Services and Embrace Hospice are committed to providing services to patients in a caring, respectful way. Each member of the team has a specific role in maintaining the high-quality care and excellent customer service expected by our patients and their families.*

*Each patient/family member with whom you encounter may judge his or her experience at our facilities by the standards you, as a volunteer set. It is extremely important for all of us to be responsive to the needs of our patients and their families as we continue to provide a caring environment.*

*You are a vital member of the Volunteer team offering your talents to meet the needs of those we serve. We appreciate the fact that you have time and talent to share, a strong sense of responsibility, and a willingness to be flexible. We thank you for the commitment you have made by being part of our team. The CMC / Embrace Hospice team relies on the dedication of people like you to maintain our high standards. You are part of a talented and generous group of men and women who volunteer to make a difference in the lives of our patients, their families and our staff. We hope you find your volunteer experience to be interesting as well as enjoyable and rewarding.*

*It is my pleasure to be of service to you in your role as a Conway Medical Center / Embrace Hospice Volunteer.*

*Sincerely,*

**Carol A. Biagini, CDVS**  
Director | Volunteer Services  
Phone: 843.234.5486 | Internal Extension: 5486  
Email: [cbiagini@cmc-sc.com](mailto:cbiagini@cmc-sc.com) | Online: [www.cmc-sc.com](http://www.cmc-sc.com)

**Allie Bennett**  
Assistant Director | Hospice  
Office: (843) 353-6228  
Email: [virginia.bennett@cmc-sc.com](mailto:virginia.bennett@cmc-sc.com)  
[abennett@embracehealthcare.org](mailto:abennett@embracehealthcare.org)

## **ACCEPTANCE AND ASSIGNMENT OF HOSPICE VOLUNTEERS**

To be a successful healthcare Hospice Volunteer, you must be dependable, punctual, and understanding. It is very important to be motivated and have a willingness to learn. Personal qualities of a successful Hospice Volunteer include an emphasis on confidentiality and discretion.

Volunteers are required to complete the application process:

- ✓ Application
- ✓ Interview
- ✓ Character references
- ✓ Orientation Packet
- ✓ Criminal background check
- ✓ Health screenings; Drug Screening; Vaccines and Immunizations
- ✓ Training

Personal interviews are conducted with new candidates to ensure appropriate assignment to a service area within the Medical Center or one of its entities. In this interview the assessment of the candidate's skills and the needs of our facility will be reviewed to select a suitable position for our new volunteer.

**ORIENTATION PACKET** All Hospice Volunteers will complete an Orientation, Life Safety Education and Hospice 101. Position specific training is provided by the staff or by other experienced volunteers. In addition to verbal instructions there are written volunteer duties (position profiles) to help define the role of the volunteer position.

Upon acceptance into Volunteer Services, the volunteer must agree to accept and abide by the policies and procedures of the Conway Medical Center and its entities; the Volunteer Services Office and the department to which the volunteer is assigned. If at any time, an individual volunteer displays conduct that is not in the best interest of the entity and its patients, the volunteer will be counseled and or asked to leave. There is a volunteer services department policy & procedure manual available online and at the Front Desk –Volunteers are asked to be familiar with the policies. You may find applicable volunteer policies at the front information desk at Hospice House.

**CONFIDENTIALITY** Volunteers hear and see information and other personal matters that are confidential. Volunteers must understand the importance of confidentiality and observe absolute respect for all aspects of what might be learned about patients and their family or their circumstances. Anything one learns or has access to because he or she is a volunteer is not to be repeated except to another member of the patient care team in a private setting for the purpose of treatment, payment or operations.

Because a breach of the rule of confidentiality is more likely to happen inadvertently than intentionally, it is imperative for volunteers to remain on guard against the careless reference which compromises a patient's privacy. Do not enter into discussions of a patient's illness or treatment with anyone. If you see a friend receiving care, it is inappropriate and unacceptable to mention that person's presence at Conway Medical Center or its affiliates. All volunteers must sign a commitment to confidentiality statement.

**Everyone has the right to be treated with respect and dignity.  
Treat others the way you would want to be treated.**

**ATTENDANCE** Healthcare Volunteers must have a firm commitment. You, as a volunteer, are a very important member of the volunteer team. When a Hospice Volunteer makes a commitment for service, many people will be affected if the responsibility is not fulfilled. Hospice Volunteers must be dependable and report on time as scheduled. Absences should be reported to the volunteer office and area supervisor prior to the scheduled shift. Please provide advance notice of your intent to be away so that a substitute can be found. You are most welcome to aide in finding a substitute for your absence and inform the director of such change in schedule. All volunteers should notify the Director of Volunteer Services of your absence as well as the department in which you are assigned. Most shifts are 4 hours.

**TIMEKEEPING** All Volunteers report-in at the beginning of their day and report out at the end of their day. Please report your time at Hospice House by utilizing the Volunteer Activity Sheet. Volunteer Activity Sheets are turned into the receptionist.

It is important to keep the time accurate as the time reporting reflects your volunteer activity – these time reports are used to honor the volunteer’s achievements and are also reported through Volunteer Services to Administration.

Volunteers are a vital component of the Conway Medical Center Embrace Hospice– we count on the volunteer being here! Volunteers who will need a leave of absence due to illness, vacation etc., should send an electronic written communication to the Director of Volunteer Services. Notification is appreciated when you plan to be off two or more consecutive weeks. Volunteers are asked to provide a physician note when returning from a hospitalization or extended illness **(medical procedure or illness of two weeks or longer requires a physician’s note to return)**.

**DISMISSAL** It sometimes happens that a volunteer’s service does not meet their needs or those of the volunteer program; in that case the volunteer or the Director of Volunteer Services may decide to discontinue their services. A volunteer’s service may also be discontinued if they have frequent unannounced leaves / absences or do not comply with the entities’ or the Volunteer Services’ policies / procedures. Volunteers may be discharged for misconduct or poor work performance. In this regard, while it is our practice not to discharge volunteers on the spot, certain situations may occur that call for immediate action. In this case, the director may reach the conclusion to discharge without notice. Any volunteer discharged as a result of the violation of any policy / procedure of Conway Medical Center / Embrace Hospice is not eligible for reinstatement.

**UNIFORMS** Personal appearance is an important aspect of the volunteer’s overall effectiveness. The expectation for a Hospice Volunteer is that he or she must be neat, clean, well groomed, and project a professional appearance and manner at all times. All volunteers are required to wear an official uniform, which must be clean, neat and worn at all times when on duty, unless there is a department specific requirement. If a uniform is required, the volunteer will be issued one uniform top upon onboarding and has the option to purchase further uniform tops for their assignment.

The uniform consists of:

- A) Identification badges (issued by the Human Resources Department) **with name visible** must be worn above the waist so that patients and visitors can identify volunteers on duty. No alterations may be made to the badge.
- B) Personal clothing and uniforms must be clean and neat.
  - 1) Volunteers will be provided an official uniform top to wear, which must be clean, neat and worn when on duty. The uniform consists of:

- (a) Jacket/vest or other official shirt – provided at the time of assignment by the Volunteer Services. (White or black sleeved shirt or official polo is the preference to be worn under jacket/vest.)
- (b) Dark dress slacks; preferably Black, navy, white, beige pants – no jeans of any kind. No leggings.
  - (1) Ladies may wear Capri slacks May through October (not shorts).
- (c) Sneakers or comfortable walking shoes – no open toe sandals.
- (d) Chaplains and Eucharistic Ministers are not required to wear a uniform. Professional Business casual is acceptable.

Cosmetics are to be used moderately. Men are to be clean shaven; if wearing a beard or mustache, it must be neatly trimmed. Hairstyles are to be conservative and in good taste. Fingernails are to be conservative in length and color. Jewelry should be conservative, not excessive and without the potential for harm. It is strongly recommended that fragrances not be worn while volunteering because some individuals are sensitive to odors, as they may cause allergic reactions in patients, visitors, staff or others (perfume, cologne, after-shave lotion, scented hand cream, scented hair products, etc.).

While on duty you are not allowed to have any facial body piercing – no nose rings, no ear gauges or tongue rings. Hosiery is not required. Skirts are not to be shorter than three inches above the knee. Tattoos must be appropriate for a professional environment or otherwise must be covered. Visible facial and front of neck tattoos which create a distraction must be covered while on duty. Male Volunteers must wear a collared shirt/jacket. Appearance exudes trust for our patients. Do remember as a volunteer, you represent CMC Embrace Hospice.

**ID BADGE** – Everyone must wear a photo ID Badge and no unapproved attachments or alterations. If the volunteer decides to discontinue their volunteer work, the Director of Volunteer Services must be informed and their ID Badge must be returned. The ID badge remains the property of Conway Medical Center. If your volunteer ID badge is not returned, you may be billed \$100.

Any questions may be addressed with the DVS or you may refer to policy / procedures: Conway Medical Center policy & procedures at: <https://www.conwaymedicalcenter.com/volunteers-only/>: HR-4.3-C-POL VOL-15-PRO; HR-2.6-POL

**MEDIA** – If the media (anyone for social media, TV, radio, newspaper, etc.) approaches you, refer them to the Community Relations / Marketing office 843-347-8050 or Hospice House Administration: 843-353-6228. CMC Administration 843-347-8114. Do not answer questions or make comments.

## **RESOURCES & DISCOUNTS FOR EMBRACE HOSPICE VOLUNTEERS**

Community discounts may be offered to those who work or volunteer in a healthcare setting. You are welcome to ask a business if they offer such a benefit.

The Pharmacy at CMC – located in the CMC hospital lobby – Show your volunteer ID badge for a possible discount.

CMC Collections Department – paying your hospital bill; show your ID badge for possible discount.

CMC WELLNESS: Volunteers may be granted access to utilize the cardio pulmonary rehab equipment located in the Rehabilitation Services Building on the main campus of CMC. You must be an active volunteer and sign up for this benefit through Human Resources. Human Resources will activate your badge to allow access to the building. Please note: Patients always take priority on equipment use.

CMC occasionally has events for all staff. Volunteers will be informed of such events through electronic communication and are most welcome to take part (i.e.: birthday bash in the parking lot; pumpkin decorating in the café; holiday tree & wreath auction and many Foundation events). These resources are for Active Volunteers - those who contribute their time and effort on an ongoing basis to our entities. Please wear your ID badge to any of the CMC organization events.

**TAX DEDUCTIONS** Volunteers claiming tax deductions for State and Federal income tax may request a printout of their volunteer dates from the Director of Volunteer Services to validate the days that they volunteered. This print out will provide the date and hours a volunteer reported volunteer time for duty during the calendar year. Check with your tax professional for current tax information or visit IRS.gov website.

**HUMAN RELATIONS** Many things that a volunteer may see and hear during their service time are of a personal nature. Patients have the right to privacy and it is your responsibility to respect that right. Information concerning patients, such as their names, conditions and care **must** be confidential. For these reasons we ask that Volunteers:

- **Do not** read patients' medical records or allow patients to do so.
- **Do not** ask patients why they are receiving care or inquire about the diagnostic details of their care.
- **Do not** try to answer inquiries about health care practices or costs.
- **Do not** speak with reporters or other representatives of the media about a patient – alert Marketing or Administration if this should occur.
- **Do** become familiar with the HIPAA regulations and abide by them at all times.
- **Do** keep confidential anything you see, hear, read, or observe about a patient.

Patients and family members are often eager to talk to a volunteer. Please listen in a friendly, noncommittal way. Tactfully evade confidences or questions that you cannot answer and do not discuss controversial subjects with them. If a patient, family or visitor complains about something, don't argue or offer excuses; simply say "*I am sorry you have had difficulty. I will report that to the proper person*" and do so. All customer / patient complaints are to be taken seriously, and you are expected to handle complaints quickly and courteously, even if you believe the complaint is unwarranted or frivolous. If you do not know how to resolve the problem or answer the question, seek assistance from the nursing supervisor or coordinator on duty to resolve any issue. As a volunteer please inform the Director of Volunteers.

## **STANDARDS FOR VOLUNTEERS**

- Whenever interacting with patients / customers, all volunteers should introduce themselves and ask if they can be of assistance. Make sure your ID badge is readily visible.
- Use common sense. When interacting with patients / customers, be polite, smile and say "hello". Kind words and polite gestures make people feel special.



- Treat patients as adults. Use the patient's formal name and not their first name or endearing "nickname". Your words and tone should show respect and consideration. Make eye contact and extend a few words of concern.
- A professional and neat appearance is required to properly represent the institution and to have a positive influence on those we meet. Volunteer dress code must be adhered to at all times.
- If asked specific questions from patients / customers and or peers, volunteers must make every effort to be as informative as possible while keeping confidentiality.
- Personal conversations in front of patients, physicians and customers are unacceptable. Also refrain from utilizing patient / family sitting areas, nurse's stations for personal conversations.
- Please do not conduct personal business on cell phones while volunteering. Please put your cell phone on vibrate when volunteering.
- Privacy and confidentiality are to be maintained at all times! When entering a patient's room, make sure you knock first and state the purpose of your visit. Be professional about what you say and where you say it.
- Noise can be very disturbing to patients, please help maintain a pleasant and restful environment by speaking softly and using equipment carefully.
- Monitor the tone and volume of your voice. Shouting is clearly unacceptable. Your words and tone should show respect and consideration and desire to be of service.
- When interacting with fellow volunteers and staff, be polite, show respect and consideration. Treat the person as you would want to be treated. When you help your co-workers, you help the patient.

**PRIVACY OFFICER:** The designated Hospice Privacy Officer for all issues regarding patient privacy and patient rights under the Federal Privacy standards:

Bart Haas  
 300 Singleton Ridge Road  
 Administrative Office  
 Conway, South Carolina 29526  
 843-347-8204

**ANNUAL TRAINING** There will be an annual MANDATORY training update and Occupational Health requirements that all volunteers will be required to attend / complete in the fall of each year.

**GRIEVANCE** In the event that a volunteer has an unresolved issue related to his / her volunteer service, the volunteer is to discuss the issue with the Director / Coordinator of Volunteers. If the issue is not resolved to the volunteer's satisfaction, the volunteer may submit a written description of the issue to the Volunteer Director / Coordinator. The issue will be reviewed with the Director's / Coordinator's supervisor.

**LOST & FOUND** – Items found at the hospital should be turned in to Security promptly so callers to the facility will have a go to location to inquire if the item has been turned in. Items found at the Hospice House should be turned in to the nursing supervisor or coordinator on duty immediately. If a purse or wallet is turned in to you, do not open it; take it immediately to the nursing supervisor or coordinator on duty.

## **TELEPHONE USE**

To get an outside line for local calls dial 9 + area code + number

To reach a patient room from a hospital phone, use the Front Desk Census board to locate the correct room extension.

**SOLICITATIONS** Conway Medical Center Embrace Hospice seek to provide patient care in a setting free from tension or interruption. It is the policy to prohibit or restrict soliciting in accordance with the facility policy.

Solicitation, defined as the distribution or display of written materials, or any form of selling, promoting or propagandizing is restricted on the grounds of any Conway Medical Center facility entities.

There shall be no solicitation of patients, staff or visitors at any time. There shall be no solicitation of others at any time by a person or agency not associated with CMC as an employee or visitor.

Conway Medical Center Embrace Hospice will consider violations of this policy by anyone, including volunteers, to be grounds for discipline. If the presence of non-employee / non-volunteer solicitors should be detected, CMC Embrace Hospice will cause their removal from the property. Suspected violations should be reported to facility the nursing supervisor or coordinator on duty.

Please do not ask physicians, nurses or other professional staff for professional advice when you are on duty.

**GRATUITIES** You must not accept gifts, tips or gratuities for your services. Instead, encourage individuals to make a monetary donation to one of the trusts through the Conway Medical Center Foundation. Donations made to the Embrace General Fund, Embrace Hospice-Veteran's Fund, and Sasser-Saunders Endowment are used to directly support Veterans, Hospice, and the Hospice House.

**SAFETY** at CMC Embrace Hospice is everyone's responsibility. Everyone is expected to follow the safety policies.

**INFECTION CONTROL** Volunteers are an integral part of hospice operations. They are involved with staff, patients and visitors. Volunteers must understand policies and procedures related to Infection Control. You may find applicable policy manuals at: Reception desk of Hospice House. Volunteers receive orientation to infection control policies within the initial orientation packet and annually thereafter as a reminder. Policies and procedures are readily available to volunteers .

Hand washing is the single most important and most effective way of preventing the spread of infection. Wash hands upon arrival to work, frequently during your volunteer assignments, before and after you use of the restroom, before and after eating, and before leaving for home.

Universal/Standard Precautions – all patients' blood / bodily fluids will be treated as infectious, i.e. AIDS, HIV, Hepatitis B, etc.

Protective precautions:

- ✓ Never enter isolation rooms
- ✓ Never transport blood or bodily fluid specimens
- ✓ Never clean up such spills (place a spill pad over a spill and notify housekeeping)



- ✓ Use proper hand washing techniques
- ✓ Practice Universal Precautions – Treat all blood and bodily fluids as contaminated and remember that untrained volunteers do NOT handle such substances
- ✓ Comply with annual Occupational Health testing requirements
- ✓ Report TB exposures or signs / symptoms to the Employee Health Nurse
- ✓ Be safe – leave housekeeping duties (spill cleanup) to the housekeepers who are specially trained in infection control measures. Remember anyone can place a spill pad over a spill and call for assistance.

If a volunteer has any doubts about safety or about procedures for infection control, please ask the nursing staff on duty or contact the nursing supervisor at Hospice. If you have additional questions, please contact the Director / Coordinator of Volunteer Services.

**ANSWERING CALL BELLS - YOUR ACTION SHOULD BE:**

- Knock on Patient’s door
- Enter Room
- Use hand sanitizer
- Say Hello, my name is \_\_\_\_\_, I am a Volunteer here with CMC Embrace. Is there something I can help you with?

**REPORTING ACCIDENTS** There is no such thing as an unimportant accident. Any accident is a danger signal that an unsafe condition or working habit exists. Any accident or injury which involves a volunteer who is on duty – no matter how minor – must be reported to the supervisor of the respective department and to the Director / Coordinator of Volunteer Services. An incident report will be completed with you through SREO form (Supervisor’s Report of Employee Occurrence).

**ACCIDENT COVERAGE** Conway Medical Center Embrace Hospice provides insurance to aide in coverage of medical expenses for accidents that occur while serving as our volunteer. The insurance covers medical expenses resulting from an accident which are not paid by the individual’s Medicare, Medicaid, private insurance or other third-party payer with a designated cap.

If a volunteer is injured while performing Hospice volunteer services, the Volunteer must report the injury to the Director / Coordinator of Volunteers and/or the Employee Health Nurse. You will be treated immediately for your injury through direction from Employee Health or referred to an appropriate provider. Medical expenses resulting from the accident will be filed first with the volunteer’s private insurance, Medicare, Medicaid, or third-party payor. Any outstanding balance should be submitted to the Director / Coordinator of Volunteer Services for appropriate submission. It is a program provided by Conway Medical Center to ease the financial impact of an accident sustained while performing CMC Hospice Volunteer Services.

**PERSONAL BELONGINGS** Crime prevention is everyone’s responsibility – stay alert and be observant and aware of your surroundings at all times. Tending to Embrace patients and / or Embrace Hospice House can be very busy. Do not leave personal belongings unattended. You are discouraged from bringing large sums of money and other personal belongings with you during your Volunteer assignment. Neither Conway Hospital Inc. CMC Embrace Hospice nor CMC Embrace Hospice House will be responsible for lost or stolen property of the volunteer. Think of yourself as the “eyes” and “ears” of the facility by reporting suspicious activity.

## EMERGENCY ANNOUNCEMENTS

Volunteers must be prepared to clearly understand what action to take in case of an EMERGENCY while volunteering with CMC Embrace Hospice. Emergency preparedness for Hospice is covered during your onboarding orientation and periodic refreshers are provided. If you have any questions; please speak with the nursing supervisor / coordinator on duty.

## FIRE SAFETY

The Hospice House is equipped with Fire Safety equipment. Please follow the direction of your supervisor during any fire emergency or drill. It is a priority to keep our Volunteers safe.

In case of Fire:

### RACE:

- ✓ R            Rescue anyone in immediate danger
- ✓ A            Alarm – activate the nearest pull box
- ✓ C            Contain the fire – close all doors
- ✓ E            Extinguish the fire – if possible,  
                  Otherwise evacuate.

Attempt to extinguish a small fire if possible. Otherwise, evacuate. Small fires contained in a trash can may be extinguished by placing a blanket over the fire to smother it out.

For extinguisher use:

- ✓ P            Pull the pin
- ✓ A            Aim at the base of the fire
- ✓ S            Squeeze the trigger
- ✓ S            Sweep from side to side

Types of Fire extinguishers:

- A - Water - used for wood, paper, cloth rubbish
- B - Carbon Dioxide – used for flammable gasses, liquids
- C- Chemical – used for electrical fires
- A B C – Used for all fires listed above.

**NICOTINE FREE ORGANIZATION** Conway Medical Center and all of the entities of CMC are committed to the promotion of health. Since it is our mission to improve the overall health of the community, we recognize that nicotine use or even the appearance of nicotine use at our facilities is contrary to that mission. Additionally, smokeless tobacco and electronic delivery devices may convey an inaccurate message with its appearance and create confusion and concern for health risks to others. It is the policy of the organization that the **use of nicotine products is prohibited on premises by employees and volunteers**. Compliance is expected and will be sought with compassion, tact, diplomacy and appropriate judgment. In some instances, a Hospice patient may be permitted to use tobacco products in a specially designated area, as part of providing comfort care. Volunteers may be asked to sit with the client, if the volunteer feels comfortable doing so.

**HARASSMENT** It is the policy of CMC Embrace Hospice to prohibit discrimination without regard to age, disability, race, color, sex, gender, genetic disposition, religion, national origin, sexual orientation or any other non-work related factor.

In addition, it is our policy to provide a work environment in which all are free from discomfort or pressure resulting from jokes, ridicule, slurs and harassment, either relating to such distinctions or simply resulting from a lack of consideration for a fellow human being.

If a volunteer feels that this policy has been violated by anyone with whom he or she comes in contact on the job, regardless of whether it is by a fellow worker, a supervisor, a physician, a patient, a volunteer or a member of the general public, the volunteer should report the incident immediately to the Director of Volunteer Services or to remain anonymous, call the compliance hotline at 888-398-2633. The complaint will be kept as confidential as possible, consistent with an efficient investigation.

Volunteers and employees who are found to have violated this policy will be subject to action commensurate with the seriousness of their conduct.

## **CONWAY MEDICAL CENTER FOUNDATION**

***Helping to Bring Better Health to Life*** The Conway Medical Center Foundation is a not-for-profit corporation established in 1988 as a charitable organization to **provide support to Conway Medical Center** in its effort to fulfill its mission and goals. The Foundation is **dedicated to improving the quality of life of all individuals** in the Conway Medical Center service area. The Foundation develops and encourages cooperation between the Medical Center staff and board, and amongst the medical staff, the community and supporting organizations through means of educational and promotional activities. Resources for the Foundation are derived from fund raising, donations, grants and other sources, where appropriate, to assure long-term growth and development. The Volunteer Service Office, on occasion, does share your contact information with the Conway Medical Center Foundation.

## **CONWAY MEDICAL CENTER AUXILIARY, INC.**

The Conway Medical Center Auxiliary is an independent 501 c 3 corporation. The CMC Auxiliary shall provide funds and services to the Conway Medical Center, Inc., to aide in their programs to enrich the life, health, and education of those we serve of the Conway, SC, area. The Auxiliary will assist the Volunteer Services Office with the in-service volunteer program. The CMC Auxiliary operates the CMC Gift Shop and is managed by the Auxiliary President or designee.

Membership shall be open to any CMC volunteer interested in the work of the Auxiliary. Members may belong to both Volunteer Services and the Auxiliary. Applications may be obtained from the Director of Volunteer Services (DVS) or in the Gift Shop. All Auxiliary members must complete the required CMC Volunteer training as outlined in CMC Volunteer Services policies.

***Thank you for being a CMC Embrace Hospice Volunteer!!***