CONWAY MEDICAL CENTER TRADITIONAL VOLUNTEER HANDBOOK

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Welcome

Thank you for serving as a Conway Medical Center volunteer. Volunteers provide essential non-clinical support and help deliver an exceptional patient and visitor experience. You are an important member of the healthcare team. It is a pleasure to have you as part of Conway Medical Center Volunteer Services. Upon acceptance to our volunteer program, you become a member of a large team numbering approximately 150 men and women who serve an average of 35 – 40,000 hours a year at Conway Medical Center. Volunteers have been an integral part of our staff for over 40 years. Volunteers provide outstanding service enabling us to maintain the highest quality of care.

Volunteer Services offer many exciting and rewarding Traditional Volunteer, Non-Traditional and Group/Community Partnership opportunities. Our Traditional Volunteers provide non-clinical support services. You have the opportunity to give personal attention and perform tasks in a variety of areas in our hospital or provider network physician offices. There are numerous service areas from which to choose at Conway Medical Center.

Please read this manual carefully; it is your source of information for the important role you play as a vital member of our team. You will find additional information in the CMC General Information Handbook located on the volunteer web page.

Employees and Volunteers at our Medical Center are committed to providing services to patients in a caring, respectful way. Each member of the Medical Center 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 facility 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 Conway Medical Center team offering your talents to meet the needs of those we serve. We offer personal growth and satisfaction that comes from working and meeting with others and from community involvement. 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 Medical Center 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 Volunteer.

Sincerely,

Carol A. Biagini, CDVS
Director | Volunteer Services
Phone: 843.234.5486 **| Internal Extension:** 5486
Email: cbiagini@cmc-sc.com **| Online:** www.cmc-sc.com

ACCEPTANCE AND ASSIGNMENT OF TRADITIONAL VOLUNTEERS

To be a successful healthcare Traditional 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 Traditional Volunteer include an emphasis on confidentiality and discretion.

Traditional Volunteers need to complete the onboarding process:

- ✓ Application
- ✓ Interview
- ✓ Character references
- ✓ Traditional 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 Traditional Volunteers will complete an orientation training packet. Departmental training is provided by the hospital 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.

Upon acceptance into the Volunteer Services, the volunteer must agree to accept and abide by the policies and procedures of the Conway Medical Center, 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 Medical Center and its patients, the volunteer will be counseled or asked to leave. There is a department policy & procedure manual available online and in the Volunteer Services Directors Office –Volunteers are asked to be familiar with the policies. You may find applicable policies at: https://www.conwaymedicalcenter.com/volunteers-only/

Volunteers may request a transfer of assignment from the Director of Volunteer Services. Traditional Volunteers may "shadow" other Traditional Volunteer opportunities from time to time when considering a transfer to another area. The needs of the facility and the volunteers wish to explore other options will need to be matched to ensure high-quality patient care and excellent customer service.

CONFIDENTIALITY All patient, visitor, employee, and organizational information is 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 in the hospital, it is inappropriate and unacceptable to mention that person's presence at Conway Medical Center or its affiliates. All Traditional 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 Traditional Volunteers must have a firm commitment. You, as a volunteer, are a very important member of the Medical Center's team. When a Traditional Volunteer makes a commitment for service, many people will be affected if the responsibility is not fulfilled. Traditional 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. If you are in an area such as the waiting areas, gift shop, nursery or transport, 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. Email is the preferred communication tool. For the Gift Shop, please notify the Gift Shop Manager. As a general rule, Traditional Volunteers are assigned to work at regularly scheduled times each week; most shifts being 4 hours.

TIMEKEEPING All Volunteers must sign in/out at the Volunteer Service Center (Transport Office) OR at Patient Services Entrance at the beginning of the day and at the end of the day. If you volunteer off the main hospital campus, you may input your hours via the hospital website using your secure password: https://www.conwaymedicalcenter.com/volunteers-only/ An email with your volunteer hours to the director is acceptable.

Instructions are contained in your onboarding orientation packet or by contacting the DVS. Volunteers are to sign in only for themselves and not for another volunteer. It is important to keep the time accurate as the time reporting reflects your activity at the Medical Center – these time reports are used to honor the volunteer's achievements and are also reported through Volunteer Services to Administration. It also lets the Volunteer Office know you are in the Medical Center in case of an emergency.

Volunteers who will need a leave of absence due to illness, vacation etc., should complete a leave of absence form and turn it into the Director of Volunteer Services or send an electronic written communication. (notification is appreciated when you plan to be off two or more consecutive weeks). Volunteers are a vital component of the Conway Medical Center – we count on the volunteer being here! Traditional Volunteers are to follow the Return to Duty Procedure for Volunteers when returning from a hospitalization or extended illness leave**; absence due to medical procedure or illness for two weeks or longer requires a physician's note to return.**

DISMISSAL It sometimes happens that a Traditional Volunteer's service does not meet their needs or those of the Medical Center; 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 Medical Center 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 is not eligible for reinstatement.

UNIFORMS Personal appearance is an important aspect of the volunteer's overall effectiveness. The expectation for a Traditional Volunteer is that he or she must be neat, clean, well groomed, and

project professional appearance and manners always. All Traditional Volunteers are required to wear an official uniform, which must be clean, neat and worn always 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 have 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 with 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 Volunteer Services. (White or black sleeved shirt or official polo is the preference to be worn under jacket/vest.)
        (b) Dark dress slacks – business casual or scrub bottoms; 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 sandals.

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. 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 Traditional Volunteers must wear a collared shirt. Appearance exudes trust for our patients. Do remember as a volunteer, you represent Conway Medical Center.

The Traditional Volunteer is to wear their official CMC uniform and ID badge on premises when Volunteering and going into the cafeteria for a complimentary meal on the day in which one volunteers. Holiday attire as appropriate.

ID BADGE – everyone must wear a photo ID Badge and no unapproved attachments or alterations will be allowed. 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 will be billed $100.

Any questions may be addressed with the DVS or you may refer to policy / procedures: 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 Administration 843-347-8114. Don't answer questions or make comments.

RESOURCES & DISCOUNTS FOR TRADITIONAL VOLUNTEERS In appreciation for the dedication and loyalty our Traditional Volunteers contribute to Conway Medical Center – the administration has approved for the Traditional Volunteer to receive a complimentary meal in the cafeteria on the day the Volunteer works their scheduled shift. Most shifts for volunteers are a minimum of 4 +/- hours. The Traditional Volunteer is to enjoy the meal **either** prior to or immediately following their shift. Please try not to leave your service area during their shift for the meal unless time permits. Please enjoy your meal from ***ONE of the food stations***: the Hot Meal Serving Line - A meal consisting of 1 entrée, vegetables, bread, dessert and a beverage **OR** the All American Grill, **OR** Out Take Meal. Coffee / tea is available all day, however you must go through the cash register line where the purchases will be applied to the volunteer services department budget. this does not include the specialty coffee nor the Code Brew coffee bar. Items such as (i.e.: soda, Life water, Starbucks coffee, energy drinks and cappuccino are the responsibility of the Volunteer to purchase at a discounted rate. Do not take extra food with the intention of taking it home. Keep a goal of spending approximately $12.

The Traditional Volunteer is to sign their name at check out with the cashier so that appropriate charges may be applied to the Volunteer budget.

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

The Pharmacy at CMC – Show your volunteer ID badge for a possible discount.

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

These resources are for Active Traditional Volunteers - those who contribute their time and effort on an ongoing basis to our facility.

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 you volunteered. This printout will provide the date and hours a volunteer reported volunteer hours for duty during the calendar year. Check with your tax professionals for current tax information or visit IRS.gov website.

HUMAN RELATIONS Many things that a volunteer may see and hear within the hospital 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 in the hospital 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 of the hospital – 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 in the hospital.

Patients and family members are often eager to talk to a volunteer, listen in a friendly, noncommittal way. Tactfully evade confidence 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.* Inform the Department Director or refer to the Customer Experience Director or Coordinator or the Director of Volunteer Services to resolve any issue.

STANDARDS FOR TRADITIONAL 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. Traditional Volunteer dress code must be always adhered to.
- If asked specific questions from patients / customers and or peers, volunteers must make every effort to be as informative as possible.
- Personal conversations in front of patients, physicians and customers are unacceptable. Also refrain from utilizing patient waiting areas, nurse's stations or elevators 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 always maintained! 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 hospital 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.

ANNUAL TRAINING There will be an annual MANDATORY training update and Employee Health requirements that all Traditional Volunteers will be required to complete in the fall / winter of each year.

GRIEVANCE In the event that you as a volunteer have an unresolved issue related to his / her service at Conway Medical Center, the volunteer is to discuss the issue with the Director 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. The issue will be reviewed with the Director's supervisor. Be a team player – complaints are sometimes used as subjects for gossip. Be a professional.

LOST & FOUND – Found items should be turned in at Security promptly so callers to the hospital will know that the item has been turned in. If a purse or wallet is turned in to you, do not open, take immediately to the Security Office at the Emergency Department entrance.

TELEPHONE USE –
To get an outside line for local calls dial 9 + 1 + area code + number
To reach a patient room from a hospital phone dial 5 + three-digit room number
To reach a CCU patient room from a hospital phone dial 88 + room number
To reach a COU patient room from a hospital phone dial 87 + room number

SOLICITATIONS Conway Medical Center seeks to provide patient care in a setting free from tension or interruption. It is the policy of Conway Medical Center to prohibit or restrict solicitation in accordance with the hospital 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 Conway Medical Center facilities.

There shall be no solicitation of patients, staff or visitors at any time. There shall be no solicitation from others at any time by a person or agency not associated with Conway Medical.

Conway Medical Center 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, Conway Medical will cause their removal from the property. Suspected violations should be reported to Security.

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

GRATUITIES You must not accept tips or gratuities for your services as a volunteer. If forced to take money, tell the patient / family member that it will be donated to the CMC Auxiliary, or you may refer such contributors to the Conway Medical Center Foundation.

SAFETY at Conway Medical Center is everyone's responsibility. Everyone is expected to follow the safety policies.

INFECTION CONTROL Volunteers are an integral part of hospital operations. They are involved with staff, patients and visitors. Traditional Volunteers provide direction, information and assistance. Volunteers must understand hospital policies and procedures related to Infection Control. You may find applicable policies at: https://www.conwaymedicalcenter.com/volunteers-only/

Volunteers receive orientation to hospital infection control policies within the initial orientation packet and annually thereafter as a reminder. Policies and procedures are readily available to volunteers online or in the Volunteer Service Center or in the Directors office.

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

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

Protective precautions:

- ✓ Never enter isolation rooms
- ✓ Never transport blood or body fluid specimens
- ✓ Bever clean up such spills (place a spill pad over a spill) notify housekeeping
- ✓ Use proper hand-washing techniques
- ✓ Practice Universal Precautions – Treat all blood and body fluids as contaminated and remember that untrained volunteers do NOT handle such substances.
- ✓ Comply with annual Employee Health 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. If you have additional questions, please contact the Director of Volunteer Services.

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 of Volunteer Services. An incident report will be completed for you – (EOR form (Employee Occurrence Report).

ACCIDENT COVERAGE Conway Medical Center provides insurance to cover medical expenses for accidents that occur in a Conway Medical Center facility while serving as a Traditional Volunteer. The insurance covers medical expenses resulting from an accident which are not paid by the individuals Medicare, Medicaid, private insurance or other third-party payer with a designated cap.

If a Traditional Volunteer is injured while performing Traditional Volunteer services, the Volunteer must report the injury to the Director of Volunteers and or the Employee Health Nurse. You will be treated immediately for your injury, generally in 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. The Conway Medical Center Traditional Volunteer medical policy will serve as the secondary reimbursement. It is a program provided by Conway Medical Center to ease the financial impact of an accident sustained while performing Traditional Volunteer services.

PERSONAL BELONGINGS Crime prevention is everyone's responsibility – stay alert and always be observant and aware of your surroundings. The hospital is a busy public facility. 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. Conway Medical Center will not be responsible for lost or stolen property of the volunteer. Think of yourself as the "eyes" and "ears" of the Hospital by reporting suspicious activity.

MISSION 56 Making Connections in 56-Seconds

At Conway Medical Center, we believe the most powerful tool in healthcare is human connection. In just 56 seconds, you can transform a patient's experience, uplift a co-worker, and elevate the care we deliver.

Mission 56 *is our commitment to making every moment matter—every patient, every time.*

EMERGENCY ANNOUNCEMENTS

Traditional Volunteers must be prepared to clearly understand the EMERGENCY ANNOUNCEMENTS used by Conway Medical Center:

TO REPORT AN EMERGENCY

Call 5555. Identify Type of Event + Location.

Follow procedures for each Code & Alert. Procedures are outlined in your orientation packet

EMERGENCY CODES

Code Blue Medical Emergency
Code Orange Bomb Threat*
Code White Missing Psych Patient
Tornado
Mass Casualty*

FACILITY ALERTS

Fire
Contamination *
Technology Interruption

SECURITY ALERTS

Bomb Threat
Active Shooter *
Armed Subject
Controlled Access *
Security Assistance
Missing Adult/Child/Infant
Missing Psychiatric Patient
*Activates Incident Command

FIRE SAFETY

The Medical Center is equipped with Fire Safety equipment and policies. 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.

Horizontal evacuation is moving patients & visitors to a safe place along the same floor. **Vertical evacuation** is a safe place above or below the level of the fire. This type of evacuation is conducted by staff who are specifically trained to conduct horizontal and vertical evacuation.

PARKING For the well-being of volunteers, visitors and employees, the Security department at Conway Medical Center encourages those leaving the facility alone after dark to dial 843-234-7555 to request a security officer for an escort to your car. Volunteers are to park in the outermost perimeters unless handicap parking is needed. Allowed parking area is signified by yellow paint lines on the ground. If you are physically able; park in yellow striped areas. Please refer to your map.

NICOTINE FREE ORGANIZATION Conway Medical Center is 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 all individuals. Compliance is expected and will be sought with compassion, tact, diplomacy and appropriate judgment.

HARASSMENT It is the policy of Conway Medical Center 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 Volunteer!!