



September 2010



It is Time to Tee It Up to Support WakeMed Cary Hospital and WakeMed Children's Hospital!

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The Volunteers at WakeMed Cary Hospital invite you to support our 12th Annual Charity Golf Outing at MacGregor Downs Country Club in Cary. This year, we are expanding our fundraising efforts by partnering with the WakeMed Foundation. All proceeds directly benefit programs and services for Cary Hospital patients, and this year we're helping to expand pediatric services at the new WakeMed Children's Hospital.

You can be a sponsor for the outing

You can provide sponsorship for the tournament in a variety of ways. Promote your business, civic organization or even your loved ones. In fact, for as little as \$25, you can Personally Acknowledge and Recognize a friend, loved one or valued WakeMed employee or volunteer on our PAR board. "Purchase a Pin Flag" for \$100. For info about all sponsorship opportunities, contact Susan Alvey, Golf Outing Chair, The Volunteers at WakeMed Cary Hospital at 919-616-6469 or salvey@wakemed.org. You can also visit www.childrencantwait.org.

Register to play golf

To register with a credit card, visit www.childrencantwait.org. To Receive a Golfer brochure by e-mail or US mail, call Volunteer Services at 919-350-2363 or Susan Alvey at 919-616-6469.

Schedule of events

- 10 am – Check-in
- 11 am – Shotgun start
- Lunch
- 5 pm – Cocktails, hors d'oeuvres and championship presentation

Your support means a lot

By supporting our Charity Golf Outing, you will help bring joy and comfort to Cary Hospital patients through the many projects and initiatives funded by The Volunteers at WakeMed Cary Hospital. From helping expand WakeMed care and services and supporting staff, to sewing love into handmade gifts for patients, we're here for our hospital and our community. Those of us who volunteer in the hospital have seen the benefits of past fundraising. The Meditation Chapel, thousands of huggables and medications for immediate need patients through the Rain-

Spread the word – Sign up to play golf. Don't golf, but know someone who does? Invite them! By spreading the word about the golf outing, you can help make the event a success.

Become a sponsor – For as little as \$25, you can make a contribution to the golf outing. Check out the opportunities at www.childrencantwait.org.

Buy and/or Sell raffle tickets – A variety of exciting prizes will be raffled at the event. You do not have to be present to win. For tickets, stop by the Volunteer Services office or call Denise Galloway at 919-234-9143.

We look forward to your partnership and to an amazing success of this event. We will see you at the clubhouse!

New Initiatives Supported by The Volunteers – Thanks to All WakeMed Staff for Supporting Our Fundraisers!

The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital extend their gratitude and appreciation to every volunteer and WakeMed employee who support their fundraising efforts. You shop for uniforms, cookware, jewelry, linens, electronics and more; you play golf or contribute to golf sponsorships; you make contributions in honor or memory of others to Blossoms for Life; you contribute to either of these non-profit WakeMed affiliated organizations for specific or undesignated programs. A portion of the revenues from every in-house sale stays with these volunteer organizations and is used to support hospital based programs in departments across the system. Examples of channeling the funds to valued-added initiatives in fiscal year 2010 alone include –

The Volunteers at WakeMed Cary Hospital

- Designation of a 5-year \$20,000 pledge to the WakeMed Foundation to support operations of a Ronald McDonald Family Room in the WakeMed Children's Hospital
- Fuquay Skilled Nursing Facility – flat screen TV for resident activity area, wheelchair accessible tables for dining area, labor and love and supplies for raised flower garden
- Startup equipment and supplies for Tea for the Soul program through Spiritual Care Services
- Music devices and supplies for the Comfort Care program
- Sewing supplies for the hundreds of huggables, baby caps, Memory Quilts and other handmade gifts for Cary Hospital, Apex Healthplex and Fuquay patients
- Support for Nursing representatives to attend Magnet Conference
- Toiletries and medications for immediate need patients

The Volunteers at WakeMed Raleigh Campus

- Designation of a 5-year \$50,000 pledge to the WakeMed Foundation to support operations of a Ronald McDonald Family Room in the WakeMed Children's Hospital
- Patient focused devices for Spinal Cord Injury program to enhance recovery experience and independence.

- Funding for Children's Emergency Department Pain Management Music program – recently featured in a national journal
- Funding for WakeMed North Pain Management Music Program
- Healthy Lifestyles Cardiac Rehab Scholarships (6-8 per year) to enable patients with limited resources to continue post discharge rehab
- Child Life Specialist support on 4E Pediatrics, in the Children's ED and in Surgical Services
- Special Infant Care Clinic – premie car seats, educational materials and kid-sized furniture
- Reach Out & Read (ROR) – funds to purchase 1,000+ developmentally appropriate books to be given by care providers to children ages 6 months to 5 years in the WakeMed Faculty Physician Pediatric Practice
- Zebulon Skilled Nursing Facility – funds for patient transportation and discharge planning needs
- Startup equipment and supplies for Tea for the Soul program through Spiritual Care Services
- Sewing supplies for the hundreds of huggables, baby caps, memory quilts and other handmade gifts for Raleigh Campus, North Healthplex and Zebulon patients
- Support for Nursing representatives to attend Magnet Conference
- \$6,000 in Melissa Brown Memorial Nursing Education loans to 3 WakeMed staff and 1 former volunteer
- Toiletries for immediate need patients

The history of support for The Volunteer sales has been both significant and impressive. The history of programs supported and begun with start up funds, projects started and needs met is impressive and enriching. Fiscal year 2011 promises to be equally as impacting. Thank you Volunteers, employees and community friends.

Change is coming!

With Internet and e-mail usage on the rise, and e-mail communication having been identified as the preferred method for the majority of our volunteers, this will be the final edition of *Heartbeat* to be delivered 100% by standard US mail. A link to the next edition of *Heartbeat* located on the WakeMed website will be sent to all volunteers who have provided their current e-mail addresses to the Volunteer Services departments. *Heartbeat* is produced six times a year. By notifying volunteers via email that a new issue of *Heartbeat* is on the WakeMed web, we are helping the organization reduce expense. Note that we will not be sending the document itself by e-mail – we will be sending you a [link](#) to a secure environment where you can view, read and print *Heartbeat* if you prefer.

We will continue to mail *Heartbeat* to volunteers who do not have email or would prefer to continue to receive the newsletter by standard US mail.

Please stop by your Volunteer Services department or call to let us know if you prefer to receive the newsletter by standard US mail. You may also return the attached form on [page 20](#) to us.

We Hear You!

The results from the 2010 Volunteer Satisfaction Survey are in and a high percentage of the respondents indicated e-mail as the preferred method of communication. E-mail is an excellent way to reduce expenses to the organization in supplies, postage and labor.

Many of you have already begun to receive e-mails from your Volunteer Services department. The staff would like to make sure that we have every volunteer's email correct address in our database. Contact us through E-mail to one of the staff members in your department. See addresses below.

- Or stop by the Volunteer Services department
- Or call the staff
- Or return the attached form on [page 20](#) to your Volunteer Services department.

Please also remember to add us to your contact lists!

WakeMed Raleigh Campus, Volunteer Services –
3000 New Bern Avenue, Raleigh, NC 27610:
Marie L. Johnson : mljohnson@wakemed.org
Kim Elliott: kielliott@wakemed.org
Jackie Kennedy: jkennedy@wakemed.org
Susan Hester: shester@wakemed.org
Phone number: 919-350-8293

WakeMed Cary Hospital, Volunteer Services –
1900 Kildaire Farm Rd, Cary, NC 27518
Bethany Kelly: bkelly@wakemed.org
Dee Thompson: dthompson@wakemed.org
Susan Hester: shester@wakemed.org
Phone number: 919-350-2363

New Placement Coming Soon to Cary Hospital

Volunteers will be included in the new Comfort Care program. Caring, empathetic, compassionate volunteers will be recruited to offer non-medical comfort service and support to hospitalized patients and families in end of life situations. Scheduling will be handled on an as needed/on call basis. Critical thinking, excellent communication and listening skills a must! There will be more information about Comfort Care placements in the next several months.

The President's Corner

WakeMed Raleigh Campus



The plans for a Ronald McDonald Family Room for parents of hospitalized children is underway. We hope for an opening date in the next few months. Volunteers are

needed to staff the room. Please see Marie Johnson if interested.

Fall is close at hand and so is the Volunteer Board budget preparation for FY11. As we approach a new budget year, I challenge all volunteers to be ambassadors in service excellence, not only in patient care, but in helping to keep cost down and efficient use of WakeMed resources. Be proactive! If you have any cost-containment/saving ideas, please submit to Volunteer Services management. We can make a difference!

The Volunteer board will elect officers for FY11 at the September 2010 board meeting and will install new officers at the October 2010 board meeting.

Have you read the new WakeMed Patient Safety Standards? A copy is posted on the communication bulletin board in the Volunteer department and is printed in this issue of *Heartbeat*. Read them and make them a part of your commitment to patient safety for the next year.

Upcoming fund raisers: Gold Buying Event and the Ultimate Linen Sale. We need your help!

Thank you for all you do

Sally Perdue, President

The Volunteers at WakeMed Raleigh Campus

WakeMed Cary Hospital



October is upon us and we are ready for the changes that fall brings. At the August board meeting, the following members were elected as officers for the next year.

Denise Galloway, President
Bunny Thompson, Vice President
Shelby Credle, Secretary
Regina Brest, Treasurer

I have enjoyed serving as president of the board for the last two years.

Teresa Harvey, RN manager, 2 East presented a funding request for a Comfort Care initiative on 2 East. Comfort Care is for those patients at the end of life. The board approved the request for lamps to provide soft lighting, CD players to provide soft music, and a music library.

Also at the last meeting, the board discussed the 2011 budget. Soon you will receive the report in the mail that shows the revenues and expenditures for the past year. Our largest expenditures are to the Rainbow Fund and to WakeMed Foundation. The Rainbow Fund provides medication to those patients who cannot afford it. The board has dedicated \$20,000 to be paid out over the next four years. Along with the Raleigh volunteers, we will be funding a Ronald McDonald Family Room located in the Children's Hospital.

Fundraising continues to be important so we can meet our budget expenditures. The golf tournament, our largest fundraiser, is just around the corner. Thank you to all the volunteers that have sold raffle tickets. Our uniform sale will be on September 24. In your various departments, please remind employees of the sale.

As this is my last newsletter, again, I have enjoyed the opportunity to serve as your president.

Pat Quick, President

The Volunteer at WakeMed Cary Hospital

Volunteer Spotlight WakeMed Raleigh Campus ~Corliss Dunlop~



Hello...
My name is Corliss Dunlop and I've been a Wake Med volunteer since February 2010. I'm a native of Buffalo, NY, have enjoyed many Arizona sunsets and now live in the South. I'm the mother of a wonderful daughter and the grandmother of a little girl who keeps a smile in my heart.



I enjoy traveling, modeling and designing dresses for little girls. I have a Masters degree in Social Work and I am a retired LPN. My career has covered a broad range of experiences: management, public relations, event planning, foster care, working with OB/GYN, Geriatric and Internal Medicine patients.

During this pivotal point in my life, I decided to reach out to others through volunteering. At the Raleigh campus, I volunteered in Public Relations, as a Guest Ambassador and in the Reach Out and Read Program. Reach Out and Read or ROR, introduces children and their siblings to the wonderful world of reading. This program is held in the Children's Outpatient Clinic and it provides new and gently used books to children from 6 months to five years of age. Parent participation makes this experience even more worthwhile.

Just recently, a Spanish speaking mother watched other children gather around me to look through a bilingual alphabet book. She smiled when she saw the book contained Spanish words. I gave her the book and watched the joy she felt as her daughter discussed the picture and labels. As they were waiting for their name to be called, the mom read two stories to her preschooler; she finished the stories prior to their name being called. At that moment, she smiled and left me with a heartfelt "Thank You".

Being a WakeMed volunteer has been a wonderful opportunity. After leaving each assignment, I have walked away feeling that I have made a difference.

Volunteer Spotlight WakeMed Cary Hospital ~Mary Poteat~

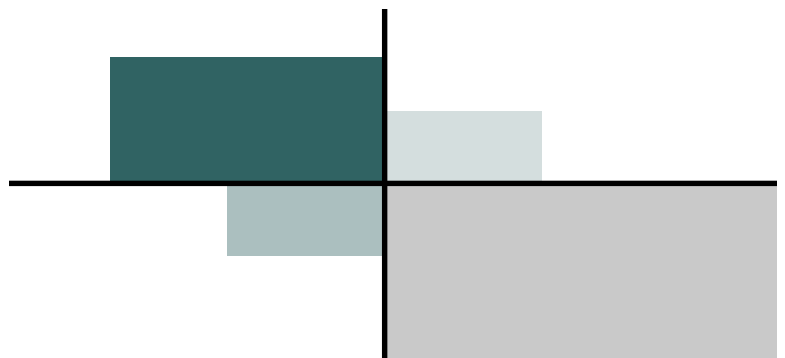


Mary Poteat was born and raised in Middle River, Maryland. She was the 9th child in a family of 10 children. She and Barry Poteat were married in Middle River, Maryland at Our Lady of Mt. Carmel Catholic Church. They celebrated 50 wonderful years of marriage on September 3, 2010! The Poteats' are also proud parents of 3 children , and 4 grandchildren.

Mary and her family lived in Shiraz, Iran for 3 years. While living in Iran they traveled to many countries throughout Europe and the Middle East. Egypt became her favorite country because of its ancient history. Mary moved to North Carolina with her family when her husband's job relocated them to Cary.

Mary has played tennis, singles and doubles, for the Kildaire Farms Tennis & Swim Club. She has enjoyed group tap dancing and her group has been a medal winner in the Senior Games. She and her husband have enjoyed bridge, square dancing and traveling to many areas of the US, especially the west.

Mary joined the WakeMed family in February 1994 and volunteered in the Gift Shop for a short time. Her long term placement has been at the main Information Desk greeting and assisting patients, visitors and employees. Mary has also volunteered many hours making many huggables and close to 1000 crocheted baby hats. She has contributed a total of 6,037 hours.



WakeMed Health & Hospital's System Featured Volunteer Placement Areas

Critical Care Waiting Room Volunteers Make a Difference

Rosie Pacheco, Supervisor, Communications, enjoys working with the volunteers in the Critical Care Waiting Room. She states that the volunteers make a significant difference in the Critical Care Waiting Room by welcoming family members and visitors as they arrive in the area. They provide assistance by lending comfort, and they keep information flowing to and from the families in an organized fashion. The volunteers further assist employees in the coordination of visits by families to the critical care units and serving as a liaison for the recovery room, operating room and physicians/surgeons. The Volunteers play a big role as we continue to strive for excellence in quality and customer service.

Kudos to the following volunteers who assist in the Critical Care Waiting Room:

Lorraine Shapcott	Lynette Davis
Barbara Brooks	Lynn Burton
Martha Biggio	Hazel Wesche
Jean Koon	Steven Yee
Samantha Griffin	Jo Lovell
Hilda McCullers	Shirley Harkness
Joe Whitehead	Vic Tolomei
Jon Neiditch	Emma Friberg
Walter Davis	



Veronica McCallister, Receptionist, Hazel Wesche, Volunteer, Barbara Brooks, Volunteer, and Rosie Pacheco, Supervisor, Communications

Spotlight on WakeMed Zebulon Volunteers

The heart beat of WakeMed Zebulon is truly our wonderful volunteers. We could not survive without their life saving help. WakeMed Zebulon is proud to have four dedicated volunteers. Zella Strickland has served for over 15 years, bringing music therapy and great joy to all she meets. JoAnn Vaughn is our Patient Relations Ambassador; she communicates with residents on a one-to-one basis regarding feedback concerning their patient stay. Edrie Greer helps with our hospitality pets program. The residents are always glad to see Ripley (a German Shepherd) when he comes to visits. Mary Helen Lehman works in our Out Patient Rehab as a file clerk. She always has a kind word to those she greets. The WakeMed Zebulon staff appreciates the hard work and dedication of all of our volunteers. We take our hats off to you and say thank- you!

The WakeMed Zebulon Staff

Pediatric Reception Volunteers



Rhodia Hawkins, Volunteer, Becky Walton, Pediatric Clinical Secretary, Sunisha Barbee, Childlife Specialist, and Susan Davis, Childlife Specialist

Pediatric Reception volunteers assist the efforts of the Pediatric employees by greeting visitors, collating charts, and keep the Pediatric Waiting Rooms organized and provide information via the telephone. The Pediatrics Reception volunteers are invaluable and also help coordinate visits to patients by customers.

Wanda Bowman, Manager, Pediatrics:

Pediatric Receptionist Volunteers:

Sharmaine Nelson	Elizabeth Rojas-Steinbrecher
Donald Valentine	Janet Lewis Rhodia Hawkins
Stephanie Brawer	Shamika Houpe Devanise Rogers
Iradell Sanders	Collette Williams Becky Tart

WakeMed Health & Hospital’s System Featured Volunteer Placement Areas

Pediatrics Volunteers

Pediatric Volunteers provide attention and comfort to children on the inpatient Pediatric unit on 4E, as well as the Pediatric Intensive Care Unit. Working alongside the Child Life Specialists on Pediatrics, they provide a variety of recreational and educational activities to patients at the bedside and in the playrooms. Whether they are passing out DVDs, washing toys, helping a child in the playroom, or spending special time with a child who has no family present, these volunteers make a wonderful difference in the lives of our patients. They provide consistent care and attention to all the children on our floor and support our ability to provide excellent care to the children at WakeMed.

Susan Davis, Child Life Specialist

Pediatric Volunteers:

Shanaz Carper	Sarah Alhomi
Jose Contreras-Novas	Carolyn Duncan
Kathy Weischedel	Sarah Alhorni
Emily Edquist	Candice Leggett
Diego Hipolito Canario	Amy Wolfe
Devanise Rogers	Katrina Harris
Melinda Rennaker	Donna Wong
Rebecca Spann	Staci Brooks
Candice Seetram	Bernice Gynamfi

WakeMed Cary Hospital Women’s Pavilion & Birthplace

Volunteer involvement in the Cary Hospital’s Women’s Pavilion is extensive and runs deep. When asked how they feel about their volunteers, staff responded with comments like – “extremely helpful”, “they lighten our load”, “they know what to do without being asked”, “always have a smile to offer” and “I can tell when they are not here!”

Volunteers associated with the Women’s Pavilion contribute through their involvement in four different volunteer service placements: Unit Concierge, Patient Relations Ambassador, Tea Cozies and Hearing Screening.

Unit Concierge: Volunteers enhance the customer experience by assisting staff in non medical duties which include, but are not limited to:

- Running errands, stocking supplies, assisting with meal tray and snack delivery, etc.
- Assists with non-medical admission/orientation process of new patients to post partum unit and provides written verification of completion to staff.

The focus is on patient care with a goal of boosting confidence in and satisfaction of WakeMed services.

Many thanks to the current volunteers participating in this service:

- | | |
|-----------------------|--------------------|
| Mary Martin | Barbara Harrington |
| Joan Morelen | Linda Minette |
| Farimah Anoushiravani | Jane Warner |
| Sue Desai | Jodi Stevens |
| Barbara Harrington | Megan Mears |
| Pooja Ghai | Kelly Craighead |
| Rena Foye-Narcesse | Karen Crosswell |
| Lori Greenstein | |

WakeMed North Sighs of Relief

Here at WakeMed North in Outpatient Surgery we have one of the best volunteers! His name is Timothy Lee. Timothy comes to help us every Thursday; which as a rule is a very busy day. Timothy works a full time job, but on Thursday he comes to us around 9 am sharp. You can almost hear the sigh of relief when we see him. Timothy enters with a smile, speaks to everyone and anticipates the needs of the nurses. Timothy is a great team player and is always there for the patients. What a great attribute he is to WakeMed North. We truly do not know what we would do without him on our busiest day of the week.

Patricia Lippman



Joan Morelen, Unit Concierge volunteer

WakeMed Health & Hospital's System Featured Volunteer Placement Areas



Dot Eldreth, Director of Women's Pavilion, Joan Moreland, Volunteer and Carole Swanson, Supervisor, Women's Pavilion

Patient Relations Ambassador: Volunteers visit Women's Pavilion patients 24 hours following admission to Post Partum to obtain feedback regarding the patient hospital stay. These visits allow the patient to offer comments and suggestions on issues that cover the whole realm of the individual hospital experience. Feedback gathered by the volunteer on topics that range from the facility to safety and quality of care is in turn shared with unit management who ensures a response to the patient in a timely manner.

Kudos to the following volunteers currently serving in this capacity on the Women's Pavilion & Birthplace unit:

Pat Quick	Tandra Burson
Audrey Addo	Lee Hong

Tea Cozies: Volunteers work solo or in pairs – unique and wonderful pairs – to bring a taste of true customer service to the new mothers and their families. Some of the volunteers participating in this program are, mother /daughter teams (though this is not a requirement) who serve an evening refreshment or “tea service” to patients and families in the Women's Pavilion.

Thank you to current volunteers:

Katie Tester	Lauren Tester
Carson Tester	Miriam Azam
Shaila Prabhu	Diana Callender
Irina Dayal	Diana Dayal
Lisa Koch	Mandy Koch

Hearing Screening: Volunteers report to the Wake-Med Health & Hospitals Audiologist and are trained to conduct hearing screens using a detection algorithm which evaluates features of the normal newborn auditor response. Soothing and loving on each little one to be screened is one of the definite perks of this position.

A terrific cast of volunteers include:

Joan Carson	Carol Clark
Kim Masseth	Pam Ayars
Debbie DiLalla	

A total of thirty four volunteers give of their time and talents to help the staff make the Women's Pavilion and Birthplace a safe, comfortable and positive place for our patients. Nicole Jung, Manager, sums it up best by stating that the “volunteers are truly part of our team ...they dig in and do what needs to be done... they are comfortable with the moms, the babies and the families and make sure they have what they need...they undoubtedly help with our patient satisfaction scores. We don't know what we would do without them!”

Doula's Needed!

The word "doula" (doo-lah) comes from the ancient Greek meaning "a woman who serves" and is now used to refer to a trained and experienced professional who provides continuous physical, emotional and informational support to the mother before, during and just after birth.

Studies have shown that when doulas attend birth, labors are shorter with fewer complications, babies are healthier and they breastfeed more easily.

WakeMed has enjoyed a volunteer doula program for many years.

Organized through WakeMed Birth & Parent Education, this group is currently seeking candidates who are interested in helping women and families through the birthing process.

Training is required, work is unpredictable but the personal rewards are great!

Special Messages

Dear Bethany,

“I have been volunteering at the Emergency Department for over a year now. I am writing to inform you that although I did not get into medical school, I got into grad school at Drexel University and will be getting my Masters in Public Health. After that 2-year program I plan on reapplying to medical school. Thank you for all you have done for me over the years. I enjoyed my time volunteering at WakeMed Cary.”

Sincerely,

Andrew Waltersdorf

Dear Bethany

“You have found an all-star in Karen Molnar. We really appreciate her time and helping us out with various projects in the Food and Nutrition department. With her vast business and customer service knowledge she has proven to be of great value in the department. Her volunteerism is greatly appreciated and welcomed.”

Thank you,
Leo Jolley

Dear Bethany

As the semester has been progressing and the workload from classes keeps piling up, I have found myself really struggling to find the time for everything I need to do. I have really enjoyed my volunteer experience thus far at WakeMed, getting to know various members of the staff and patients, and would like to continue volunteering in the future...

Thanks,
Hoyle Whiteside

Dear Marie,

“Many thanks for sending me the best wishes card on my birthday!

I would like to express my deep appreciation and thoughts working at the WakeMed Health & Hospitals in the Emergency Department since March, 2010. This has really given me a great enthusiasm.

The fabulous hospitality from all the staffs in sharing their years of knowledge and experience during my volunteer time has given me an amazing opportunity to develop a confidence in my professional expertise to commit myself to working at a health organization, and assisting people.

I would like to inform you and all colleagues that I am expecting a new baby on 08/06/10, and will not be able to come for my volunteer work starting August, 2010.

Thanks again and looking forward to working with you again.”

Sincerely yours,

Aniley M Kelemework

Kildaire Farm Road near Cary Hospital

During the week of September 7-11, roadwork and paving will began on the area of Kildaire Farm Road that is directly around Cary Hospital. Please be aware and use caution

Increased Traffic near the Raleigh Campus Starting August 10

Due to construction work at Wake Tech Community College (located behind the Raleigh Campus) beginning on Tuesday, August 10, traffic will increase around the Raleigh Campus. Because of the construction, vehicles that are loading and unloading students will be exiting the Wake Tech campus using a new driveway that connects to Campus Drive (near Hilltop Home). This includes four vans per hour for student shuttles; two full-size school buses every day at 7:45 am and 2:30 pm; and as many as 200 cars that are dropping off or picking up students. Traffic will be increased during these timeframes on Campus Drive between the Hilltop Home area and the Andrews Center. Wake Tech will be providing a security officer to assist with traffic flow. The construction work on their campus could last for up to two years.

BLOOD DRIVE RESULTS

The Volunteers at WakeMed Raleigh Campus and the American Red Cross hosted a blood drive on September 1, at WakeMed's Andrews Center and a bloodmobile at the Corporate office. A total of 102 pints were collected. WakeMed, as always, has an extraordinary response to the needs of the community whenever help is needed.



Thank you to the following volunteers who staffed the canteen and registration areas:

Chris Hammond Ben Citero Mickey Gault
Francisco Rosado Thing Nguyen

Patient Bed and Mattress Upgrades on the Raleigh Campus

Beginning on August 24, patient beds and mattresses on the Raleigh Campus will be upgraded. All ICU beds and six beds on 5A MIC will gain upgraded mattresses as well as rotation, percussion and vibration modules to better facilitate pulmonary function. Beginning in September, Medical/Surgical bed mattresses will be replaced with upgraded low air loss, reactive air mattresses. Benefits include better control of skin temperature, enhanced prevention of pressure ulcers, increased wound healing and less pressure on sensitive areas of the body. The upgrades will also increase the weight capacity of all patient beds in the hospital from 300 to 500 pounds. Other benefits include: no delay in delivering appropriate pulmonary or pressure relief function to patients; the elimination of extra bed transfers and specialty bed rentals; and increased patient satisfaction as beds will offer quiet motors and more subtle movements. Standardized beds and mattresses will also allow beds to be shared among multiple units. In-services will be provided in the coming weeks.

Quips & Quotes

During a training for a new hospitality pets team consisting of a beautiful 3-legged lab mix and a new volunteer, an elderly gentleman patient on a walker stops to admire the team and is heard saying, "You have an arithmetic dog there...three down and carry the one."

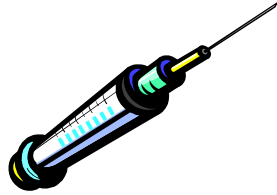
Avoid a Parking Ticket – No Parking Zones on Galahad Street near Raleigh Campus

The City of Raleigh has posted "No Parking" signs on the side of Galahad Street that runs along the P1 Parking Deck and also near the corner of Galahad and Campus Drive. The Raleigh Police Department is monitoring these areas and issuing parking tickets to cars that are parked in no parking zones. Please note that parking is allowed on the side of Galahad Street that is opposite the P1 Parking Deck, with the exception of the street corners.



Flu Vaccine Now Available for Select Staff and Volunteers

The flu vaccine is now available in the Raleigh Campus and Cary Hospital Occupational Health & Safety offices during their normal hours of operation (Raleigh: M-F, 7 am to 4 pm & Cary: M-F, 7 am to noon and 12:30 pm to 3:30 pm). Because a limited supply of vaccination is initially available, immunizations will only be administered to the following groups of staff and volunteers: Emergency Department, Respiratory Care Services, Mobile Critical Care Services, Women & Children's Services, pregnant employees and volunteers, and staff and volunteers who work in other high risk areas and are either immunocompromised or have a chronic respiratory disease. Over the next few weeks, more vaccine will become available and immunization schedules for other staff and volunteers will be communicated.



Health Career Pathfinders (HCP) Advisors for Future Health Care Providers

HCP is an educational opportunity for teenagers interested in exploring clinical and non-clinical careers in health care. Each year Volunteer Services recruits WakeMed staff to serve as advisors and co-advisors in WakeMed's Health Career Pathfinders program at Raleigh Campus and Cary Hospital. Kudos to **Virgil Grace (Anesthesia Tech, Cary Hospital)** and **Lynette Raker (OR Tech, Cary Hospital)** for volunteering to lead the Cary HCP for the 3rd year! Welcome to **Jennifer Jones (HR Specialist-Compensation)** and **Erin Duff (Clinical Staff Pharmacist)** who have volunteered to lead the Raleigh HCP this year. Health Career Pathfinders meets twice a month for two hours from October through April. Advisors and co-advisors serve as leaders and role models, and coordinate a variety of hands-on opportunities. The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital sponsor the groups at their respective hospitals. If you are interested in learning more about this career development opportunity for teens in our communities, be in touch with Bethany Kelly, 350-4008, Cary Hospital or Marie Johnson 350-8066, Raleigh Campus.

Customer Service Classes Are Open to All Volunteers

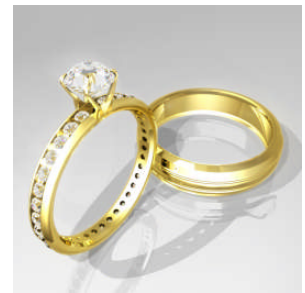
There are numerous learning opportunities for WakeMed staff through Staff Development and Training. Volunteers are welcome to take advantage of many of these learning activities including Continuous Quality Improvement, Computer Training, Employee Development, Individual Safety/Compliance & Department Courses and more. Let Susan Hester know if you are interested in finding out more about the catalogue of classes, shester@wakemed.org.

Are You Trained in Lean or Six Sigma?

The Organizational Process Improvement team would like to know if any employees and volunteers have been trained in Performance Improvement methods such as Lean or Six Sigma prior to joining WakeMed or independently from external organizations while employed at WakeMed. If so, please complete this online survey: http://www.zoomerang.com/Survey/WEB22ATRM_YRGR7. Staff or volunteers with these skills could be incorporated into current or future performance improvement efforts or might be solicited for their feedback on program ideas. If you have questions, contact Kenneth Murray at 350-7547.

Gold Buying Event Sponsored by the Raleigh Campus Volunteers September 21, 7 am—4 pm in Conference Dining, Room 5, Raleigh Campus.

The Volunteers at WakeMed Raleigh Campus bring you a fundraising event like no other. Bring in your old gold, platinum and silver and jewelry experts from Gold Coast Promotions will purchase your items. A portion of the sales will go directly to The Volunteers at WakeMed Raleigh Campus to benefit programs and services at WakeMed.



Donations Needed for Volunteer Services — WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at Raleigh Campus and Cary Hospital offer magazines, comfort items, word puzzles, books and other select reading material to our patients. Donations of gently used or new magazines, novels (romance, mystery, westerns) and word puzzle books will be greatly appreciated.

Criteria:

- Magazines – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- Books – Paperbacks are preferred. They must be clean and odors free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

There is an urgent need at the Raleigh Campus for Spanish, African American, **and men's magazines**. **There also is a need for crayons (large or small) and coloring pencils.**

Donations can be delivered to Volunteer Services during regular business hours,
Monday - Friday, 8 am – 4:30 pm.



Jessica Gehrin, Girl Scout, Troup 1460, worked towards earning her Bronze Girl Scout award by encouraging others to donate gently used books to the WakeMed Reach Out and Read program. Jessica also made bookmarks for our pediatric patients to put together as a diversionary activity. Kudos to Jessica for her time and caring.



Payden Reed and Krista Harrington, Senior Girl Scouts, Troup 328, earned their Silver Girl Scout award by teaching several troops how to do a "brownie try-it" and in return the Brownies donated gently used books to the Reach Out and Read program, new coloring books, crayons and colored pencils to WakeMed. The Silver Award is the second highest award that can be earned as a Girl Scout.



Michaela Price, Girl Scout, Troup 295, has worked towards earning her Silver Girl Scout award by encouraging others to donate gently used books to the Reach Out and Read program, new toys, new coloring books, crayons and colored pencils to WakeMed. The Silver Award is the second highest award that can be earned as a Girl Scout.

Thanks for Your Donations

WakeMed Raleigh Campus
Nancy Taylor – magazines

WakeMed Cary Hospital
Diane Kuzdrall – lots of yarn

ANNOUNCEMENT

Cary Hospital is asking for donations of material and yarn for our huggable, hats and quilt projects.

Cotton material is preferred, 4 ply yarn is welcomed and 3 ply baby yarn, as well. Use your Michael's or AC Moore coupons and make a special donation to our community sewers.

Thank you!

Sewing Contributions

The efforts of our talented sewing volunteers benefit WakeMed Health & Hospitals by providing us with beautiful handmade items made especially for our patients – young, old, big and small. These gifts, made with such love and attention to detail, add a dimension of comfort and care that is second to none.

Many thanks to the individuals in our community that sew independently and deliver their treasures each month; to the individuals who sew and also participate in our in-house volunteer programs and to the sewing groups who meet on a regular basis.

WakeMed Raleigh Campus

Cary Senior Center
Threads of Love
Sunshine Seniors
Needles Club of Heritage
Happy Hearts of Heritage
From Ewe to You
Heart-2-Heart Pillow Ministries

*Countless individual sewers
not associated with sewing groups*

WakeMed Cary Hospital

Apex Abiding Presence Lutheran Church
Ahmadiyya Women's Association
Ann Foster Workshop
Carolina Preserve Yarn Spinners
Carolina Preserve Piecemakers
Garner Senior Center
Colonial Baptist Church
Reedy Creek Baptist Church
Spring Arbor of Apex Workshop
Windsor Point Workshop

*Countless individual sewers not
associated with sewing groups*



Welcome New Volunteers

Welcome New Volunteers

WakeMed Raleigh Campus

Megan Andrews
Luz Aulick
Leslie Badgett
Esparanza Barcelona
Staci Brooks
James Bunn
Marcia Cashwell
Kris Cedeno
Shaun Daniel
Nina Duval
Paul Fausneaucht
Diana Flynn
April Fogleman
Sandra Hall
Rhodia Hawkins
Savannah Hinnant
Lake Holman
Shamika Houpe
Lorie Houston
Angela Hubbard
Shaelia Hutchinson
Glaucia Jimerfield
Robert Jolley
Kariji Jones
Kate Kessler
Rand Khasawneh
Merveilles Kimpioka
Craig Knox
Naina Lakhani
Prudence Lally
Christine Lamb
Alicia Lee
Katlyn Mabry
Mary Maher
Diana Maier
Taura Manison
Madgie McBride
Morgan Murray
Wanda Murray
Jessie Nelson
Thin Nguyen
Amber Nichols
Cydney Nicholson
Sean O'Neil
Ayobami Olabele
Angela Owokoniran
Kimberly Parham

Ginny Pospisil
Rachalle Robinson
Francisco Rosado
Shawnte Sanders
Jasmine Sinkhada
Hannah Smith
Stacy Smith
Rebecca Spann
Martha Steely
Kadie Summerlin
Victoria Tsyhykalo
Alecia Wade
Angela Waltosn
Eleania Ward
De Miracle Washington
Georgette Wwatson
Evelyn Watson
Donna Wong
Steve Yee
Kasara Young

WakeMed Cary Hospital

Balaji Ayyappan
Mardy Baker
Donna Bright
Firdaws Chahrour
Sarah Chen
Jared Chiusano
Jessica Connor
Kelly Craighead
Katie Dew
Trusha Dhanani
Michael Ferrara
Victoria Finch
Roberta Foster
Gisella Karna
Edith Karoly
Rebecca King
Linda Leonard
Stephanie Lovett
Tyler McCaw
Sandra McLean
Megan Mears
Linda Minette
Shivam Patel
Loretta Petraroia
Wendy Pittillo-Rae
Bryan Schroeder

Rose Shelor
Jodi Stevens
Lynda Strable
Monica Tadros
Ryan Virgil
Rebecca Webb
Alexandra Welsh

Our Condolences To

WakeMed Raleigh Campus

Marge Kalcinski: death in the family
Elaine Wood: death in the family

WakeMed Cary Hospital

Eileen Tschopp: death in the family

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Peggy Lewis Diana Hughes
Sam Rosenberg Deloris Johnson

WakeMed Cary Hospital

Jack Armstrong Jackie Clements
Bob Flederbach Lee Lowell
Melody Mangum Lela Stewart
Linda Minette

Congratulations

WakeMed Raleigh Campus

• Happy Anniversary to Kenneth and Shanaz Carper, who celebrated 26 years of marriage on August 25, 2010.

• Congratulations to Daniel and Aniley Kelemework on the birth of their son Girum.

WakeMed Cary Hospital

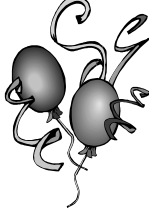
• Happy Anniversary to Barry and Mary Poteat, who celebrated 50 years of marriage on September 3, 2010.

• Happy Anniversary to Bob and Beverly Williams, who celebrated 50 years of marriage on September 4, 2010.

Happy Birthday!

WakeMed Raleigh Campus

October



Irene Acosta 24
 Hussein Ahmad 5
 Andree Allard 29
 Chidera Anmudu 9
 Leslie Badgett 4
 Priya Balagopal 19
 Lois Brush 23
 Linda Cuthrell 8
 Emily Edquist 21
 Alica Edwards 26
 Tujanne Hargrove-Raphael 5
 Shirley Harkess 23
 Luisa Jimenez 23
 Jessica Kissiah 28
 Ellen Kissiah 28
 Donna Lamm 1
 Linn Lineberry 31
 Kendall Liner 14
 Rosa Locklear 28
 Angela Luddy 8
 Norma Meath 31
 Joan Melroy 11
 Elizibeth Noles 31
 Olabelle Ayobami 14
 Priya Balagopal 19
 Frances Ramsey 7
 Brandy Selos 14
 Zella Strickland 19
 Victoria Tsyhykalo 30
 Tonya Upchurch 23
 Jo Ann Vaughn 18
 Elizabeth Wakeford 19
 Evelyn Watson 5
 Amelia White 4
 Amy Wolfe 27
 Gertrud Wren 27

November

Amanda Adams 28
 Brenda Ashe 10
 Luz Aulick 15
 David Ballard 10
 Betty Brown 11
 Susan Brownstein 3
 Shanaz Carper 18
 Aubrey Collins 16
 Mary Di-Francisco 17
 Peggy Eberhart 24

Hearthier N Fields 29
 Diana Flynn 9
 Ramesh Fofaria 7
 Emma Friberg 8
 Alma L Garcia 22
 Vincent Hall 27
 Rhodia Hawkins 11
 Shane Hedlund 21
 Vera Heybroek 20
 Evelyn Hinton 21
 Elaine Hoffman 9
 Marge Hoffman 4
 Lauren Hollins 17
 Lake Holman 11
 Mary Jacobs 10
 Robert Keely 30
 Donna King 27
 Susan King 9
 Juanita Lesley 25
 Janet Lewis 17
 Elisabeth Liddicote 9
 Shanta Lucas 26
 Mary Maher 5
 Amanda McCutchin 6
 Sharmaine Nelson 22
 Kathy Oliva 22
 Trish Olson 1
 Althea Page 10
 Attealia Porter 30
 Annet Rajan 15
 Janet Rajan 15
 Mark Richards 17
 Tamara Richert 12
 Candice Seetram 5
 Howard L Sosne 19
 Markisha Thomas 26
 Helen Tommola 13
 Bella Vasseur 16
 Alecia Wade 12
 Diana Walker 21
 Susan Warren 24
 Tamara Wright 17
 Barbara Yu 25

WakeMed Cary Hospital

October

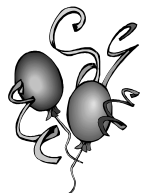
Anne Andrew 18
 Sandra Brown-Scott 16
 Sue Busa 20

Joan Carson 17
 Firdaws Chahrour 18
 Trusha Dhanani 29
 Deborah DiLilla 13
 Bill Eberbach 11
 Rebecca King 3
 Gunther Linde 22
 Dyan McCleery 31
 LaSandra Mullins 18
 Han Nguyen 22
 Ellen Onofrio 13
 Stephen Penn 30
 Al Port 21
 Bryan Schroeder 26
 Nicholas Schumann 3
 Ruth Taresco 17
 Yvonne Tucker 6
 Steve Underwood 27
 Alexandra Welsh 9

November



Cliff Altobellis 13
 Mardy Baker 4
 Prasant Baratam 17
 Marla Carroll 19
 Jeanette Castro 2
 Jared Chiusano 21
 Jessica Connor 20
 Kelly Craighead 20
 Elizabeth Cummings 13
 Indu Desai 6
 Barbara Harrington 28
 Frances Hemmings 28
 Edidith Karoly 4
 Patricia Keeley 28
 Lisa Koch 8
 Lauren LeBeau 12
 Pat Quick 13
 Edith Rothschild 18
 Jacqueline Sinicrope 20
 Pat Stacy 26
 Lynda Strable 28
 Brenda Stutts 11
 Charles Tabbi 7
 Shelley Wills 10
 Brenda Willoughby 10



Exit Comments

These are volunteers who contributed to our program and have relocated, gone back to school or left for other obligations. This is what they said about their experience:

Raleigh Campus

Keith Meredith: 3B and Pediatrics: "I really enjoyed being there and hopefully can start back one day."

Jessica Beasley: Zebulon: "I enjoyed the time I worked here at WakeMed. It has helped me come to my decision on what I plan to do in the future. Thank you for this opportunity."

Meredith Wilson: Rehab Administration: "I learned a lot through my experience working in Rehab Administration. I was very impressed with the staff and how there were so welcoming and made me feel a part of the team. My supervisor was excellent throughout my entire internship experience and I learned a lot for her as well. Overall the internship was fulfilling and wonderful experience."

Mark Moralls: Occupational Health & Safety Services: "Good people to work with."

Kelly Miller: PACU/Anesthesia: "Great experience, few others get to have. Great leader/coworkers."

Nicole Kitner: Patient Relations Volunteer: "I absolutely loved volunteering at WakeMed! I learned so much and felt so humbled being able to spend so much time with our patients. They truly inspired me! I also love the staff at WakeMed."

Aparna Krishnamurthy: Observation Unit I: "I loved volunteering at WakeMed! It was a pleasant and very remarkable experience. I learned a lot about how doctors and nurses work together to help treat their patients and how hard all WakeMed employees work to help others. Thank you very much for the opportunity."

Bryce Slinger: Emergency Department: "I love WakeMed! I hope to one day work at a hospital like WakeMed (if not WakeMed itself)."

Brian Hickman: Patient Relations Volunteer: "Of all the places I have worked this has been one of the best. Everybody has been very helpful".

Alex Pyun: Surgical Services: "I was very impressed with the organization of the Volunteer Services department. The efficiency helped make my experience with

WakeMed very wonderful. The people I helped were very kind and made me feel like part of the WakeMed family. I hope to be back in the future".

Elizabeth Abbott: OT/PT Rehab: "I absolutely loved every minute of everyday that I volunteered this summer. Ms Vella made me feel so comfortable and appreciated from the very start. I definitely will be back next summer".

WakeMed Cary Hospital

Kirsten Bolender: Emergency Department: "Everyone at WakeMed I worked with was extremely supportive and helpful throughout the process. The only thing more I could have wished for would be more interaction with the doctors and nurses, or more important tasks, if that is possible".

Rishab Patel: Office Resource Day Surgery: "Very friendly environment".

Huggables Make Difference

Last week we had an adorable little boy come in with his family to await the birth of his new baby sister. He had on an "I'm the Big Brother" tee shirt. He was smiling and happy and Dave Greybill offered him a cute little doggie Huggable. The child was so excited and ecstatic over the gift. He went skipping down the hall as I walked with him and his Grandma to the Women's Pavillion. I asked him what he was going to name his new doggie and he said, "Mine!" Baby Girl, meet your new Big Brother. Come see us and you can have your own Huggable.

One little girl whose Mom was having surgery received a cute little duck which was made of colorful blue, pink and chartreuse material printed with the word "Love" on it. The child happened to have on the exact shades of blue, green and pink in her outfit. Her sneakers were white and she asked, "'Where's the white color on my new duck?" I showed her the white volunteer ribbon around the duck's neck. The child just beamed. "Now he matches me!" She also asked if the duck could swim. Foreseeing a very wet duck in her future, I told her, "Yes, but he likes dry land better."

A little boy who was a little leery of the Pet Therapy dogs who visited today even when his older brother assured him the dogs would not bite, seemed upset that he was not brave enough to pet the pups. After the dogs left the atrium area, I gave the boy a Huggable dog (in a color the same as his tan shirt, by the way). He was so excited to be "brave" with a dog and in little boy fashion, he tried to make it bite his big brother. The other kids just had huge smiles and unsolicited "Thank You."

Volunteer Orientation

WakeMed Raleigh Campus

- **Thursday, October 7, 2010**
Conference Dining Room, 5:30 pm- 8:30 pm
- **Wednesday, October 20, 2010**
Conference Dining Room, 9:30 am- 12:30 pm
- **Monday, November 8, 2010**
Conference Dining Room, 5:30 pm- 8:30 pm
- **Wednesday, November 17, 2010**
Conference Dining Room, 1:00 pm- 4:00 pm

WakeMed Cary Hospital

- **Tuesday, October 5, 2010**
Conference Center, 5:30 pm to 9 pm
- **Tuesday, October 19, 2010**
Conference Center, 8:30 am to 12 pm
- **Thursday, November 4, 2010**
Conference Center, 5:30 pm to 9 pm
- **Thursday, November 18, 2010**
Conference Center, 8:30 am to 12 pm

Tour Dates

WakeMed Raleigh Campus

- **Wednesday, October 13, 2010**
Volunteer Services, 1 pm- 2:30 pm
- **Monday, October 18, 2010**
Main Entrance Lobby , 6 pm-7:30 pm
- **Wednesday, November 10, 2010**
Volunteer Services, 9:30 am-11 am

To register, please call 919-350-8293

WakeMed Cary Hospital

- **Thursday, October 7, 2010**
Volunteer Services, 7 pm
- **Thursday, October 21, 2010**
Volunteer Services, 10 am
- **Monday, November 8, 2010**
Volunteer Services, 7 pm
- **Monday, November 22, 2010**
Volunteer Services, 10 am

To register, please call 919-350-2363

Calendar of Events

WakeMed Raleigh Campus

- **Ultimate Linen Sales**
Wednesday, October 13, 2010
Andrews Center, Rooms 1 & 2
7 am to 4 pm

**Volunteer help is needed -
Please call 919-350-8293 to sign up.**

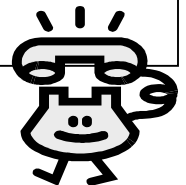
WakeMed Cary Hospital

- **Uniforms 2U2, Uniform Sale**
Friday, September 24, 2010
Conference Center 7 am to 4 pm

**Volunteer help is needed -
Please call 919-350-2363 to sign up.**

If you would like for us to add your special remembrance, anniversary, births, etc., please call your Volunteer Services department.

**WakeMed Cary Hospital
919-350-2363
WakeMed Raleigh Campus
919-350-8293**





PLACEMENT OPPORTUNITIES

WakeMed Raleigh Campus

Guest Ambassador:

If you can spare an additional 2 -4 hours a week or would like to help recruit a friend, we are in need of additional Guest Ambassadors!

Monday – Friday, 8 am – 8 pm or
Saturday/Sunday, 11 am-5 pm, 2 – 4 hour shifts

Volunteers enhance customer service by greeting patients and visitors at all portals of entry. Ambassadors provide assistance needed to assist patient and visitors way-find effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

Human Resources:

Monday – Friday, 2 – 4 hour shifts, 8 am – 4 pm,
File documents in alpha and numeric order. Ability to stand and bend. Enjoy working independently.

Intensive Care Units: NCCU, STICU, MICU

Saturday – Sunday, 2-4 hour shifts,
8 am – 1 pm
Assist nursing staff by admitting families to the nursing unit as well as carrying out non-medical duties such as answering phone, stocking supplies, running errands, and seeing to the comfort needs of patients.

MRI Reception:

Monday – Friday, 3 pm-7 pm
Volunteer to greet customers and maintain waiting room; assist with clerical assignments. Positive interaction skills and ability to work independently.

Patient Relations: (Raleigh Campus / Zebulon Campus) Bilingual Volunteers Needed!

Monday – Friday: 2 – 4 hour shifts available, 8 am – 4 pm
Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful

visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

The Ronald McDonald Family Room :

Sunday – Saturday: 9 am – 9 pm,
3 hour shifts
It is an oasis for the parents of children hospitalized in the inpatient pediatric units. Located just steps away from their children the Room offers computers, showers, snacks and a friendly volunteer who can listen with compassion. Skills: Excellent verbal communication skills and personal interaction skills. Ability to work independently. Excellent human relations skills, including tact, diplomacy, open kills communication and the ability to relation to persons on an individual basis. Willingness to adhere to all aspects of confidentiality. Good organizational skills. Excellent listening skills.

Sewing Individuals and Groups

Do you knit, crochet, sew? Your talent is needed to assist with making gifts for patients and family members. Items include: huggables, bereavement quilts for adult and children's emergency departments, lap quilts and many more items.

WFP OB-GYN

Monday – Friday: 2-4 hours shifts available, 8 am—4 pm
Volunteers assist with clerical assignments such as pulling and filing charts. Volunteers transport patients when necessary. Ability to move freely about the facility, good communication skills, ability to file and collate.

WakeMed Cary Hospital Atrium Ambassador

Tuesday, 8 am – 12 pm and Wednesday, 9:30 am – 12 pm

Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance needed to assist patient and visitors wayfind effectively and to provide basic wheelchair transport as needed. Positive interaction skills a must!

ED Back

Fridays, 1st, 3rd & 5th of month, 8 am – 2 pm and each Friday 2 pm – 4 pm
Volunteers assist staff by with non-medical duties which include stocking supplies, running errands, attending to comfort needs of families and patients, cleaning stretchers and occasional assist with patient transport

Friendly Face Cart

Mondays and Wednesdays, 1 ½ to 2 hour shift between 10 am and 4 pm
Volunteers visit room to room to offer magazines or other diversional material to patients and/or families. Also stocks and straightens reading materials in waiting rooms.

Patient Relations Ambassador

Tuesdays, Wednesdays and Thursdays, 9 am – 11:30 am, Fridays, 1 pm to 4 pm
Volunteers enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly.

Substitutes

Volunteers needed to cross-train to cover volunteer positions in various departments when volunteers normally scheduled are out due to illness or vacation. Placement areas needing Floaters include: **Information Desk (Main), Patient Relations Ambassador, Atrium Ambassador, ED Liaison, Tea Cozies**

NURSING EDUCATION FUND CONTRIBUTION OPPORTUNITY

The Melissa Brown Memorial Nursing Education Loan Fund was established in memory of Melissa Brown, Great 100 Nurse and daughter of Peggy Brown, former manager of 3C Urology/Renal/Cardiology. The Volunteers at WakeMed Raleigh Campus have administered this fund since 1991. The fund provides financial assistance to individuals seeking nursing degrees from North Carolina colleges and universities. Please consider a contribution to this fund to support nursing education and career development. For more information contact: Susan Hester, Director of Community Services at 350-8005. Complete the form below and return to the Volunteer Services department at WakeMed Raleigh Campus.

MELISSA BROWN MEMORIAL NURSING EDUCATION LOAN FUND

Donor Name _____

Address _____

AMOUNT OF DONATION: _____

In Memory/Honor of: _____

Mail to: The Volunteers at WakeMed Raleigh Campus
Attn. Susan Hester, CHVM
Director Community Services
P.O. Box 14465
Raleigh, NC 27620-4465

Acknowledgment to be sent to: _____
Name

Address _____

Please make your check payable to: The Volunteers at WakeMed Raleigh Campus

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

A special program developed by The Volunteers at WakeMed Cary Hospital, Blossoms for Life is a unique way to say thank you for care you have received, to remember a loved one, to celebrate the birth of a child, to celebrate an anniversary or to recognize special people and events. Recognition of the Blossoms for Life donors, memorials and honoraria are on display in the Cary Hospital Conference Center. All gifts received by Blossoms for Life are used to fund programs and services throughout the hospital. If you are interested in making a contribution, please complete the form below and return the Volunteer Services department at Cary Hospital.

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name _____

Address _____

AMOUNT OF DONATION: _____

In Memory/Honor of: _____

Mail to: The Volunteers at WakeMed Cary Hospital
WakeMed Cary Hospital
1900 Kildaire Farm Rd
Cary, NC 27518

Acknowledgment to be sent to: _____
Name

Address _____

Please make your check payable to: The Volunteers at WakeMed Cary Hospital

WE NEED YOUR EMAIL ADDRESS!

Complete the form below and return to your Volunteer Services department .

Email Update Form:

Name

Email Address

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!
(please refer article on page 2)

KEEP MAILING ME THE HEARTBEAT!

Complete the form below and return to your Volunteer Services department .

I prefer to continue to receive the HeartBeat by US Mail.

Name

(please refer to article on page 3)

WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610:

WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Rd, Cary, NC 27518



Department of Volunteer Services

3000 New Bern Avenue

Raleigh, NC 27610-4465