

# HeartBeat

February/March 2013



This edition of the HeartBeat is produced in memory of:  
**Henry Jessup**

## 2012 Circle of Excellence Award Winners

Congratulations go to Community Services employees' Jackie Kennedy, Gayle Dworkin, and Kelly Rossi for being named 2012 Circle of Excellence Award winners.

The Circle of Excellence Award is the highest level of honor that WakeMed bestows upon a select group of employees each year. Nominated by their peers, winners are honored for outstanding performance in one or more of five categories. The categories are directly linked to WakeMed's strategic plan, supporting our mission to provide outstanding and compassionate care to all who seek our services.

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### Gayle Dworkin - Guest Services

Unsurpassed Service: "Working with the Guest Ambassador volunteer program, Gayle ensures visitors are greeted with a smile at the main entrance and that they receive outstanding customer service."



### Jackie Kennedy - Volunteer Services

Unsurpassed Service: "Jackie shines when it comes to customer services, especially when interviewing and working with volunteers."



### Kelly Rossi - Retail Services/Gift Shop

Unsurpassed Service: "Kelly meets the needs of every guest in the Gift Shop and has a compassionate heart, which is evident from her countless interactions with patients and visitors."

## The 2013 Volunteer Services “Processes” are Underway!

March and April are extraordinary months of the year for the volunteer programs at WakeMed Health & Hospitals. We celebrate, announce election results, survey, evaluate, communicate and much more! The support and response from all of our volunteers are critical to the continued work of your organizations and to the improvement of our programs. Please participate in the following events and processes:

- Ballots for the election of new members to the board of your volunteer organization. Vote for your leadership.
- Volunteer satisfaction surveys for the annual feedback regarding your volunteer placement experience and your Volunteer Services department... help us to identify opportunities to improve your experience. **Surveys will be sent to your email utilizing Survey Monkey to collect your responses.**
- Individual annual performance evaluations from the managers and/or lead contacts in your placement areas... receive performance feedback from your team.
- Celebration of National Volunteer Week – April 21 – 27.

We appreciate your involvement on all levels of participation in volunteer service at all of the WakeMed Health & Hospitals locations. Thank you!



### The Volunteers at WakeMed Raleigh Campus Volunteer Board of Directors

Top Row: Timothy Lee, Cheryl Pettyjohn, Mike Fuchs, Susan Legatowicz, Rosemary Kenny, Delta Prince, Yvonne Dewald, Sharon LaRusch

Bottom Row: Carolyn LaRue, Ann Wyker, Charlotte Luke, Sally Perdue

Not Pictured: Mickey Gault, Sara Pierson, Martha Ramsey

## WakeMed to Instate Mandatory Influenza Vaccine Policy for Employees/Volunteers in 2013

Influenza is a serious health condition that creates a risk to patient and health care worker safety. In an effort to reduce the potential spread of the influenza virus to WakeMed patients and others within our system, WakeMed is adding the annual influenza vaccination to the list of required vaccinations for all employees and volunteers, effective September 1, 2013.

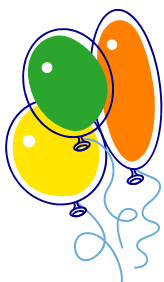
- Starting on this date, receiving the influenza vaccine will be recognized as a condition of employment at WakeMed. Not receiving the vaccine within the specified 60-day timeframe (exact dates to be announced) will result in loss of employment.
- Employees who are unable to receive the vaccine due to medical contraindications identified by the vaccine manufacturer and the Centers for Disease Control and Prevention will be required to obtain a medical exemption to receiving the vaccine. The process to request a medical exemption will be communicated soon. The medical exemption will be the only exception to the new influenza vaccination policy.
- If an employee or volunteer receives an approved medical exemption, he or she will be required to wear a mask during flu season while engaging in patient care.

Once the 2013 vaccines are made available (usually in September or October), all WakeMed employees and volunteers will have 60 days to comply with the new requirement by providing proof of vaccine (administered by WakeMed or other medical provider) or to request and receive an approved medical exemption. Vaccinations will be available at all WakeMed facilities and both Occupational Health offices.

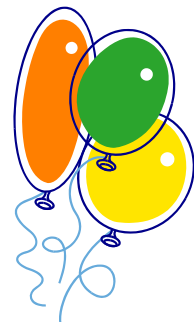
“The influenza vaccine is critical to patient and employee safety. Research has always shown that immunizing the people who take care of patients significantly reduces the instance of influenza in the hospital,” said Dr. Chris Ingram, medical director of WakeMed Infection Prevention and Occupational Health. “By immunizing our health care workers, we are not only protecting them, but we are taking the necessary steps to protect our patients from influenza.”

WakeMed is not alone in requiring the influenza vaccination of its employees and volunteers. In fact, more than 50 percent of hospitals in North Carolina have already implemented this same requirement to ensure they are doing everything they can to protect their patients and workers.

More details will be made available in the coming weeks. In the meantime, if you have questions or concerns, call the WakeMed Occupational Health office: ext. 08946 (Raleigh) or ext. 02631 (Cary). And, as always, thank you for your commitment and dedication to WakeMed, and for everything you do to help keep our patients safe.



**National Volunteer Week**  
**April 21-27, 2013**



## The President's Corner

### The Volunteers at WakeMed Cary Hospital



The Circle of Excellence Award is the highest level of honor that WakeMed bestows upon a select group of employees each year. Nominated by their peers, winners are honored for outstanding performance in one or more of five categories. Many of you already know that our Jackie Kennedy was one of the winners for the Unsurpassed Service category. As volunteers, we know what an outstanding job Jackie does for Volunteer Services and it is gratifying that her fellow employees value her as well. Congratulations, again, Jackie, on a much deserved honor.

A recent example of Jackie's excellent work in Volunteer Services is the implementation of the newest volunteer placement assignment on 2-E, Recreational – Diversionary Activities. Some elderly patients at WakeMed Cary, who have extended hospital stays, benefit from diversional activities which keep them stimulated during the day and which encourage better rest at night. Together with Teresa Harvey, nurse manager of 2-E, they developed a program that involves volunteers to actively engage these patients in games (cards, bingo, coloring, story time and arts and craft). If you would like to learn more about this new placement, please talk with Jackie. At the January board meeting, the board approved requested funding for purchasing games and supplies to help with this project. Donations of board games will also be appreciated.

Last year Pat Groves, a nurse in the WakeMed Cary Emergency department, offered Hands Only CPR training to all our volunteers. Pat knew how important this training is in saving a life, and gave the training during her own time. This year the Volunteer Board wants to carry on her work and will offer Hands Only CPR training to new volunteers. In the future, the training may open to all volunteers on a quarterly basis if there is interest.

All new volunteers should be sure to check out the WakeMed Discount Program. This discount directory is for employees and volunteers. The directories are near the Volgistics sign-in computer in the Volunteer Services office. When you use a coupon from the book, be ready to present your id badge. The discounts in the directory are valid until September 30, 2013.

*Bunny Thompson*, President



## The President's Corner

### The Volunteers at WakeMed Raleigh Campus



Groundhog Phil didn't see his shadow on February 2 this year. According to folklore, no shadow means "there will be an early spring". In fact, this year, the official spring started on February 4. I assume we all have been enjoying a mild winter season this year.

In our January board meeting, Karen Zelden, Director of Major Gifts WakeMed Foundation, presented a new initiative – the Legacy Giving. This will be an opportunity available to all volunteers who are interested in being part of a planned giving program which allows a donor to give to our current and/or future needs of the hospital by designating WakeMed as a beneficiary in his or her will, insurance policy, or annuity. Donors have the option to designate the gift for a particular area of the hospital. If you are interested in getting more information about this Legacy Giving program, please contact Karen directly at 919-350-7656, or via email at [foundation@wakemed.org](mailto:foundation@wakemed.org).

In our February meeting, the board had a final discussion on implementing a new procedure which will guide the board to effectively review and to process all funding requests coming in to WakeMed Volunteers. The new procedure approved by the board, outlines the steps on how to review and to make the board's decision on funding requests on a quarterly basis. This newly improved approach will allow us using a concerted effort to help and support our hospital and staff to better serve our patients and community, while in the same, maintaining an oversight of our overall financial responsibility.

We had another successful uniform sale fundraising event on February 7. I would like to thank all those volunteers who came and helped in the event. I also would like to extend my appreciation to all those hospital staff for their persistent support in the sale.

Last, but not least; please join me to welcome Sharon LaRusch, a Hospitality Pet volunteer, to be one of our one year term directors on the board.

*Timothy Lee*, President



## Volunteer Spotlight WakeMed Raleigh Campus ~ Akram Shirinzad ~



Hello. My Name is Akram Shirinzad and I am a WakeMed volunteer. I was born in Turkey, but grew up in Ardebil, which is the southern part of Azerbaijan. After my marriage in February 2003, I moved to North Carolina in March 2004.

My education includes college at Durham Tech where I received my Office System Technology Certification. Plus two years ago I received my Coding Certification from the American Academy of Professional Coders.

I have a passion for cooking, traveling and helping others. Knowing that my smile makes a difference to others' lives makes me happy.

I've been in the customer service field for the last eight years. During this time I have developed a sense of need to volunteer a portion of my time. Everyone of us has spirit to help others, sometimes we do it knowingly. The United States is a nation of giving; more than any other country. Some people use their packet to help others and some devote their time in volunteering.

My volunteering started at the NC Food Bank then at UNC Hospital's HIM Department, and now at WakeMed. I started last September in the Volunteer Services Office. Most of my functions are office administrative support. The duties are mainly processing volunteer documents into the system and filing. The experience and interaction with people have created a different perspective about my life. There is a gratification in doing good in any form, and it is more valuable than getting paid. My education background is in medical coding and billing and I'm looking forward to having an opportunity in a medical office as a professional in the near future.

Thanks WakeMed, for giving me this opportunity.

## Volunteer Spotlight WakeMed Cary Hospital ~ Elisabeth Stevens ~



My name is Elisabeth Stevens and I am sixteen years old. I have been volunteering here at Wake Med Cary for nearly a year now. I have been working in the Gift Shop with an amazing group of people. I have two loving parents, Wendy and Stanley, and two siblings, Grayson and Caitlin. I was born at WakeMed Raleigh Campus and I was eleven weeks early and spent the first seven weeks in the NICU. I have lived in North Carolina all of my life, and in Garner for most of that.

I am a sophomore at Garner Magnet High School. Once I graduate, I plan to go to college and become a psychologist. My dream is to attend Duke University. I am a huge Blue Devils fan and try to see every basketball game they play.

I have always been interested in the medical field. During the second grade I started having headaches. By fourth grade, they were diagnosed as migraines. I spent a lot of time in the Emergency Room at WakeMed Children's Emergency Department. Sometimes I was there more than once a week. Most people I met in the Emergency Department were super nice and tried to make me feel better. All this time spent around the nurses and

doctors made me want to work in a hospital and make people feel better.

Originally, I wanted to become a Physician's Assistant, but now I want to be a Psychologist. I still want to be able to help people in any way I can.

My favorite part of volunteering in the Gift Shop is when I get to deliver flowers or gifts to the patients, particularly the new moms and dads. It is great to see the happy parents with their newborns. I have really enjoyed volunteering at Wake Med Cary.

Thank you to Ms. Joan, Ms. Susan, Ms. Kelly, Ms. Sonja, and Ms. Tana for giving me the opportunity and teaching me so much.



## WAKEMED UPDATES

### WakeMed to Welcome Two New Vice Presidents

***Dr. West Paul, VP of Quality & Patient Safety, and Elizabeth Currier, VP of Operations & Finance for WakeMed Physician Practices***

WakeMed is pleased to announce the anticipated arrival of two new vice presidents. West Paul, MD, PhD, will join our system as the new vice president of Quality & Patient Safety on Monday, April 1, and Elizabeth Currier, MPH, MBA, will join the WakeMed Physician Practices (WPP) team as vice president of Operations and Finance on Friday, March 1. Both will play a critical role in enhancing the quality of care and service we are able to provide to our patients and their families.

#### **West Paul, MD, PhD**

Dr. Paul currently serves as the medical director of Quality at the Mayo Clinic in Jacksonville, Fla., in addition to providing leadership for the Pharmacy, Perioperative Clinic, Department of Anesthesiology, Department of Internal Medicine and Internal Medicine Residency Program. He also serves as an assistant professor of medicine at the Mayo Clinic College of Medicine, also in Jacksonville.

At WakeMed, Dr. Paul will lead the analysis, design, development and implementation of improvements in systems, processes and outcomes related to clinical quality, patient safety and accreditation in both our ambulatory and inpatient settings. He will collaborate with other WakeMed physicians and leaders to maintain a culture of quality, recognize opportunities to improve outcomes and help implement best practices to achieve outstanding patient care.

Board-certified in internal medicine, Dr. Paul is an accomplished researcher, author and presenter with 30 years of experience. His specific research interests include clinical pharmacology, medication use and safety, and physician/patient communication and service. Throughout his career, Dr. Paul has received countless teaching awards, and he maintains memberships in several professional medical societies, including the American College of Physicians and the American Medical Association. He received his bachelor's degree in zoology at Duke University and his medical degree at East Carolina University's Brody School of Medicine, where he also earned a Ph.D. in pharmacology. He completed his residency in internal medicine at the Mayo Clinic.

#### **Elizabeth Currier, MPH, MBA**

Currier will join WPP from St. Joseph's Regional Health Network in Reading, Pa., part of the not-for-profit health system Catholic Health Initiatives (CHI) Physician Services, where she currently serves as interim consulting executive director. At St. Joseph's, she oversees the family medicine residency program, OB/GYN services, pediatrics, family practice, dental services, wound care, physical therapy and the metabolic unit. Prior to St. Joseph's, Currier served as the chief operating officer for Hospital Corporation of America's (HCA's) Physician Services division. She brings more than 15 years of experience in health care consulting and management.

As part of WPP's leadership team, Currier will provide strategic direction and operational oversight for the WPP network during a critically important time of growth and expansion. She will manage business operations, including practice operations for WPP's large multi-specialty physician group; information technology; facilities and contracts. Currier will also help with financial oversight of the entire WPP enterprise.

A member of the Medical Group Management Association and an affiliate of the Institute for Healthcare Improvement, Currier earned her bachelor's degree in political science at The Johns Hopkins University. She also earned her master's degree in health finance and management at the Columbia School of Public Health and her master's degree in business administration at the Columbia Business School.

Please join us in welcoming Dr. West Paul and Elizabeth Currier to WakeMed!

## **John Perry, MD, Promoted to Vice President, Medical Education**

WakeMed is pleased to announce the promotion of John Perry, MD, to Vice President of Medical Education. In this role, Dr. Perry is responsible for all educational activities and programs for residents and medical students throughout the system. This includes our established medical student and resident teaching relationship with The University of North Carolina at Chapel Hill (UNC-CH), as well as all future medical student teaching programs including the Physician Assistant Program at Campbell University and the new Campbell University School of Osteopathic Medicine. Dr. Perry also continues to serve as the executive director of the Wake Area Health Education Center (AHEC), which supports the training and practice of health care providers. He will also work collaboratively with other AHEC directors throughout the state to coordinate the delivery of exceptional education programs in North Carolina. Dr. Perry will also continue as a practicing physician with WakeMed Faculty Physicians hospitalist program.

Dr. Perry began his career teaching with the UNC-CH School of Medicine, Department of Medicine – a role he has held for nearly 20 years and continues today. He began working with WakeMed and Wake AHEC in 1994, serving as director of WakeMed Faculty Physicians Internal Medicine practice for more than ten years. Dr. Perry has also served as the associate program director for the UNC-CH Internal Medicine Residency Program since 1996, where he has helped many medical students, residents and other clinical students gain education and hands-on training here at WakeMed. In 2007, Dr. Perry was named Executive Director of Wake AHEC, where he has worked to ensure our future health care workforce has the skills and expertise to deliver the highest level of patient care. Dr. Perry served as the President of the WakeMed Raleigh Campus Medical Staff from 2009-2010 and as Chair of the WakeMed Medical Executive Committee in 2010. He also serves as the WakeMed Campus Director for the UNC School of Medicine. Over the years, he has served on dozens of professional committees at WakeMed, UNC and the North Carolina Medical Society.

“Dr. Perry has been an exceptional leader in medical education with WakeMed for many years, and he has helped grow our residency program to be one of the very finest in North Carolina,” explains Dr. Bill Atkinson, president & CEO. “This newly created executive-level role emphasizes WakeMed’s continued commitment to health education, to our existing teaching relationship with UNC-Chapel Hill as well as to future relationships with the Campbell University School of Osteopathic Medicine and others. The future of health care relies on having a talented pool of highly-trained and skilled health care workers across the health care continuum. Dr. Perry and his team will ensure WakeMed plays an integral role in leading the next generation of health care education throughout the region.”

Dr. Perry earned both his bachelor of science and his medical degree from the University of North Carolina at Chapel Hill. He completed his residency in Primary Care and Internal Medicine at the University of Rochester, followed by a year as chief medical resident at Rochester General Hospital in Rochester, NY. He then earned his fellowship in General Medicine from the University of Virginia Health Sciences Center in Charlottesville, Va. Dr. Perry has a master of science degree in epidemiology from the University of Virginia.

Dr. Perry’s promotion coincides with 21 physicians transitioning from UNC School of Medicine employment to being WakeMed employees. For more than 40 years, WakeMed has served as a large off-site teaching location for residents from the UNC School of Medicine. To facilitate the teaching program, these exceptional physicians have historically been employees of the UNC School of Medicine, although they worked exclusively at WakeMed and have played an integral role in the WakeMed system for years. Dr. Perry and the following physicians made the official transition to WakeMed employment on January 1.

- WFP-ENT: Esa Bloedon, MD; Brett Dorfman, MD; Michael Ferguson, MD; and Allen Marshall, MD.
- WFP-General Surgery/Trauma: Jeffrey Abrams, MD; Edmund Rutherford, MD; William Sullivan, MD; and Osi Udekwu, MD.
- WFP-Internal Medicine: David Gittelman, DO; and John Perry, MD.
- WFP-Maternal Fetal Medicine: Steven Wells, MD.
- WFP-Neonatology: Ross Vaughan, MD.
- WFP-OB/GYN: Karen Bash, MD; Seth Brody, MD; Darlene Esper, MD; Angela Gantt, MD; Thad McDonald, MD; Gregory Mohs, MD; Ritu Sandhu, MD; and Marili Witt, MD.
- WFP-Pediatrics: Stephen Leinenweber, MD.

Please join us in congratulating Dr. Perry on his years of accomplishment and on this important new role as we also officially welcome him and his peers as WakeMed employees.



## Certificate of Need Update: WakeMed Rehab Awarded Eight Beds

On Monday, WakeMed officials received Certificate of Need (CON) approval from the Division of Health Services Regulation to build eight additional rehabilitation beds on the WakeMed Raleigh Campus. The Raleigh Campus currently houses the only inpatient rehabilitation hospital in Wake County with specialization in stroke, brain injury and spinal cord injury care. Johnston Health, Duke Raleigh Hospital (approved for 12 beds) and UNC Health Care were also vying for beds under this CON. Because of the competitive nature of this CON, appeals, which are a common part of the CON process, are anticipated.

“We are pleased that the state continues to see the special value of the work we do and supports our growth and diversification to make important rehabilitation services available to area patients,” said Elaine Rohlik, executive director, (WakeMed Rehabilitation & Trauma Services).

The WakeMed Rehabilitation Hospital is the largest provider of inpatient rehabilitation care in the region with approximately 2,000 admissions a year. It is a significant component of our Critical Care Services continuum of care and our Rehabilitation team works closely with our Trauma Services and stroke experts to ensure we meet each patient’s individual needs. Our comprehensive Spinal Cord Injury Program and ability to serve low-functioning brain injury patients through our Neuro Care Program are just two components that set us apart from other providers throughout the state. In addition, our team is dedicated to serving patients from the time they enter our doors and throughout their entire lifetime.

The additional beds the state awards us help our Rehabilitation team fulfill their vision for the patients they serve. Expansion efforts to meet the growing need for specialized inpatient and outpatient rehab services are already underway. In November 2012, construction to build and add 14 more rehabilitation beds and private patient rooms as well as therapy space began on 3C. The new unit will include four dedicated pediatric rehabilitation beds in private rooms that offer child-friendly activities and décor as well as sleeping couches for parents. A section of the unit will also be dedicated to spinal cord injury patients and specialized technology and staff needed to care for this fragile patient population. Rohlik anticipates the new unit will open in the summer.

Many thanks to Elaine Rohlik; Stan Taylor, vice president (Corporate Planning); Robbie Roberts, Corporate Planning; Beth Rudisill, director (Rehabilitation Services); and Paula Quirin, Corporate Planning. Watch for additional information about Rehabilitation’s progress in the coming weeks.

### Badge ID Reminders

- Do not put holes in the ID badge. This makes the badge unserviceable.
- Badges should be worn on the right chest when volunteering.

## Guest Ambassadors

Guest Ambassadors are recognized by Customers at the WakeMed Raleigh Campus through comment cards. Congratulations to the following volunteers for your outstanding services:



Michele Hartman  
Angela Walton  
Olivia Williams  
Douglas Blake  
Rosemary Driver  
Brandi Dunn  
Thomas Koch

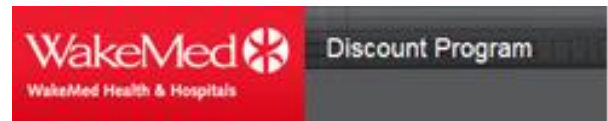
**“Is there anyone you wish to recognize for excellent service/care to you or your loved one? Please tell us why.”**

- **Michele** was very helpful and courteous helping me with directions.
- 3 visitors were in line at cafeteria and complimented volunteers on helping them find their way by even looking lost. They were glowing with appreciation. (Amanda Lafferty, Lab Staff).
- Love the attention to visitors-couldn't have done it without the GA's help!
- All staff.....its hard to pick just one person when everyone goes that extra mile!
- **Doug** – nice gentleman!
- The Guide Ambassadors have made my visit a pure pleasure. Their kindness and patience with visitors is outstanding!
- **Michele** is a great lady and worker. She is so sweet.
- **Brandi** helped us get to my son's room. A very sweet lady.

## WakeMed Discount Program

Once again WakeMed has partnered with Eplee & Associates to manage the WakeMed Discount Program. The WakeMed Discount Program features new and expanded discounts available from local merchants to all WakeMed employees, volunteers and medical staff. The program includes an annual printed directory and a web-based option consisting of over 250 companies offering valuable discounts. All employees, volunteers and medical staff will be issued a directory of discounts that requires them to simply present their WakeMed Health & Hospitals identification badge to any business listed or on the website which is updated with new discounts at:

[www.wakemedemployeediscounts.com](http://www.wakemedemployeediscounts.com)



### Program Features

- WakeMed Discount Program Directory
- Online discounts at [www.wakemedemployeediscounts.com](http://www.wakemedemployeediscounts.com)
- Access to discounts from your personal computer or handheld browser.
- Suggest your favorite business for inclusion in the discount program.
- Ask a question or make a comment about your experience with the discount program.
- A Who's New and Limited Time discount section.

## SPECIAL MESSAGES

January 18, 2013

Karen & Ronald McDonald Room Staff,

Hello! My family and I hope that you and your families had a safe & wonderful holiday season! We thought about Ronald McDonald staff a lot throughout the last year, especially during the holiday season. It is hard to believe that an entire holiday season has gone by since Zachary's unexpected arrival. It does not seem that long ago since we had spent the many memorable hours at WakeMed waiting for Zachary to become strong enough to travel back home to Pittsburgh. Those earlier days were hard and so were those many months our family was separated from each other. There were many days I came to the Ronald McDonald Family Room, to "take a breathe", make calls, cry, get a snack/meal, and sometimes just to have a good old conversation (and for a moment forget my worries). Whatever the reason for my trip down from the NICU to the Ronald McDonald room, there was always a genuine smile awaiting for me...it was my haven. The rest of my family felt the same way. Zachary just turned 1 years old on January 12. He is a gift from GOD. He has a smile and disposition that instantaneously warms the heart! We are so happy to say our little fighter, who came to us at 26 weeks gestation, weighing 2.89 oz. and 14 inches long now weighs 20 lbs. 6oz. & is 29 inches long. He is a mad man pulling himself up on everything and cruising!



In celebration of Zachary's 1st birthday, my friends & family wanted to show our gratitude to those who were instrumental in Zachary's health as well as those who provided endless emotional support to our family. As Anne Morrow Lindenburg 's quote eloquently states, "One

can never pay in gratitude: one can only pay 'in kind' somewhere else in life." My family, friends, and I hope that you will accept our small gesture of a donation to 'pay forward' to those who may need the support we so desperately needed, in honor of your staff.

Karen, you and your staff probably have no idea how much each one of you have left your imprint on our lives and the many others who have walked into the Ronald McDonald Family room.

Warmest Regards,  
Michele, Mike, Reese & Zachary Long

P.S. We have attached a picture of Zachary and our family. Thought you may want to put face to Long name and see how big & healthy Zachary is!



## EXIT COMMENTS

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

### Raleigh Campus

Terelle A. Coley - Patient Relations Data Entry/Quality Reporting/Information Services: "I had a very positive experience at WakeMed working in all three departments. I plan to utilize the skills in my new healthcare IT career."

Gordon Shuford - Guest Ambassador: "Everyone was open and helpful. Great hospital! I really enjoyed my time there."

William Stuart - Guest Ambassador: "It was a wonderful experience. Thank you for the opportunity."

Sharon Bledsoe - Milk Bank: "I wish this could have worked out, because I see WakeMed as being a great place to volunteer for."

Lauren Cole - Emergency Department: "WakeMed was great! When I started, I thought I wanted to be a doctor. Volunteering at WakeMed helped me see that its not for me! Nothing negative about it, just not what's best for me. But I'm thankful for my time @ WakeMed."

Jacob Sherrill - Guest Ambassador: "Thank you for being so flexible when school and work obligations conflicted with my ability to volunteer more."

Kandys Standridge - Day Surgery: "I loved my job at WakeMed. Everyone I worked with were very welcoming. Thank you everyone!"

Lori Ader Brannin - Emergency Department: "I thoroughly enjoyed volunteering in the WakeMed ED. The nurses, patient act reps, etc. really made me feel like I was part of the WakeMed family, and I also learned so much about the medical/health fields which is where I hope my career takes me one day. I got real life experience."

Crystal Kay - Guest Ambassador: "Ms Gayle was an awesome person to employees, volunteers,

guests, families, and patients."

Mary Kathryn Queen - Ronald McDonald Family Room: "All the families were really appreciative to have the family room staffed and open."

Heatherly Simmons - Emergency Department: "Thank you! . . . for the experience, kindness, and care shown to me. I was accepted into Campbell's PA program and will start in August."

### Cary Hospital

Hannah Brozovsky: Patient Relations Ambassador: "I love the energy and work atmosphere at WakeMed Cary."

Lois Brucker: Friendly Face Cart/Imaging Mammography: "Everyone was very friendly and helpful."

Lauren Ducoste: 2 East/Medicine Unit: "I was very happy to have this experience. I have always wanted to go into the medical field, and volunteering helped strengthen my desire to work in the medical field. Being in the environment gave me a taste of what I will or could possibly be doing as a doctor."

Karen Marks: Pharmacy: "I have learned a lot. I am going back to school and wish I did not have to discontinue my volunteer efforts here. I hope to return at a later date. The experience was both rewarding and helpful."

Diana Roberto: Cardio Rehab Services: "Loved volunteering at the Cardiac Rehab Program, the patients and staff are wonderful. The Volunteer Department is easy to work with and responsive to our needs."

Sonum Tharwani: 2 East/Medicine Unit: "The staff are so genuine and the patients always told me they were being treated well! I learned so much and heard several interesting stories. I hope to return in the summer."



## DONATIONS

### WakeMed Cary Hospital

#### Thank you to:

- Ahmadiyya Muslim Women's Association - Baby and children items
- Chris Buchanan - Baby items
- Carley Brunton - Teddy Bears
- Richard Colby - Donation to Huggables program
- Raleigh Chapter of the American Sewing Guild - Bereavement envelopes
- To all who donated children books for the Emergency Department and magazines for the Friendly Face cart.



### WakeMed Raleigh Campus

Sydney Kain makes a very generous contribution of homemade activity books received by Marie Johnson. Her donation of books was shared with our pediatric patients in the Children's Hospital.

Thank  
you!



### WakeMed Raleigh Campus

Go! Toys & Games territory partners Joseph and Alyssa Pierce donate 300 stuffed bears, toys, games and assorted items to the smallest of patients at the WakeMed Raleigh Campus sharing caring and joy during the holiday season.

### WakeMed Raleigh Campus

River Oaks Middle School shares a generous contribution of handmade huggables and activities books to be shared with patients in Pediatrics, the Children's Emergency Room, the Pediatric Clinic area, Radiology and so many other departments that touch our children and adults. The WakeMed Raleigh Campus patients were so very happy to have received their thoughtful gifts.





## FUNDRAISERS

### Cary Hospital Shoe and Jewelry Sale

#### Thank you to:

Tom McFadden, Regina Brest, Chin-Jang Lin, Susan Alvey  
and Orly Margolis,

who assisted with The Volunteers at WakeMed Cary Hospital shoe and accessory sale on February 13, 2013. Over 200 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold \$20,450.72 in merchandise and raised \$3831.54 in profits.



### Raleigh Campus First Uniform Sale

The Volunteers at WakeMed Raleigh Campus hosted a uniform sale on February 7, 2013.

#### Thank you to:

Felita Sutharshan, Sally Perdue, Jayne Warzywak, Lara DeChicio, Lisa Young, Sarah Fenner, Betsy Sasser-Hobbs, Callan Kistler, Chika Chukwu, Gabrielle Horan, Timothy Lee, Reid Craft, Claudia Mormino, Susan Legatowicz, Martha Ramsey, Linda Gressel, Lisa Himmelberger

Over 300 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did everyone enjoy the fun day, but we sold \$37,258.16 in merchandise and raised \$6,980.48 in profits.



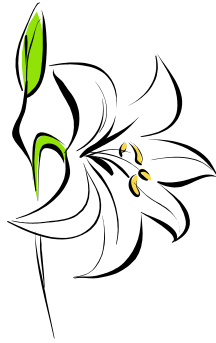
**The funds raised from both sales will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.**

## CELEBRATIONS AND REMEMBRANCES

### In Memory

We express our deepest sympathy to the family of Henry Jessup.

Henry passed away on Friday, February 8, 2013. He was a volunteer for 5 years in Day Surgery at Cary Hospital. Henry contributed a total of 855.25 volunteer hours and will be greatly missed.



### Our Condolences

#### WakeMed Raleigh Campus

Lynn Burton – loss of family member

Suzanne Hammett – loss of family member

Linda Sutton—loss of family member

#### WakeMed Cary Hospital

Debbie DiLalla—loss of family member

Erla Sue Peterson—loss of family member

Betty Peck—loss of family member

Barbara Williams—loss of family member

### Thinking of the Following Volunteers

#### WakeMed Raleigh Campus

Shirley Bartee

Charlotte Luke

Sahar Naimee

Bernice Parker

Sarah Pierson

Roy & Cheryl Pettyjohn

Sarah Robinson

#### WakeMed Cary Hospital

Davin Arroyo

Chuck Evans

Marjorie Johnson

Sandy Klootzwyk

Tammy Lamey

Craig Landau

Sharon Mills

### Congratulations

#### WakeMed Raleigh Campus

Rosemary & Sherman Driver  
celebrating their 44<sup>th</sup>  
anniversary on February 18,  
2013

Carolyn Pennington  
celebrating the birth of her  
grandson on February 11,  
2013

#### WakeMed Cary Hospital

Tom & Anne Joyner  
celebrating their 48<sup>th</sup>  
anniversary on April 25, 2013

## A Loving Farewell to Hospitality Pet, Gus Atkinson

It is with sorrow that we bid farewell to our beloved Gus. For nearly 9 1/2 years Gus and his owner, Deborah Atkinson, visited WakeMed Cary Hospital and WakeMed Raleigh Hospital and brought much delight and happiness to the patients, families and staff. He will be missed. Thank you Deborah for sharing him with us!

### Remarks from Deborah Atkinson

“When I joined the WakeMed volunteer team 9 ½ years ago, my intention was to try to do something good for other people by bringing Gus to the hospital to visit with patients and hopefully provide them with a little joy during their stay. While I do believe that Gus did bring so much joy into the lives of patients, and even the staff, I feel that I have been the one to receive so many blessings. We were welcomed with open arms by staff at both the Raleigh and the Cary campus and not a week went by that somebody didn't stop and take time from their busy day to thank me for coming and for sharing Gus with them. I thank you for the opportunity to provide a small service to WakeMed and will always cherish the memories that my sweet Gus helped to create.”

Regards,

Deborah Atkinson (Gus's mom)



## Bravo

Hospitality Pets volunteer Mark Mathis and his canine companion Aragorn have been approved by the Department of Health and Human Services as an official trainer for Service Dogs in NC – specifically for those on the autism spectrum. Congrats!



**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**

## 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  
Chatty Yarns  
From Ewe to You  
Happy Hearts of Heritage  
Heart-2-Heart Pillow Ministries  
Needles Club of Heritage  
Project Linus  
Sunshine Seniors  
Threads of Love

*Countless individual sewers not associated with sewing groups*

### WakeMed Cary Hospital

Ann Foster Workshop  
Carolina Preserve Piecemakers  
Carolina Preserve Yarn Spinners  
Colonial Baptist Church  
Cornerstone Baptist  
Crafting Blessings—NHB  
Fuquay-Varina Presbyterian Church  
Garner Senior Center  
Harriet Kelner Group  
Newborn Knitters—Cary HS  
Latter Day Saints  
Laureate Iota – Beta Sigma Phi  
Pine Tree Quilters  
Prime Time—Ebenezer MC  
Reedy Creek Baptist Church  
Spring Arbor Assistant Living  
St. Paul's Knitting  
Summit Church  
Windsor Point  
Woodland Terrace Knit & Crotchet

*Countless individual sewers not associated with sewing groups*

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

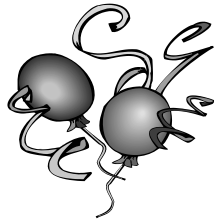
The Volunteer Services departments at Raleigh Campus and Cary Hospital offer magazines, comfort items, word puzzles, books and other select reading material to our patients. Donations of gently used or new magazines, novels (romance, mystery, westerns) and word puzzle books will be greatly appreciated.

### Criteria:

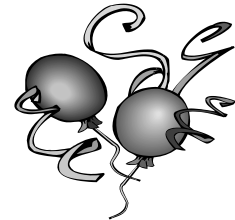
- **Magazines** – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have 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 odor 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.



# Happy Birthday!



## WakeMed Raleigh Campus

### March

Elaine Allen 3/2  
 Marlene Anthony 3/6  
 Robert Baker 3/9  
 Sandy Bannoura 3/5  
 Grace Blackley 3/27  
 Marion Boissiere 3/3  
 Iris Bonapart 3/30  
 Virginia Brogden 3/16  
 Dominique Brown 3/14  
 Brian Buker 3/13  
 Ricardo Caporale 3/13  
 Mildred Chavis 3/19  
 Savannah-Ann Chronister 3/4  
 Arlanda Crumel 3/7  
 Patricia Deariso 3/14  
 Paul Fausneaucht 3/23  
 Sharonda Felton 3/31  
 Sarah Fenner 3/9  
 Robert Gelinas 3/9  
 Hiren Gihawala 3/2  
 Brent Goforth 3/17  
 Philip Greco 3/28  
 Kay Green 3/24  
 Demetria Harvey 3/27  
 Shana Hayes 3/14  
 Vickie Higgins 3/30  
 Janet Hoffmann 3/25  
 Monica Holloway 3/4  
 Cindy Huynh 3/17  
 Norman LaRusch 3/21  
 Edward Latva 3/19  
 Jean Laudon 3/22  
 Timothy Lee 3/28  
 Susan Legatowicz 3/6  
 Amanda Lewis 3/21  
 Linda Lovell 3/23  
 Rachid Maiti 3/19  
 Daphne Majors 3/27  
 Monica Mandzak 3/11  
 Macon McDavid 3/25  
 Charan Mohan 3/28  
 Rubiela Montes 3/3  
 Robert Pollard 3/3  
 Oycsola Popoola 3/17  
 Arlene Ramos 3/28  
 Chelsea Riggs 3/12

Denise Rohr 3/2  
 Adele Rosati 3/7  
 Samuel Rosenberg 3/19  
 Veda Scarboro 3/20  
 Sherry Schulz 3/9  
 Lorraine Shapcott 3/18  
 Janet Smith 3/5  
 Hayley Talancha 3/22  
 Cynthia Taylor 3/19  
 Andrew Thomas 3/18  
 Eileen Ugorcak 3/26  
 Jenny Vuong 3/16  
 Elizabeth Williams 3/25  
 Jeanne Williams 3/19

### April

Charity Austin 4/2  
 Dillion Bachoo 4/20  
 Angela Bridges 4/26  
 Tanya Burnette 4/20  
 Wade Burnette 4/26  
 Rachel Castelli 4/27  
 Zane Chiad 4/11  
 Miriam Cortes 4/7  
 Pearl Cunningham 4/21  
 Sydney Ducker 4/22  
 Raquelle Dunston 4/4  
 Rayna Edwards 4/29  
 Deborah Ekoue 4/1  
 Marjean Fischer 4/25  
 Corey Foster 4/4  
 Peg Fuchs 4/4  
 Apiffany Gaither 4/19  
 Rebal Goetz 4/9  
 Linda Grimes 4/22  
 Florence Grummer 4/13  
 Margaret Haigler 4/12  
 Betty Harrington 4/23  
 Porter Jefferson 4/21  
 Georgene Jones 4/22  
 Rosemary Kenny 4/22  
 Amanda Khalil 4/22  
 Sara Kirk 4/9  
 Carol Kunkel 4/18  
 Carolyn LaRue 4/30  
 Bogdan Luchkevich 4/21  
 Grant Masini 4/29  
 Hannah Moyles 4/2

Harriet Nausch 4/1  
 Ndella Njie 4/14  
 Ashley Overton 4/21  
 Georgetta Paskoff 4/15  
 Salina Patel 4/24  
 Ryan Pileski 4/16  
 Chrystal Potter 4/1  
 Sally Reed 4/25  
 Sarah Robinson 4/5  
 Elizabeth Rojas-Steinbrecher 4/8  
 Lilian Sauerwein 4/25  
 James Stephens 4/7  
 Frederick Stine 4/10  
 Felita Sutharshan 4/10  
 Earlene Troublefield 4/21  
 Emma Voigt 4/4  
 Brenda Wambua 4/21  
 Thomas Woo II 4/26  
 Brenda Yarbrough 4/23

## WakeMed Cary Hospital

### March

Verda Agan 3/21  
 Ruth Allbert 3/12  
 Belindalea Barnhart 3/30  
 Paula Bennett 3/8  
 Susan Blackley 3/21  
 Olivia Bynum 3/15  
 Hazel Byrd 3/18  
 Twila Carrisales-Gomez 3/18  
 Michael Cartwright 3/9  
 Jackie Clements 3/5  
 Alexander Credle 3/24  
 Siarra Deol 3/31  
 Hazel Dickey 3/5  
 Darlene Duncan 3/13  
 Oliver Eisenbeis 3/30  
 Barbara Farber 3/18  
 Sharonda Felton 3/31  
 Robert Gelinas 3/9  
 Elnaz Gharah Bash 3/21  
 Madeline Hamady 3/14  
 Randy Jackson 3/8  
 Linda Lang 3/24  
 Lauren Mayr 3/1  
 Connie McClymonds 3/25

Colleen McGuire 3/31  
 Marilyn Mitchell 3/19  
 Nancy Mitchem 3/4  
 Eleanor Morse 3/5  
 Arwa Omary 3/3  
 Bettie Polan 3/9  
 Swetha Ravichandran 3/29  
 Jean Sweemer 3/23  
 Lorraine Thompson 3/13  
 DeAnn Trevathan 3/27  
 Daniel Tsui 3/22  
 Beth Turner 3/14  
 Ashley Van Wormer 3/12  
 LaRue Wayne 3/9  
 Beatrice Werner 3/19  
 Jennifer White 3/17

### April

Shiva Akhlaghi 4/4  
 Anmar Al-Sultani 4/23  
 John Barrett 4/13  
 Betty Beaman 4/16  
 Jamie Beech 4/7  
 Jane Bird 4/14  
 Fran Blumenkrantz 4/23  
 Ezan Chaudhry 4/22  
 Vivian Collins 4/15  
 Ruth Cornwell 4/5  
 Sydney Ducker 4/22  
 Laddawan Dunn 4/8  
 Jeffrey Dworkin 4/24  
 Grace Estes 4/19  
 Allie Frear 4/18  
 Daniel Hegeman 4/22  
 Philippa Hertrick 4/18  
 Courtney Hoffmeister 4/26  
 Michael Jimenez 4/12  
 Harriet Kelner 4/22  
 Banu Krishnamurthy 4/5  
 Candace MacNaughton 4/14  
 Ryne Maynor 4/15  
 Nancy Messina 4/14  
 Martha Miuccio 4/26  
 Elizabeth Nagy 4/10  
 Loretta Petrarora 4/25  
 Lakshmi Putcha 4/25  
 Robert Rafferty 4/11  
 Jim Ryals 4/25





## New Volunteers

### WakeMed Raleigh Campus

Elsie Angel  
 Adriano Bellotti  
 Liz Bishop  
 Queeney Boateng  
 Carrie Brinton  
 Brandy Bryant  
 Serafin Carvajal  
 Rachel Castelli  
 Zane Chiad  
 Mary Connell  
 Melissa Consolazio  
 Lora Cretella  
 Pamela Debnam  
 Judith Desorcie  
 Sydney Ducker  
 Mohammed Elammari  
 J'Kwan Fogg  
 Corey Foster  
 Christopher Gabriel  
 Matthew Geisz  
 Elizabeth Gelaw  
 Mary Gogos  
 Deborah Goldbach  
 Sherry Harris  
 Justin Hills  
 Lisa Himmelberger  
 Gabrielle Horan  
 Anna Hunter  
 Donna Irwin  
 Alicia Kenney  
 Norman LaRusch  
 Rubiela Montes  
 Sahar Naimee  
 Amanda Nettles

Margie Pierce  
 Lorrie Pocher  
 Sally Reed  
 Chelsea Riggs  
 Katherine Roberts  
 Parisa Shah  
 Sabrina Shah  
 Frederick Stine  
 Nikita Surlles  
 Shayna Swick  
 Andrew Tong  
 Travis Rimmer  
 Michelle Tyler  
 Arthur Wasserman  
 Jordan Wong  
 Mika Yamamoto  
 Erin Yarborough

### WakeMed Cary Hospital

Katherine Adams  
 Saba Asif  
 Bill Ayars  
 Jamie Beech  
 Rosalie Carter-Dixon  
 Ezan Chaudhry  
 William Criswell, II  
 Carol Crosby  
 Priya Desai  
 Riya Desai  
 Laddawan Dunn  
 Soberina Ford  
 Allie Frear  
 Alberta Freund  
 Thelma Gardner  
 Barb Hardell  
 Susan Harley

Roberta Hellerman  
 Marlene Higgins  
 Tracie Holder  
 Linda Hunter  
 Randy Jackson  
 Michael Jimenez  
 Banu Krishnamurthy  
 Cindy Larsen  
 Deborah Linn  
 Ataharul Mannan  
 Ryne Maynor  
 Lorie McMunn  
 Rushabh Mehta  
 Margaret Morgan  
 Kathy Muccioli  
 Tuan Nguyen  
 Arwa Omary  
 Judy Partin  
 Kajal Patel  
 Anna Ponte  
 Betty Powers  
 Lakshmi Putcha  
 Margaret Rapp  
 Swetha Ravichandran  
 Sheila Rudin  
 Patricia Rudio  
 Shamik Shah  
 Elina Shrestha  
 Sara Thorn  
 DeAnn Trevathan  
 Judy Tysmans  
 Christine Wallace  
 Angela Wang  
 Jacqueline Winston  
 Lottie Yates

## PLACEMENT OPPORTUNITIES

### **WakeMed Raleigh Campus**

#### **Day Surgery: Pre-Op Waiting Room**

Monday – Friday: 5:30 am – 12 pm: 2 - 4 hour shifts

Volunteers greet patients and customers; provide assistance by lending general support to staff; assist with wayfinding and connecting families and patients. Positive interaction skills a must.

#### **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 wayfind effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

#### **Hospitality Pets**

Saturdays – Sundays: 8 am - 8 pm; 2 hour shifts

Volunteers and their canines provide visitation to eligible patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

#### **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!

#### **Office Support**

Monday – Friday: 2 – 4 hour shifts available, 8 am – 5 pm

Volunteers lend clerical and general support to the staff and to increase productivity. Skills and abilities include Xeroxing, computer input utilizing excel and word, telephone interaction, scanning, filing in alpha/numeric order and other paperwork.

#### **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 communication and the ability to relate 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.

### **WakeMed Cary Hospital**

#### **Patient Relations**

Monday – Sunday: 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.

#### **Kraft YMCA – Cardiac Rehab**

Monday – Friday: 6:30 am – 10 am

Volunteers enhance customer service by greeting patients arriving for service. Assist cardiac rehab staff in providing safe and quality services in a class setting. Assist cardiac rehab staff in class preparation and set-up/take-down, as needed. Assist patients, as needed and appropriate, in setting prescribed exercise equipment and exercises discernment in making independent decisions regarding exercise settings. Put together medical charts. Enters daily cardiac rehabilitation class data into the Scott Care system. Prints, fax or sends patient reports to physicians on a monthly basis and other various office duties.

#### **Patient Service Volunteer/Feeding Partner**

2 – 4 hours shifts available, 8 am – 10 am, 11:30 am – 2 pm and 4 pm – 6 pm

\*Volunteer scheduling is set to coincide with breakfast and lunch or dinner tray delivery.

Duties include stocking supplies, running errands, attending to patient comfort needs. Volunteers are trained to assist

with the set up and feeding of patients requiring assistance.

### **Diversiory-Recreational Group Therapy Volunteer**

Do you love interacting with patients, families and staff and have a special talent or skill? WakeMed Cary Hospital Volunteer Services department is recruiting volunteers to help brighten the stay of our patients by providing recreational and diversionary activities. Activities may include bingo, card games, coloring, music, arts & crafts, manicures, reading aloud, story time, social hour, movie time, current event group, remembrance group and chair exercises.

### **Hospitality Pets**

Monday – Sunday – 2 hour shifts

Canine/volunteer teams visit eligible and consenting patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

### **Material Processing & Distribution**

Monday - Sunday – 2 hour shifts

Volunteers assist with sorting through shipments and stocking materials, supplies and linens. In addition, the volunteer helps with delivery of supplies to individual departments and with break down and disposal of boxes.

**WakeMed Fuquay-Varina Skilled  
Nursing: Hospitality Pets teams  
needed! Flexible scheduling!**



## **Diversiory-Recreational Group Therapy Volunteer**

WakeMed Cary Hospital 2East Medical has partnered with WakeMed Cary Volunteer Services department to pilot a new Diversiory-Recreational Group Therapy program. The program provides diversionary and recreational activities that stimulate patients, primarily those who have delirium and are “at risk” for falls. Getting patients out of their rooms to perform diversionary activities help keep functional levels from decreasing during hospital stay, encourage a more normal sleep/wake cycle by decreasing confusion at night and promoting sleep. The outcome is decreasing falls and improving physical health and well-being while in the hospital.

Volunteers provide a warm, comforting, friendly and calm atmosphere through the process of diversionary and recreational activities. They include but are not limited to music, bingo, arts and crafts, coloring, card games, board games, story time and more.

If you enjoy interacting with people, sign-up to volunteer in this extraordinary program. Please contact the Cary Volunteer Services department at 919-350-2363.

### **Donations Needed**

To support the Diversiory-Recreational program we are in need of new or gently used games, coloring books, non-food prizes/ giveaways and more.

Donations can be dropped off at the Cary Volunteer office Monday-Friday, 8 am – 4:30 pm.

## Calendar of Events

### WakeMed Raleigh Campus

- **Blood Drive**  
Wednesday March 13, 2013  
Andrews Center, 7 am - 4 pm  
**Volunteer help is needed -  
Please call 919-350-8293 to sign up.**
- **Retail Concepts "Spring Fashion" Sale**  
Wednesday April 10, 2013  
Andrews Center, 7 am - 4 pm  
**Volunteer help is needed -  
Please call 919-350-8293 to sign up**
- **Volunteer Board Meetings**  
Tuesday, March 12 2013  
Tuesday, April 9, 2013  
Conference Dining Room, 10 am - 12 pm

### WakeMed Cary Hospital

- **Volunteer Board Meetings**  
Wednesday, March 27, 2013  
Wednesday, April 24, 2013  
Conference Center 11 am to 1 pm
- **First Uniform Sale**  
Friday, April 26, 2013  
Conference Center 7am to 4 pm  
**Volunteer Help is needed -  
Please Call 919-350-2363 to sign up.**
- **The Volunteers @ WakeMed Cary Hospital  
CPR for Family & Friends**  
Tuesday, March 19, 2013  
9 am – 10 am & 2 pm – 3 pm  
Conference Center Room B  
Thursday, March 28, 2013  
9 am – 10 am & 2 pm – 3 pm  
Conference Center Room A  
**Please call 919-350-2363 to sign up for one of the  
4 sessions**
- **Heart Saver Class**  
Wednesday, March 6, 2013  
Wednesday, May 1, 2013  
Conference Center 1 pm to 4:30 pm  
**Please call 919-350-2488 to register.**

## Volunteer Orientation

### WakeMed Raleigh Campus

- Monday, March 4, 2013  
Conference Dining Room, 5:30 pm - 8:30 pm
- Wednesday, March 13, 2013  
Conference Dining Room, 1 pm – 4 pm
- Monday, April 1, 2013  
Conference Dining Room, 5:30 pm to 8:30 pm
- Wednesday, April 17, 2013  
Conference Dining Room, 1 pm – 4 pm

**To register, please call 919-350-8293**

### WakeMed Cary Hospital

- Thursday, March 12, 2013  
Conference Center, 5:30 pm - 8:30 pm
- Thursday, March 21, 2013  
Conference Center, 8:30 am - 11:30 pm
- Tuesday, April 2, 2013  
Conference Center, 5:30 pm - 8:30 pm
- Tuesday, April 23, 2013  
Conference Center, 8:30 am - 11:30 pm

**To register, please call 919-350-2363**

## Tour Dates

### WakeMed Raleigh Campus

- Tuesday, March 12, 2013  
Volunteer Services, 1 pm – 2:30 pm
- Thursday, March 21, 2013  
Main Entrance Lobby, 6 pm – 7:30 pm
- Tuesday, April 9, 2013  
Volunteer Services, 1 pm – 2:30 pm
- Thursday, April 18, 2013  
Main Entrance Lobby, 6 pm – 7:30 pm

**To register, please call 919-350-8293**

### WakeMed Cary Hospital

- Monday, March 14, 2013  
Volunteer Services, 7 pm
- Monday, March 25, 2013  
Volunteer Services, 10 am
- Thursday, April 4, 2013  
Volunteer Services, 7 pm
- Thursday, April 25, 2013  
Volunteer Services, 10 am

**To register, please call 919-350-2363**

## **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.

<b>BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY</b>	
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 _____
<b>Please make your check payable to: The Volunteers at WakeMed Cary Hospital</b>	

All contributions are tax deductible to the fullest extent that the law allows.

### **WE NEED YOUR EMAIL ADDRESS!**

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

<b>Email Update Form:</b>	
Name _____	
Email Address _____	
<b>PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!</b>	
Mail to:	WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610 Or WakeMed Cary Hospital, Volunteer Services - 1900 Kildaire Farm Rd, Cary, NC 27518

### **KEEP MAILING ME THE HEARTBEAT!**

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

<b>I prefer to continue to receive the HeartBeat by US Mail.</b>	
Name _____	
Mail to:	WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610 Or WakeMed Cary Hospital, Volunteer Services - 1900 Kildaire Farm Rd, Cary, NC 27518





**Department of Volunteer Services**  
**3000 New Bern Avenue**  
**Raleigh, NC 27610-4465**