



January—March 2022

Updates from the Director

Greetings WakeMed Volunteers,

We are so pleased to be returning volunteer service to many areas across the system; as well as developing and expanding our programs to meet the current support needs of WakeMed patients, families, guests, and staff. It is an exciting time to grow our team and work together in new and different ways. We are thankful for the opportunity to work with you and highly value the time you spend with us, whether in our facilities or within the community. There is more to come in this newsletter about recognition, as we celebrate National Healthcare Volunteer Week and the difference you make in the lives of so many people! We look forward to a Spring season of renewal and growth. Thank you for continuing to be a part of our journey to provide the highest level of care possible.

Thank you,

Chris Perry, MBA

Director

Guest, Retail & Volunteer Services

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Quote of the Quarter

The heart of a volunteer is never measured in size but by the depth of the commitment to make a difference in the lives of others.

— DeAnn Hol

Raleigh's Chair Report



Hello everyone! It was nice to see many of you at the Volunteer Appreciation Luncheon recently. I would like to extend a heartfelt thank you to Chris Perry, Jackie Kennedy, Donna James, Jennifer Gibbs, Dawn Sykes, and Pennie Graham, all in our Volunteer Services Department, for their hard work putting the luncheon together. Thank you for your kindness to us all. To those of you who missed it, I hope you can make it next year! It was great to be together to celebrate our achievements as volunteers. In our volunteer positions, we fulfill the WakeMed mission by providing outstanding care to all who rely on WakeMed for their healthcare needs. This means that together, we volunteered over 8,500 hours at Raleigh Campus and North Hospital this past year.

Thank you to each and every one of you!

At the luncheon, I announced the launch of our new Education Committee. This committee is in place to encourage volunteers to engage in continuing education opportunities that will enhance your service to the patients and families of WakeMed. To our knowledge, this is the only program of its kind in the country –WakeMed is leading in healthcare by innovating how we invest in volunteers so that we can continue to provide extraordinary service to patients and families.

Practically speaking, this means that if you want to strengthen your existing skills used in your current placement or learn new skills for a future placement elsewhere, we would like to support you! The Raleigh/North Hospital Volunteer Board has designated funds in our budget to reimburse, in part or whole, qualifying volunteers for classes and seminars that you attend to further your development as a volunteer. Some of the topics that might be helpful in our volunteer work include Basic Life Support, CPR, Mental Health First Aid, Customer Service, Leadership development classes such as team building and communication and learning another language. These are just some of our initial ideas. Please watch the Volunteer section on the WakeMed website www.wakemed.org for more information as it becomes available.

The Board of Directors has recently approved funding for a Pediatric Literacy Program in our Pediatric Family Practice. We have had the pleasure of funding this program in the past and are happy we can do so again.

We are able to provide funding for this program and others through the funds raised at our retail fundraisers that take place periodically, both online and at various locations. Our next sale is at Macy's on May 15, 2022. I hope you will sign up to help!

As you can tell, a lot goes on behind the scenes as we serve our fellow volunteers and our neighbors. We are entering the time of year where we are recruiting candidates to serve on the Raleigh Campus/North Hospital Volunteer Board of Directors. We are on the lookout for people with a wide range of experience, skills and a desire to be a volunteer leader to serve with us. If you are interested, please reach out to Jackie Kennedy, Manager, Volunteer Services, Rosemary Driver or myself for more information about the process.

Please take care of yourselves – stay healthy!

Kind regards,

Ann Brown

Chair

Raleigh Campus Volunteer Board of Directors

Cary's Chair Report



For a recent project, I spent time researching the early beginnings of the Town of Cary. It is fascinating how Nancy Jones' tavern/stagecoach stop has turned into the second largest town in America.

Currently more than 179,000 residents call Cary home. It is growing right before our eyes. So, too, is our wonderful WakeMed Cary Hospital. WakeMed Cary stands shoulder-to-shoulder with the medical facilities in the area. It continues to grow to meet the ever-increasing needs of our bustling Town. Residents do not need to go far for their critical medical needs.

As anyone who knows me will tell you – I am an unabashed, vocal cheerleader for WakeMed Cary. I am so proud of our hospital, our people and our growing services. Our Volunteer Board of Directors is determined to create a volunteer force that is vibrant and vital to our hospital.

The current focus is to get our volunteers – who have been absent for so many months because of COVID – back and working in the hospital. No doubt, COVID took its toll on our volunteers. Some have chosen not to return. We are working diligently to fill their spots with enthusiastic new adult volunteers as well as our always-eager juniors, all while welcoming our returning volunteers with open arms!

Volunteers coming back to work are entering a much different hospital than the one they left when COVID struck. WakeMed Cary has grown up. Literally. UP! Three new floors were built with beautiful patient rooms, modern amenities and the latest technology, all topped with a rooftop helipad!

That is only the beginning. WakeMed Cary Hospital has also grown OUT – now we are a whole campus! New buildings include the Medical Park of Cary and the HealthPark at Kildaire. The citizens of Cary have the very latest health care services, medical technology and a wide assortment of specialty services, all here in one place.

This is an exciting place, and to be part of the expansion of facilities and programs is an honor and a privilege. Our volunteers are filling their much needed previous assignments, as well as diverse new roles. Interesting new volunteer assignments are opening up with hospital growth and diversification. Our already-robust Threads program can barely expand quickly enough to meet the needs of our growing hospital. Our Volunteer Board is looking at new projects to meet critical hospital needs, expand patient comfort, support the growing medical staff, help create funding and bring well-deserved visibility to our beloved Hospital.

We look forward to supporting the continued growth and expansion of our services to meet the needs of our community!

Thank you,

Joyce Aschenbrenner

Chair

Cary Hospital Volunteer Board of Directors

Recognizing WakeMed Volunteers During National Volunteer Week

National Healthcare Volunteer Week was celebrated April 17-23. This week offered WakeMed the opportunity to thank our volunteers for their many contributions they make every day to the WakeMed system.

In fiscal year 2021 we celebrated the following outcomes and activities of WakeMed Volunteers:

- **945 individual volunteers** gave a combined **155,135.75 hours of service** throughout the WakeMed Health & Hospitals system to patients, families, and staff.
- The volunteer-sponsored fundraisers (Infant Portraits, 1st Uniform, Macy's, Belk, etc...) and donations from individuals resulted in over **\$58,788 of funding** for The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital to distribute to support programs and services for your patients, families and you!
- 70 departments system wide received support from WakeMed volunteers in FY21.
- WakeMed volunteers:
 - escort and guide patients and guests, read to children, coordinate visits for families, and offer diversionary activities for patients and families.
 - complete detailed and complex projects, answer phones, file, run errands, collate, and support staff through many additional activities.
 - offer positive customer interactions to our patients, families and staff.
 - represent each generation between ages 16 and 95.
 - represent healthcare providers of the future, the workforce of today, the workforce of yesterday, and those who are dedicated to community support who have either never required or had an opportunity for monetary compensation.



Volunteer Services Updates

The Raleigh Volunteer Board Offering Education Reimbursement for Raleigh and North Volunteers

The Raleigh Volunteer Board of Directors Education Committee is happy to announce the opportunity for volunteers to request reimbursement for costs up to \$200 per continuing education class or seminar completed.

The Education Committee encourage volunteers to improve existing skills and gain new skills to provide excellent services to the patient and families of WakeMed and to our community.

To learn more and how to apply please visit:

<https://www.wakemed.org/volunteer/volunteer-services-education-disbursement-request>



Meet WakeMed Patient and Family Advisory Council

Patients and families are the reason for everything we do at WakeMed. The newly formed Patient and Family Advisory Council consists of volunteers and WakeMed staff. The council members meet monthly to share their feedback and ideas to improve the experience of care at WakeMed Health and Hospitals.



Volunteer Services Updates

Meet Jennifer Gibbs as the new Volunteer Development Specialist!



Thank you for the warm welcome to WakeMed Cary Hospital! I have been in volunteer coordination for 8 years at various organizations such as Urban Ministries of Wake County and UNC Medical Center. I am excited to be working back home in Cary and already so impressed with the volunteer's dedication to our patients and staff at WakeMed Cary!

A little about me, I grew up on a farm in Ohio, lived in California for a decade, and have lived in Cary for the past 15 years. I spend my free time biking and walking on the greenways, local festivals, traveling and of course, volunteering. Some of my favorite volunteer opportunities have been to start the Western Wake Farmers' Market, be a Friendship Partner to a wonderful refugee family from Somalia, and to serve on the Town of Cary Parks, Recreation and Cultural Resources Advisory Board. I also stay busy with 3 children – all teenagers! – and my youngest was born at WakeMed Cary.

Handmade Cards Donated to Cary Hospital

Thank you to the Caring Crafters for making beautiful handmade cards! If you would like a get well, birthday or thank you card for patients, staff or your fellow volunteers, please stop by the Volunteer Office to pick some up.



Volunteer Services Updates

Volunteer Appreciation Luncheon

The Annual Volunteer Appreciation Luncheon was held on Thursday, April 7, 2022 at the Crabtree Marriott. The first time in two years ALL volunteers across the WakeMed system were able to come together in person to celebrate, eat and be recognized by WakeMed for their IMPACT on our patients, families and staff. Volunteer Services staff would like to thank each of you for sharing your time and talents with us! We appreciate you and are grateful to have you as part of the WakeMed family!



Volunteer Services Upcoming Event and 2nd Quarter Contributions

Upcoming Sale

Macy's (Crabtree) instore Sale: May 15th - 8:00 AM to 4:00 PM



Southern Comfort Online Linen Sale: June 3rd - 19th



Proceeds from the sales allow the Volunteer Boards to provide funding to support programs and services at WakeMed

Contributions

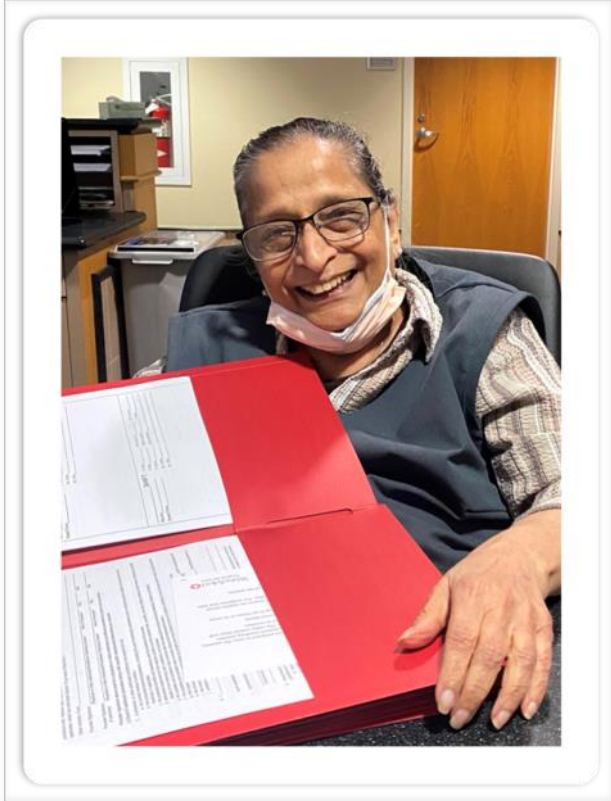
First Uniform Sale (February 11th):

**Raleigh \$2,321.04
Cary \$556.22**

Grand total contributions this quarter \$2,877.26



Cary's Volunteer Spotlight - Nisha Padia



Nisha Padia was ready to start back volunteering last fall, and jumped in with both feet, volunteering 3 days a week at both the Surgical Services.

Nisha came to the U.S. not knowing a single soul, to study education at ECU. Nisha earned her masters degree and retired from Wake County Public Schools after 29 years as a special education teacher. Nisha says, "This country and North Carolina provided me with a zeal for all my wishes and dreams to come true. Not only in my work, but also maintaining my Indian values and culture."

Nisha comes from a family of medical professionals and social workers.

Nisha understands life's health challenges as she has her own but is happy to give back to others. Now in retirement, Nisha is able to use her active listening and person-to-person skills to assist patients and their families while here for surgery.



Raleigh's Volunteer Spotlight - Kimberly Siler Rosado



Kimberly Siler Rosado has been chosen as our Raleigh Hospital “Spotlight” volunteer for our 2nd quarter 2022! Kimberly began volunteering for WakeMed over two years ago as a Guest Ambassador. She chose WakeMed to volunteer after having surgery here. She was terrified, but everyone made her feel at ease and let her know it was going to be fine, and they were right!

Today, when Kimberly was asked about her volunteer experience, her reply was “To realize that you can put someone at ease by just distracting them for a moment, by making them laugh or let them vent; the appreciation they show you is

so rewarding.”

Kimberly brings her patience, sense of humor, and compassionate attitude to WakeMed and believes *Respect for People* is the WakeWay every-time behavior that best describes her. She believes whether or not we look the same, we all want respect and to be treated fairly. “Being kind costs nothing, and it could make a difference to someone in need.”

Every day Kimberly makes a difference in the lives of others at WakeMed. In particular, she was volunteering earlier this year, and what stands out the most was after escorting someone they took her hands, held them and said “thank you” and called her an Angel. “It was a great and humbling feeling”.

When Kimberly is away from WakeMed, she spends time travelling, and she loves to cook! Kimberly listens to Broadway soundtracks, and *A Chorus Line* is her favorite!! Thank you for all you do, Kimberly, for our patients, families, and staff of WakeMed Health and Hospitals!!



Spread the Word about Volunteering

Not surprisingly and understandably, many long-time volunteers discontinued volunteering during the pandemic. We have openings for volunteers again and YOU are our best way to promote volunteerism at WakeMed Health and Hospitals! We encourage you to talk to your friends and post on social media (please no pictures of patients) to promote volunteering. Here are some of the areas we are in most need of volunteers:

We have some volunteer opportunities in the following areas. We ask that volunteers complete at least 6 months in their current placement before moving to another area. If you are interested in adding or changing to one of these placement areas, in Cary contact Jennifer Gibbs at jegibbs@wakemed.org and in Raleigh & North contact Donna James at djames@wakemed.org.

Cary Hospital Volunteer Placement Areas:

Labor & Delivery
Post-partum
Cuddler
Courtesy Cart Driver
Guest Ambassador
Hospital Tour Guide for New Volunteers



Raleigh & North Hospital Volunteer Placement Areas:

Hospitality Pet Program
Diversionary Recreational Mental Health
Material Processing and Distribution

Friends and family that are interested in applying or just learning more can visit www.wakemed.org/volunteer.

2nd Quarter Sewing Donations

Raleigh Campus

Jan Holt	Susan Griffith
Charlotte Duncan	Cary Stitchers – Raleigh
Joy Young	Rebecca Kalsbeek
Kate Pearson	Cynthia Jordan
Michele Boyce	Sion Chang
Lee Moore	Ruth Hodge
Dawn Tarzia	Janalee Cruz
Meredith McKinney	Kathy Turner
Project Linus	Pearl Fowler
Suzie Franzheim	Talia Eliad
Katie Black	Ann Jagger
Sheila Henderson	Paula Marston
Patty Kribbs	Amy Paradis
Kathy Stewart	Whitney Thomas
Sujittra Martin	Charlene Melinsky
Merrilyn Allen	Mary Glen Krause
Vickie Whittington	Sharon Barrow
Betty Whitley	
Mae Hicks	
Karen Gainey	
Jeanette Rice	
Threads of Love	
Charlotte Montillo	
Susan Breslin	
Randa Maher	
Jessica Bennett	
Briley Peters	
Patricia Crissman	

Raleigh Community Sewing Groups contact Dawn at dsykes@wakemed.org or 919-350-8293 to update member status.

Cary Hospital

Leanna Bensinger	Compassion Knit Hearts
Pam Stelmack	Gale DeBinder
Nancy Battiste	Jeannine Hobbs
Sue Levy	HSNC
Karen George	Cary Stitchers
Templeton Threads	Joyce Aschenbrenner
Debbie Egbert	All Saints Knitters
Rose Byrd	Carolyn Whitehurst
Linda Stander	Anna Gilman
Cary Blanketeers	Deanna Babyak
Dara Mervine	Harriet Kelner Group
Garner On The Mend	Amy Baldukas
Sherilyn Johns	Gerri Osenga
Hannah Horwitz	Shruthi Meenasksh
Campbell Baker	Judy Latham
Cindy Larsen	Quilts for Kids
Janet Pawelek	
Shepherd's Church	
Nancy Ramano	
Joye Wise	
Jeanette Jones	
CP Yarn Spinners	
Cary Quilting	
Julianne Walther	
Cornerstone Presby- terian	
WYWLA NHS	
Camila Armas	
Susan Terjesen	

Cary Community Sewing Groups contact Pennie at pegrham@wakemed.org or 919-350-2363 to update member status.



Department of Volunteer Services
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Raleigh, NC 27610-4465