



## Updates from the Director

Greetings WakeMed Volunteers! I hope this edition of our newsletter finds you doing well and looking forward to the new year. Please review the 2019 Impact Report as it highlights the happenings of this past year. We have had a phenomenal year and I want to say thank you for all that you did to contribute to these wonderful outcomes. You truly are appreciated for your dedication to providing care in a healing environment. I also want to express our gratitude for your input on the recent satisfaction survey as we are already putting this feedback to use in our planning efforts. I want to acknowledge the great work of our own Manager, Jackie Kennedy, for the recent Volunteer Services Department Retreat as she creates the opportunity for focused attention on continual improvement and teamwork. Together we are making an impact in so many different ways and we look forward to another great year of service with you!

Thank you,  
Chris Perry, MBA  
Director  
Guest, Retail, & Volunteer Services  
Wakemed Health & Hospitals

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### Quote of the Quarter

"No one has ever become poor by giving."

– Anne Frank



# The President's Report



Happy New Year, everyone! We had a busy fall quarter. Here are some of the highlights:

We hosted two fundraising sales. One was Dynamic Cookware/Home Goods in October and the other was a Belk pop up shop in December. Revenue from these sales goes to fund various projects at WakeMed. If you have never volunteered to work one of these sales, I encourage you to give it a try. Not only do you get to meet many WakeMed employees, we have a lot of fun, too!

The Board of Directors approved funding for the following projects:

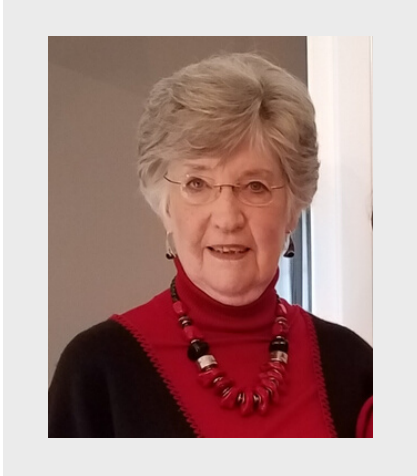
- Rehab Hospital - Patient and Family Advisory Council: We are providing funding to cover some expenses for this committee, made up of former patients and family members, as they come together to provide feedback to Rehab Hospital leadership and discuss meaningful service delivery in order to enhance patient care.
- Rehab Hospital - clothes closet: We provided funding for purchases of items that are needed, but not easily obtained through donations. These items provide basic needs for some patients in order to help them to participate fully in their therapy program.
- Outpatient Nutrition - Funding for incentives that encourage participants in the Energize program. This provides a 24-session class that supports healthy exercise and food choices through education and activities for enrolled children and their families in cooperation with area parks and recreation organizations.
- Special Infant Care Clinic: Funding for car seats and portable cribs that will help keep our littlest patients safe in their everyday environments.

In December, volunteers assisted at the WakeMed Children's Hospital Toy Drive. They greeted donors, helped unload donations and transferred them to the Child Life storage area. These donations from our community allow the children spending Christmas in our hospital to have some special moments. Not only that, items received, such as coloring books, crayons, activity kits, stuffed animals and personal care items are used by the Child Life team throughout the year to provide a comforting, age-appropriate activities during their time at WakeMed Children's.

I look forward to getting to know my fellow volunteers throughout the year as I, along with the other board members, work to help our WakeMed patients and families.

Respectfully submitted,  
Ann S. Brown, President  
Raleigh Volunteer Board

# The President's Report



Greetings from The Volunteers at WakeMed Cary Board! After an exceptional 2018-19 fiscal year, our group kicked off the new year with great enthusiasm. As the steel goes up to add West floors 4 and 5 on the hospital, the board is adding new projects and expanding existing activities. Following is an update on a few recent happenings.

In September, we said a huge thank you to our 3 outgoing board members (Tim, Joe and Sue) for their many contributions as officers and committee members. A special thank-you to Susan Alvey, outgoing president, for her progressive leadership over the past two years. The 18-19 board voted to expand board member numbers and we welcomed four new directors (Joyce, Margaret, Marta, and Patricia). We look forward to their ideas and contributions.

On October 29, we hosted our 2nd annual Trunk or Treat in the Women's Pavilion parking area to promote Halloween safety. The event was open to the public for the first time and more than 600 guests enjoyed the music, games, and, of course, lots of candy. Numerous board members and volunteer services staff worked at the event or hosted trunks. Hospital staff participated by creating and manning their department trunks and contributing many bags of candy. Captain Kendrick Harris, Public Safety, was recognized at our November meeting for his special contributions to the event success. Congratulations and thanks to Lois Dziedzic, Events Committee Chair, for her vision of the significant impact on our community and committee leadership.

On November 11, the Threads Committee participated in the annual WakeMed Winterfest at Cary Hospital. Items made and donated by our community and in-house volunteers were on sale. Despite light attendance, the committee raised nearly \$800 to be used for the purchase of fabric, yarn and stuffing for patient care items. A huge thank you to the Threads Committee and volunteers for their overwhelming donations of beautiful handmade items. A special thank you to Diane Boyer for her leadership of the community sewing groups for more than 25 years! Her special relationships with the groups are irreplaceable. Also, thanks to Joyce Aschenbrenner for leading the Winterfest project.

How does the board support all these activities and patient care items? Donations, revenue from vendor sales and baby photos, and fundraisers provide funds for hospital projects not funded by the capital budget (e.g. WP&BP Waiting Room furniture, ED staff respite room furniture, and front entrance curb cuts); the purchase of medications for patients unable to pay; and buying lots of yarn, fabric and stuffing for our community groups to turn into baby hats, adult wraps, quilts, lap blankets, and more. A big thank you to the Volunteer Services staff (Chris, Jackie, Laura, Abby, Roslyn and Piper) for the many hours they spend supporting the board and all our projects. They are great teammates!

I look forward to additional board projects and funding opportunities. If you have ideas, project suggestions or would like to contribute, please let me or a staff member know. Wishing you a happy and healthy 2020!

Respectfully submitted,  
Beth Turner, President  
Cary Volunteer Board



# Volunteer Services Updates

## Flu-Related Visitation Restrictions Begin January 2

As WakeMed continues to monitor seasonal flu, we will soon begin broad visitation restrictions in all patient areas to protect patients, staff, physicians, volunteers and visitors from the spread of illness. Effective Thursday, January 2, 2020, the following visitation rules will go into effect:

- No children under the age of 12 are allowed to visit patient care areas.
- No visitors who are experiencing fever, vomiting, diarrhea, cold or flu-like symptoms are permitted to enter patient care areas.

We would also like to remind all volunteers that if you are experiencing any flu-like symptoms, the best thing you can do for yourself and WakeMed patients is to stay at home until the symptoms subside.

## Annual WakeMed Children's Holiday Toy Drive

The annual holiday toy drive benefiting WakeMed Children's Hospital was a huge success, with over 120 individuals and groups donating thousands of toys for our young patients! Thanks to everyone who helped make this drive so successful, and for all those who donated. Not only did this bring holiday cheer to children in the WakeMed system over the holidays, but it will also provide enough toys to bring joy to pediatric patients all year round.



## Change to the TB Screening Deadline

The new deadline to complete the annual TB screening form is midnight on the last day of the month of your birthday for all volunteers in the WakeMed Health and Hospitals system, effective immediately.



# Volunteer Spotlight

"Steve Palmer became an extraordinary addition to the Tuesday morning team at WakeMed Cary hospital this summer. His cheerful face greets customers and visitors alike. He is constantly on the move; pushing wheelchairs, leading the way to the elevators, and escorting confused persons through the back hallways to the ED. Steve wears a Fit-Bit and is always in competition with himself or other volunteers to see how many steps he can amass during his shift. Newly retired, Steve enjoys using his time and energy to give back to the community in a compassionate way!"

Anne Roman  
Team Lead, Guest Services  
WakeMed Cary Hospital

## Thinking Of You

Joyce Aschenbrenner

Susan Alvey

Chris Bowyer

Robert Gelinas

Ivy-Lynn Jackson



## The Dogs of WakeMed



### Emmy the Irish Wolfhound

A gentle giant, Emmy is as popular with the patients at WakeMed Cary as she is with the staff.



# Veterans Day

We would like to recognize and honor our WakeMed volunteers who have proudly served or are serving in the United States Military. Your selfless service for our country is admired and much appreciated.

Tyrone Allen

Bill Ayars

Ronald Bostick

Wyatt Coggins

Reid Craft

Joe Esmond

Prentice Faircloth

Robert Gelinias

Ed Goetz

Philip Greco

Sol Hochler

Norman LaRusch

Susan Legatowicz

Robert Lukaszewski

Blanche Malinoski

Robert McAllister

Holly McCoy

William Miller

William Park

Epi Paziienza

Jeffrey Schmitt

Michael Schuler

Drew Smith

Leo Stander

Thomas Trochum

Carolyn Wiggins

If we have omitted your name,  
please let us know so that we can flag this in your personnel file.  
Thank you for your service

# Sewing Contributions & Donations

With the generosity of comfort items donated and the efforts of our talented sewing volunteers, providing us with beautiful handmade items made especially for all our patients, WakeMed Health & Hospitals is able to add a dimension of care and comfort that is second to none.

## WakeMed Raleigh Campus

Alissa & Ethan Meyerhoffer	Mary Hardy (Park& Market Apts)
Ann Burke (Follow the Child Montessori)	Mary Theo
Ann Jagger	Merrilyn Allen
Anne Parker	Michele Boyce
Catherine Durham	Mickey Strong
Clyde Gillis	NCSU Kappa Kappa Gamma & Chi Omega
Fayetteville Academy	North Raleigh County Club Stitchers
From Ewe to You	Pearl Fowler
Heart@Heart	Project Linus
Janet Jennings	Renee Hinton (NCWorks)
Jeanette Jones	Samara Williams
Joy Young	Shirley Preston (Threads of Love)
Kerr Leaders Club	Slip Stitch
Kindgom Crafters	Sona Salahuddin
Linda Perry (Slip Stitch Sisterhood)	St Catherine of Siena School
Linda Shaddix	The Comfort Project
Linda Williams	WEC - Nationa'l Honor Society

## WakeMed Cary Hospital

Alison Anderson	Garner on the Mend	Michelle Lane
Allison Wallace	Harriet Kelner Group	Nancy Romano
Ann Foster's Group	Holly Springs Newcomers & Friends	Pam Ayars
Anne Bowman	HMC Comfort Circle	Patricia Costello
Beeff's	Hindu Society of NC	Rebecca Kalsbeek
Betty Holmes	Jan Sharber	Rita Entwigle
Carolina Preserve Yarn Spinners	Janet Pawelek	Rose Byrd
Cary Blanketeers	Jeannine Hobbs	Sarah O'Brien
Cary Quilting	Jeri Peterson	Spring Arbor
Cindy Larsen	Joyce Aschenbrenner	St. Pauls Prayer Stitchers
Colonial Baptist	Joyce Wise	Susan Tapp
Comfort Circle	Kristen Smith	Village Knitters and Crochet
Compassion Knit Hearts	Libby Wendorf	Kraft YMCA Sewing Group
Cornerstone Presbyterian	Linda Stander	
CP Yarn Spinners	Linda Zazzeri	
Craft Blessings - NHB	Lois Odom	
Deanna Babyak	Marilyn Knittel	
Debbie Wood	Marilyn Mitchell	
Dianne Slaughter	Mary Hull	



# Calendar of Events

## WakeMed Raleigh Campus

**Thursday, February 6**

1st Uniform Sale  
Andrews Center, 7 am - 4 pm

**Wednesday, April 15**

Macy's Sale  
Andrews Center, 7 am - 4 pm

## WakeMed Cary Hospital

**Thursday, February 20**

1st Uniform Sale  
Conference Center, 7 am - 4 pm

**Tuesday, April 7**

Macy's Sale  
Conference Center, 7 am - 4 pm

## WakeMed North Hospital

**Wednesday, February 19**

1st Uniform Sale  
Conference Center, 7 am - 4 pm

**Monday, April 13**

Macy's Sale  
Conference Center, 7 am - 4 pm

## WakeMed Raleigh Campus Tour Dates

Tuesday, January 21 - 1 pm

Tuesday, February 18 - 1 pm

Tuesday, March 17 - 1 pm

Tuesday, April 14 - 1 pm

All tours meet at the Volunteer Services  
Office - to register, please call:  
919-350-8293

## WakeMed Cary Hospital Tour Dates

Thursday, January 23 - 6 pm

Monday, February 10 - 6 pm

Thursday, February 27 - 10 am

Monday, March 9 - 10 am

All tours meet at the Volunteer Services  
Office - to register, please call:  
919-350-2363





## **A very special thank you to all those who donated to the WakeMed's Children's Holiday Toy Drive.**

Abbie Howell	Christie Barker	Karen Spellman	Paula Davis
Abigal Sharpness	Cynthia Fowler	Katie Greene	Paula Hales
Aimee Rich & Dan Austin	Danielle Medlin	Katina Smith	Peter Crafts
Alexis Oliver	Deborah Randolph	Katrina Atkins	Peter Gallagher
Alison Irvine	Desiree Thorson	Katrina Moore	Rachel Kisern
Allison Caldrowe	Doris Green	Keri Strickland	Rebecca Buggs
Allison Sarino	Edith Debnam	Kerry & Michael Joyce	Rebecca Coward
Allison Strickland	Elena Bazanos	Kiara Yeatman	Rhonda Brown
Alyson Clayton	Emily Pivec	Kim Cole	Rick Dell
Amy & Frab Dorman	Emma & John Killough	Krista Hadley	Rosemary Blough
Amy Grekson	Eric Salus	Kristen Jackson	Rowan Shannon
April & Brianna Rouse	Geneive Barnes	Latosha Dickroon	Sarah & Emma Lecourt
Ariana Kinney	Glynda Mealer	Lee Nino	Shamaka Rivera
Ashley & David Amely	Grant Thompson	Leslie Mathis	Shari Labian
Ashley Moore	Hannah Lineberger	Linda Horton	Shelley McRae
Avagelina Pierce	Hannah Muier	Lindsay Baker	Sona Salahudd
Barrett Hughes	Holly McCoy	Logan Nash	Taylor Palmer
Becky Ebran	Itzel Ugarte	Lottie Peppers	Terrence Hall
Ben Mulligan	Jackie Healy	Margaret Znytown	Tim Blough
Benita McClain	James Week	Margo Harber & Nicolette Seibel	Tim Polley
Beth Day	JC & Sandra Peed	Matt Chance	Todd Henderson
Beverly Simpson Smith	Jeff Cannon	Matthew Ludwig	Tony Craddock
Brandon Campbell	Jenna Evans	Matthew Scheer	Tray Wilson
Brenda Girardi	Jennifer & Emily Todd	Maureen Perlette	Vanessa Ray
Bryan White	Jeremy Taylor	Michelle Meyer	Vic Marchiomi - Knights of
Cassandra Creekman	Jessica Rivera	Mike Crowley	Columbus
Cathi Harbertson	Joanne Intile	Mike Spinato	Vickie Powell
Chris & Joanna Ryan	John Wei	Naseem Garcia	Vinetta Bell
Chris Lynch	Joseph & Alyssa Pierce	Nubia Williams	Zack Miller
Chris Nolan	Judy Beville	Odessa McGlown	



## FY19 ANNUAL VOLUNTEER SERVICES IMPACT REPORT

# Building a Stronger Community Together

A big thank you to the Raleigh and Cary volunteers. You are such an enthusiastic group of volunteers who exceeded our challenge for the past fiscal year. Congratulations, we had a record breaking year with 172,491 total volunteer hours; an average of 1569 volunteers!



### WakeMed Volunteer Services Staff

Chris Perry, Director, Retail, Guest & Volunteer Services  
Jackie Kennedy, Manager, Volunteer Services  
Chrisy Joyce, Specialist, Raleigh Campus  
Catherine Allen, Representative, Raleigh Campus  
Laura Riach, Specialist, Cary Hospital  
Piper English, Representative, Cary Hospital

### The Volunteers at WakeMed Cary Hospital Board of Directors

Susan Alvey, President	Lois Dziedzic
Beth Turner, Vice President	Denise Galloway
Sue Recorr, Treasurer	Cindy Larsen
Ivy-Lynn Jackson, Secretary	Robert McAllister
Susan Coulter	Jeff Schmitt
Annette Edeburn	Tim Shoriak
Joe Esmond	Nancye Slagle

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

Rosemary Driver, President	Denise Feighery
Maggie Gill, Vice President	Holly Fryman
Sally Perdue, Secretary	Ken Harrison
Valerie Perry, Treasurer	Susan Legatowicz
Vernon Burkhardt	Susan O'Neil
Ann Brown	Denise Rohr
	Ganesha Tangella

### Volunteer Hours

**System** – 172,491.50  
**Cary** – 86,307.25  
**North** – 5,240  
**Raleigh** – 80,944.25  
181 Departments Supported

### Programs

**Adult Volunteers**  
53% - 65,819.25  
**Sewing Individuals/Groups**  
31% - 97,008.50  
**Junior Volunteers**  
16% - 9,663.75

### Hospitality Pets

This year 18 teams averaged 401 visits to patients a month for a grand total of 4,808 visits. Pet/person teams have made more than 96,674 visits since the program started in 2000.

### Huggables/Hats/Quilts

Our sewing volunteers contributed 97,008.50 hours to complete baby hats, huggables, and many other handmade items. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year.

### Total Funds Raised in 2019 – \$103,328

The Volunteers raised funds through vendor sales, online uniform sales, WakeMed Gives (employee giving campaign) and infant photo contracts. The Volunteers used these dollars to support programs and initiatives for patients, families, WakeMed departments and employees. This past year The Volunteer contributed \$73,517. As members of the WakeMed family, the work of the Volunteers is helping us achieve both our mission and vision of the community in several ways.

### Additional Volunteer Locations

Apex Healthplex, Brier Creek Healthplex, Garner Healthplex, Clayton Medical Park, WakeMed Physician Practices offices, the Business Center, Corporate Center, Cambridge Village of Apex, and Outpatient Rehab

### The Volunteer Services Mission

Volunteer Services is committed to improving the health and well-being of our community by providing effective service programs to meet the identified support needs of WakeMed Health & Hospitals, providing desirable and fulfilling opportunities that contribute to patient and family centered care, and connecting individuals to the health care environment through the act of volunteering.

## By the Numbers

During the past year, The Volunteers have contributed more than 172,491.50 hours of their time, as well as their talents and financial support to augment the services offered by the health system, and to help provide a caring environment for our patients and families. The hours they generously gave to the WakeMed mission last fiscal year equate to:

**Total Dollar Value:** \$4,172,569\*

**Total FTEs:** 83

*\*NC dollar value*



### FY19 Outcome Metrics

Individuals participating in programs	1569
Average # volunteers per month	776
Salary equivalent Independent Sector National	\$4,386,458
Salary equivalent WakeMed Q09 2nd quartile	\$2,759,864
Volunteer satisfaction annual survey results	86.69%

### FY19 Operations Metrics

College students participating in programs	211
Number of colleges represented	25
Volunteers employed by WakeMed	8
Candidates interviewed	613
New volunteers Starting	498
Special projects completed	25

## Supporting WakeMed's Aspirational Goals

### Preferred Partner

**Reach Out and Read** - The Volunteers at WakeMed Raleigh Campus provided funds for the purchase of new books to be distributed to well-visit patients ages 6 months to 5 years who are seen in the WakeMed Physician Practice Pediatric Clinic. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

### Health Community

**Healthy Lifestyles** - Cardiac Rehab Scholarships: The Volunteers provided funding in scholarships funds to cardiac patients. These individuals have been identified by Health Works staff as qualifying for financial support and who otherwise would not be able to complete a key part of the recovery from a cardiac episode. The classes include education about nutrition and exercise, participating in exercise classes and more.

### Rainbow Fund

The Volunteers at WakeMed Cary Hospital provided funds to provide medications to immediate-need children and adults who were not in a position to pay for their initial prescriptions.

### Innovation

**Baby Packet Supplies:** The Volunteers at WakeMed Raleigh Campus provided funding for the purchase of onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give immediate needs new moms some newborn gifts/supplies at discharge.

### Extraordinary Team

**Tea for the Soul** - The Volunteers at WakeMed Cary Hospital provide funding for Spiritual Care Services to offer refreshments in quiet, calming locations for all caregivers to take a break.

### Highest Ethics

**Parents Time Together:** The Volunteers provided funds to provide time, place and meals for parents of infants in the Neonatal Intensive Care Unit. Parents Time

### Financial Health

**WakeMed Foundation:** The Volunteers at WakeMed Cary Campus contributed towards the Pet Therapy and Education funds. The Volunteers at WakeMed Raleigh Campus contributed towards the Pet Therapy and Community Population Scholarships.



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