

Heartbeat

March 2011



This edition of the HeartBeat is produced in memory of:

Sotera Agiovlassitis
Ruby Plyer
Mary Price

Raleigh Campus Guest Ambassadors Program – The Value Added



Steve Quinn, Guest Ambassador assisting a guest

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The Raleigh Campus Guest Ambassadors program was piloted in June 2009 by the Junior volunteers at Raleigh Campus. Today there are 90 volunteers participating in the program.

I often hear comments of gratitude for having such a program, along with surprise that WakeMed offers such a program. I often hear, "I don't know what I would have done today if the hospital didn't have the program," or "I would have never found this without your help." Others have commented that they have never been to a hospital that offered this service, and they are always appreciative of the GA program. **Steve Quinn, Volunteer**

The volunteers are very friendly and willing to assist before you even ask and always with a smile. The visitors are so

surprised when you tell them that a volunteer will show them the way. They also comment how much they appreciate the service. I had my doubts about the Ambassador Program, but I must admit, I don't know what we would do without them. They are a life saver!!!!!! **Patsy Skidmore, Employee**

I enjoy my Monday walks with the visitors that I escort to their destination. Most of the visitors are pleased that they do not have to guess that they are going in the right direction or not. Some of them really open up to you and tell you what is on their minds at the moment, whether it is a patient, the distance, the parking, the remodeling of WakeMed, or something more personal to them. They are usually ready to talk. There is the other group that is just going to follow you and say

Guest Ambassador Program continued

absolutely nothing, but a thank you when they get where they are going. Another group will tell Marti at the desk that they don't know where they are going, but when we get them to the main hall way, they quickly tell me, I know where I am now. Most of the visitors are very appreciative of the service. The ones that I had to take to their destinations in their wheelchairs seem most appreciative. I find a joy in helping the visitors find their way. **Inez Forte, Volunteer**

Wonderful, Wonderful. **Ethel Snell, Employee**

I think they are doing a great job—a real help to our visitors. **Patricia Bissett, Employee**

As the visitors left the hospital--they had so many compliments for our guest ambassadors---SMILES---WONDERFUL GUIDE ---CANNOT EXPRESS WHAT A TRUE BLESSING IT WAS TO BE SO WELL TREATED. It was their first visit to WakeMed. MARQUEZ also received compliments for his nice smile and good job he was doing. He has just made his third trip to the Emergency Department. **Marti Palmer, Employee**

My experiences as a Guest Ambassador have been very positive. I hear daily from staff and visitors alike how much they appreciate what we are doing to serve WakeMed. One occasion I had finished escorting a guest to the Emergency Department and was on my way back to the E Wing when I was asked by a nurse at the AB elevators if I could help the two ladies she was trying to help to Spiritual Care office. I directed the ladies there for which they were grateful. The nurse was also. On my next trip to the Emergency Department I saw the nurse again and she thanked me again for helping. **Bill Brower, Volunteer**

I am blessed to be able to work with the best and kindest group of people I have ever met in my life. The Guest Ambassadors that I work with every Wednesday are simply outstanding, in effort and personality. My primary job is, but not limited to, assisting visitor's and escorting them to their destination throughout the Raleigh Campus hospital. I also help in Patient Registration, and direct visitors from my station at the "C" elevators. I would like to share one recent experience that I had with a visitor. I was at the "C" elevator station, when I noticed a woman in a wheelchair with an orthopedic boot on her right foot, approaching me from the visitor's entrance. She was some distance from me and motioned for me to approach her. As I walked up to her, she asked if I would push her to 3BXX. I said, "yes ma'am, I will be glad to." As I pushed her toward the A/B elevators, she proceeded to tell me this story. "My husband is here, and

underwent heart catheterization and had a stroke while being operated on. The doctor told me that he will be paralyzed on his right side and will not be able to speak. He will not be the same man you knew before." Her voice became shaky, I could see the tears begin to well up in her eyes, as she said, "I don't know what I am going to do." Being careful not to promise something that might not be kept, I said to her, "Ma'am, sometimes.....things change from the initial diagnosis..... hope your husband will get well soon, and have a full recovery." About this time, we arrived at the foyer to 3BXX and the patient's nurse was there. She greeted us and proceeded to tell this lady about her husband. "Your husband is doing great. Last night he got out of bed and walked down the hall with us to the bathroom, 2 times, and talked the whole time asking for you and wanting to know when you come by last to see him." At this point, the woman began to cry. Tears of joy just streamed down her face like you have never seen. It was quite a moment I have to admit. The nurse said, "Your husband is asleep right now, but please go in." As we entered the room, the woman looked up at me and whispered, "Will you pray with me?" I said, "I certainly will ma'am." I said a prayer for her husband's full and speedy recovery, and for God to bless them both. I told her goodbye, wished her and her husband the best, and left them there. It took me over 40 years of my life to realize, you cannot just take, take, take in this life. You must give back. WakeMed is where I try to give back. **Tony Beasley, Volunteer**

When asked about the impact she has observed from her position, Gayle Dworkin states - There are fewer complaints from guests at the entrances. The experience has eased their anxiety about finding their destination in what for the guests is a confusing environment. They are thrilled about having the assistance – someone who GOES with them to their destinations. It is a great first impression. The guest who is tired after walking in from the parking lot is relieved. The great impression stays with them for a long time. The guests are invited to call for assistance to be escorted back to the entrances and those who are in wheelchairs very often do call and ask for the support. Various department first floor representatives and many other employees have thanked the volunteers for being at the C-elevator station recently added to our Guest Ambassadors locations. Many departments call on the Guest Ambassadors – MICU, Rehab, Patient Registration, Heart Center, CCWR receptionist desk, Volunteer Services – to run errands or to assist guests. Responses from staff, volunteers and customers are immediately positive regarding this new service experience. **Gayle Dworkin, Hospitality/Guest Services Rep**

The President's Corner

WakeMed Raleigh Campus



Happy springtime!

A special thank you to the volunteers who worked at the uniform sale February 9, 2011. The profits were \$8636.05.

The volunteer placements that are offered at WakeMed Raleigh Campus are very aptly described as value-added. They offer the volunteer an extraordinary opportunity to share skill sets and time and energy from the community with the staff and patients and guests at WakeMed. The value to the staff – support in their departments to accomplish the goals that include high expectations for service and personal interactions. The value to the patients and families – support in their journey to heal and navigate the opportunity to be a customer at WakeMed. Thank you for every hour that you contribute, for every talent that you bring to the organization, for all that you teach and for all that you learn. You truly make the world a better place.

Thank you for completing the volunteer satisfaction survey that you will receive this month. It is very important that the Volunteer Services staff have this feedback so that they can improve the programs and service to each of us. They listen and they do use the information to make changes and improvements – to an already outstanding program!

Please submit to the Volunteer Services staff your observations and experiences regarding the Red Rule and Hand Hygiene practices in your areas of service. What do YOU do? How do YOU impact patient safety? Give us the feedback! E-mail Susan Hester at shester@wakemed.org.

Patient Relations is now 4 years old. Patient Relations ambassadors have been deployed to all nursing units and round every day. Every Patient Relations volunteer goes through significant training before working independently. We complete more than 5,000 visits a year in the system.

Please make a note – National Volunteer Week is April 10 – 16, 2011.

Thank you again for your dedication and enthusiasm in service to patients, physicians, staff and guests at WakeMed.

Sally Perdue, President, Volunteer Board

WakeMed Cary Hospital



Thanks to all of you who participated in the nominating process for open board positions. The approved ballot will be sent to all active members of the Volunteers at WakeMed Cary Hospital for a vote of the full membership. We look forward to all of

you responding. Thank you to Nominating Committee members Regina Brest and Pat Quick and ex-officio Bethany Kelly.

On March 1st the 2011 Blossoms for Life Campaign kicked off. Pam Ayars, as chair, does a wonderful job of getting out a mass mailing in March and overseeing the campaign throughout the year. Please consider the fund when looking for a meaningful gift for a family member or friend. Large or small, donations are gratefully accepted. Acknowledgement cards are sent promptly to the honoree. Look on the last page of every HeartBeat newsletter for a Blossoms donation form.

There are a number of upcoming events. April 20th is our annual, free health screening event for WakeMed Cary Hospital Volunteers. Please remember you must register to participate in the screenings available that day. An invitation to the event will be mailed to you about the specific screening tests and time of the event.

This spring we are sponsoring two sales – April 15th is the Uniforms 2U2 sale and June 13th there will be a shoe sale. Proceeds enable the Volunteers to support programs and patient care needs at Cary Hospital. Please support the sales as customers and volunteer to work at them if possible.

The golf committee will be meeting later this month to begin planning for our 13th annual golf outing. The event will take place at MacGregor Downs on Monday October 17th. Contact Susan Alvey (919 616-6469), chair of the event, Bethany Kelly (919 350-4008) or me (919 234-9143) if you are interested in working on the committee and/or at the event. We would be particularly grateful to hear from anyone with fund raising experience.

Lastly, may I thank you for the good work each of you does for WakeMed patients, families, guests, and staff.

I hope your spring is a pleasant one.

Denise Galloway, President, Volunteer Board

Volunteer Spotlight WakeMed Raleigh Campus ~Carolyn LaRue~



Hello, my name is Carolyn La Rue. I moved to Raleigh in July 2007 from northern Virginia (near DC) where I also volunteered at Fairfax Inova Hospital. My hometown is Philadelphia, PA.

I'm retired with a disability, so I cannot receive a "pay check". I volunteer at WakeMed Raleigh Campus delivering patient mail, flowers, and e-mails! I also offer the magazines, books, and handmade items, such as huggables and lap quilts, through the Friendly Face Cart service.

With God's grace, I am a survivor of two brain surgeries, February and November of 2000. One of the gifts God gave me was the gift of *service!* Volunteering, "giving back," allows me to keep my mind engaged and focused. I feel joy experiencing the patients' surprise from receiving cards, e-mails, flowers, books, "huggables" (dolls) and lap quilts offered to them and family members to take home.

They are so surprised and pleased when they accept these small tokens demonstrating how WakeMed cares about their patients. After knocking on a patient door, I normally say, "Good morning, you've got mail". One patient said, "I hope it's not a bill!" my reply was, "There is a lot of love in that card." Most recently, I gave a patient a lap quilt. I received thankful tears, a beautiful smile, while she held my hand so tightly — my heart just about sung! That made my day! I volunteer three days a week.

When I arrived in Raleigh, my focus was on finding a church and other volunteer opportunities. I also volunteer at Raleigh Little Theater. I work in the main office, at the canteen during some performances, and usher. I also volunteer at Theater in the Park where I usher and /or greet member in the patrons lounge. These are ideal places to provide a service to theater patrons.

You can probably guess my hobby, working in the theater and seeing performances. When living in Northern Virginia, I volunteered at the Kennedy Center!

I just joined the YMCA on Hillsborough St., where I am taking swimming lessons. You are NEVER too old to learn! I am a member of Elevation Baptist Church on New Bern Avenue.



Volunteer Spotlight WakeMed Cary Hospital ~Rebecca Webb~



I am currently a senior at NC State and will be graduating in May of 2011 with a degree in Biological Sciences and a minor in Genetics. I plan to apply to pharmacy school upon graduation and spend the following year in preparation for this academic endeavor. I've wanted to be a pharmacist since I was six years old. I was often found counting rocks into old prescription bottles,

wearing my mom's white apron in substitution for a real lab coat. One can imagine my excitement as I finally received my very own lab jacket when I was hired to work at the local Kerr Drug Pharmacy as a technician. I am getting closer and closer to my goals with each day that passes and the Volunteer Services department at Wake Med has only enhanced these goals and given me the motivation and knowledge to proceed towards the achievement of these goals.

Working in the pharmacy has not only been a tremendous learning experience for my future career goals, but a blessing to my life as well. Watching the time and effort that goes into each prescription is evidence of the exceptional patient care that takes place at WakeMed. I am inspired each and every day I volunteer by the dedication that each pharmacist, technician, and manger shows to their jobs and especially their patients. These individuals have become my role models over the past year. If I am granted the privilege of becoming a pharmacist I hope to share the same characteristics and compassion that these motivated professionals show to others and especially to me.

Some of my hobbies include tutoring at the Boys and Girls Club, snowboarding, bike riding, and spending time with friends and family. I must also add volunteering in the pharmacy to this list as it is quickly becoming one of my favorite activities. While volunteering I am often reminded of a quote by Ralph Waldo Emerson which states, "It is one of the most beautiful compensations of life that no person can sincerely try to help another without helping themselves." While my purpose of volunteering is to give back to my community, I often feel as if I am actually receiving experiences equivalent to the assistances I am providing. For this reason I owe a great deal of thanks to all the staff in the pharmacy and the Volunteer Services department for allowing me to learn and grow in such a warm and welcoming environment. Thank you all.



ANNOUNCEMENTS

Cardiac Rehab – Kraft Family YMCA

In February WakeMed Cary Hospital began offering a cardiac rehab program at Kraft Family YMCA. This is the fourth such cardiac program to be offered by WakeMed Health & Hospitals. (Other locations: WakeMed Raleigh Campus, Betsy Johnson Regional Hospital, Sampson Regional Medical Center)

Cardiac rehab offers comprehensive nutrition, lifestyle and physical activity counseling for patients who have suffered a cardiac event, such as a heart attack, heart surgery, cardiac catheterization or are diagnosed with a debilitating cardiac condition such as heart failure. The goal is to encourage and enable the participant to improve physical fitness and overall health in order to reduce the risk of future heart problems.

“For people with a cardiac condition that live in Cary, Apex, Holly Springs, Fuquay-Varina and other surrounding communities, the WakeMed Cary Hospital Cardiac Rehab Program offers them a choice to get additional support and care for their recovery or while living with a cardiac condition at a beautiful facility located closer to them,” commented WakeMed Cary Hospital Cardiac Medical Director, Pratik Desai, MD, Cary Cardiology.

The Cardiac Rehab staff for the program consists of a medical director, ACLS registered nurse, exercise and fitness specialists, registered dietitian, a stress management counselor and a full complement of volunteers. Classes are held Monday, Wednesday and Friday mornings. Volunteer duties include class set up, assisting participants with their individualized exercise program and cool down, clean-up and data entry into a specialized medical record.

Fuquay-Varina Employee Forum with Dr. Atkinson Rescheduled to April 6

Fuquay-Varina's employee forum will now take place on Wednesday, April 6, at 2:30 pm in the new Activity Room. Don't miss this opportunity to talk informally with Dr. Atkinson about all that's happening at WakeMed and hear his vision for the future. Volunteers are welcome to attend.

WakeMed Raleigh Campus Services Meetings:

Since the start of our new fiscal year (October 1) the Volunteer Services staff has partnered with several departments to host Volunteer service meetings. Guest Ambassador volunteers, Pediatrics volunteers, and Adult Emergency Department volunteers, along with lead staff members from each placement area, have met to discuss goals of each service area, updates within the department, general discussions and action items, training opportunities, hand washing, policies, feedback and much more. If you would like for us to arrange a Volunteer service meeting for your placement area, contact Marie Johnson at 919-350-8066.

Hospitality Pets:

Congratulations to Hospitality Pets Volunteers Laura Burke and Baby Anna on a special story related to their volunteer efforts in the community that included WakeMed Health & Hospitals. The column appeared in the North Raleigh news. The following is the link for the story:

<http://www.northraleighnews.com/2011/01/16/6206/granados-therapy-dog-a-patients.html>

The Volunteer Connection

The Volunteers at WakeMed Raleigh Campus and Cary Hospital sponsored a volunteer information booth at ECPI Technical College, for the Health Careers Information Fair. Marie Johnson, Manager, Volunteer/Community Services, Raleigh Campus, hosted the information booth at ECPI and shared information with students regarding volunteer opportunities available to these future health care providers.

We express our deepest sympathy to the family of our volunteer:

Sotera Agiovlassitis who died January 9, 2011. Sotera volunteered her services from September 31, 2007 to December 31, 2010 as a sewing volunteer. Sotera made countless handmade items for our smallest patients. She contributed 507 hours of service.

Help us remember and honor our friends.
If you become aware of a present or former volunteer who has died,
please let the Volunteer Services staff know.

Pneumatic Tube System Shut Down

On behalf of our patients, families and staff, the department of Volunteer Service at WakeMed Raleigh Campus would like to thank the following volunteers who participated in the scheduled Pneumatic Tube system shut down on Tuesday, January 25 :

Luz Aulick	Stephanie Brawner
Bill Brower	Paul Fausneaucht
Mickey Gault	Crystal Grant
John Griswold	Sara Kirk
Smith Mackey	Cydney Nicholson
Wanda Thomas	

Our volunteers contributed their time, caring, and walking legs, to assist the staff in allowing all systems to continue operating smoothly and efficiently throughout the day.



Special Donation Request:

WakeMed welcomes your help in keeping patients and their families as comfortable as possible. The following is a list of items that are always needed.

- Travel size hygiene products:
- Toothpaste
 - Toothbrushes
 - Razors: male/female
 - Shaving cream
 - Deodorant
 - Combs
 - Pacifiers
 - New children's underwear 0 – 5 yrs. Old

Please deliver to the department of Volunteer Services WakeMed Raleigh Campus

Congratulations to Hussein Ahmad, Junior Volunteer!!

Dear Mrs. Johnson:

We are pleased to inform you that Hussein Ahmad has been selected as a Morehead-Cain Scholar. Less than four percent of this year's nominees were selected for this unique opportunity.

Established in 1945, the Morehead-Cain is the oldest, most prestigious, and most emulated merit scholarship program in the United States. Our purpose is to identify and invest in promising young leaders, challenging them to have a positive and profound impact on the people and pursuits that define their lives. For more information about the Morehead-Cain, please feel free to contact me or visit our website at www.moreheadcain.org.

Thank you again for your support of Hussein throughout our selection process.

Sincerely,

Matthew T. Proto
Director of Scholar Selection
Matt_Proto@unc.edu

Correspondence

Gently Used or New Coats Received:

In our last issue of *Heartbeat* a request for gently used or new coats for children ages 0-5 years was issued, as well as a request for new clothing items. These items assist families on a year-round basis in the WakeMed Faculty Pediatric Practice. Beverly Watson, volunteer, WakeMed Raleigh Campus, partnered with the Salvation Army to provide a generous donation of gently used coats to our grateful families in the WMFPP. Kudos!

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Hello Marie,

I just wanted to take just a moment to sincerely thank Beverly Watson for the shipment of coats that were donated to the "KIDS CORNER," a clothes closet that we have for patients and families here in our Pediatric Practice at WakeMed. We all know that there are many times that the social situations can outweigh the medical concerns. Many times it comes down to the basics, food, shelter and clothing. We have many resources, and use them wisely. The doctors and staff here felt that we could go one step further, and several years ago KIDS CORNER was born. Since that time, we have had many to donate items, but none like this. Wow, what a blessing.

Once again, we thank you and, in advance, our patients thank you.

#### Michele

Michele Sanders, RN BSN  
Practice Supervisor, WakeMed Faculty Physicians  
Peds/Peds Specialty Practice

### Dedication: Lap Parent Volunteers

In memory of two of our Lap Parent volunteers who gave many years of combined service, Lela Ogburn and LaRue Pollard, the Intensive Care Nursery purchased two rocking chairs. On February 10, the chairs were dedicated in their honor. The Chaplain assisted with the dedication in the WakeMed Chapel, with a light luncheon reception following afterwards.

(Bryce Slinger is a former volunteer who was placed in the Adult Emergency Department as a junior volunteer at 14 years old. He continued his service through his college years.)

Hi Marie!

Thank you so much for the email – it really made my day. There's nothing quite like knowing you've made a difference. I have some time today, so I'll write a nice long note. Please feel free to post this in the emergency department or send it along. And tell Miss Joyce that I have greeted her, as they would say here in Uganda.

Life has become much busier in the past few months. As I further integrate into the village, I have found it becomes easier to busy myself and begin new programs. I still only work a few hours a day, but here in Africa, that is more the norm, especially way out here in the village.

I have learned a great deal more about the health centre I work at. We serve a population of about 60,000 with four nurses and three physician's assistants (clinical officers). There is a doctor who comes on Tuesdays from the district maternity centre to see patients. It is not quite the level of care found in the United States, although patients here do not pay for service. We would not have any patients if they had to. About 40% of the population here lives on less than \$1 a day.

My work revolves around health training and increasing awareness. The best days are when I go into the field, going door to door with a counterpart asking families what they need, what is wrong and maybe brainstorming ways that we can work together. Never in my life have I had to explain arthritis so many times in the same day! The whole notion of old age diseases is only just beginning to surface as more people are living past 50 years old. We never tell people when I am coming for a visit so that no one has time to spruce up their house.

I thought I had seen desperate poverty before, but when you are walking through banana fields forty miles from pavement, you begin to see how much of the world lives. I am just thankful that Uganda has fertile soil and plenty of rains. Otherwise, the population here would truly be in dire straits.

Correspondence continued

On days when I am not in the field, I spend time working at an immunization and prenatal clinic. The average woman here has over six children; many have eight, nine, or even twelve kids by the time she's in her mid-thirties. Oh, needless to say, there is a lot of work to be done. Mothers are taught to breastfeed exclusively, regardless of HIV status, until the baby has reached six months of age. It is just too dangerous to trust the water supply here. With the advent of antiretroviral drugs, we have seen HIV+ mothers able to breastfeed HIV- babies.

Traditional healers remain a thorn in the caregiver's side here. Many mothers are seeking out herbal remedies that hurt the unborn fetus. There is just such a lack of health education that people do not realize what they are doing. So much emphasis has been placed on HIV/AIDS education that everyone seems to have forgotten tuberculosis, malaria, the common cold, influenza, etcetera, etcetera. I have made it my goal in the next year and a half to teach the community how to differentiate between malaria and the cold so that malaria medications are not just given out for every little thing. Talk about a public health nightmare!

Recently, I have met an American doctor that runs a Non-Governmental Organization in New York City called Life for Mothers who is testing a pilot cell-phone based medical charting system out of my health centre. We are in the process of training the village health teams and then sending them out into the community for a month and a half test drive. If all goes according to plan, we'll dispatch three hundred village health team members into the field to collect patient information and maternal health data. This stands a chance for really changing how we store information and records for each patient. Right now, each patient is required to buy a small, school booklet of paper for us to write on. They are to bring it with them every time they come to the health centre.

Since this note is intended to be shared with the emergency department, I figure I should mention a few things about emergency services in the country. To be quite blunt, they are non-existent outside of Kampala, the capital city. There is no 911 service number to call (in theory it should be 112). Our health centre's ambulance, and by that I mean old 4x4 pickup truck, is more of a medical staff transport than patient transport. When a villager has a heart attack or a crush injury, the person dies. It's as simple as that. Don't worry; I have Peace Corps medical officers. And since I am working for the American government, I also have access to embassy marine support for any really serious problem. Best medical care ever – I get flown to Washington with a nurse if need be! And I don't pay a cent.

In a different vein, a few of us are starting a boys' camp in addition to a girls' camp that Peace Corps volunteers started last year. In December, we will bring two hundred boys and two hundred girls to Entebbe for a week right after the school year is over. Going to camp and just having fun is a totally foreign concept here. We want to change that. This year, I'll be a counselor at the boys' camp. I can't teach any swimming lessons unfortunately – no pool and Lake Victoria is teeming with schistosomiasis.

So yeah, things are going really well here. Peace Corps was definitely the right choice. I have begun building my resume for a life of international medical development. No worries, I'll be home in early 2013 to work and continue through to graduate school and medical school.

Hope everyone is well and not too stressed!

Hello from 7,000 miles away,

Bryce

To all the volunteers that help us on 2East, I want to give a big thank you. I can't even begin to tell you what a difference you have made in the quality of the care we give to our patients. Our patient satisfaction scores for the past quarter were 96.1 percent (the best in the WakeMed system) and I give all of you credit for a big part of it. You have been able to go in and do the things that staff do not always have time to do, such as taking the time to talk and keep them company, filling water pitchers, keeping rooms neat, stocking, etc. even beginning to feed our patients who are unable to feed themselves and sit with our Comfort Care patients. The little things are what patients remember. Not only do you make the patient's stay better but make my nurses and techs lives easier. I have never experienced such a great group to work with. Thanks again for your support and I look forward to our continued relationship.

Teresa Harvey, Manager, 2E Cary



## Uniform Sale – Raleigh Campus

Thank you to the volunteers who assisted with The Volunteers at WakeMed Raleigh Campus Uniforms 2U sale on Wednesday, February 9, 2011. Close to 500 employees visited the sales and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we raised a record breaking \$8,636.05 in profits. The funds raised will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.

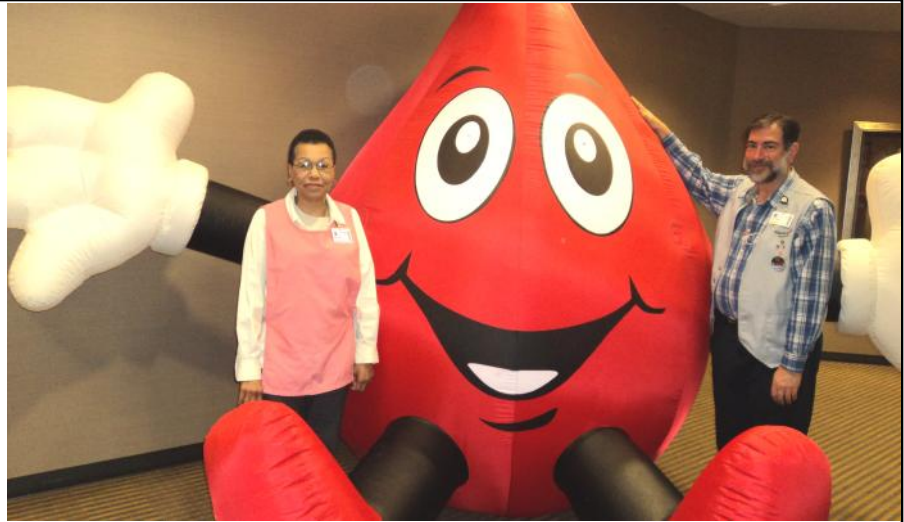
### Volunteers for Uniform Sale

|                  |                     |
|------------------|---------------------|
| Leslie Badgett   | Michelle Jones      |
| Shirley Bartee   | Rosemary Kenny      |
| Marion Boissiere | Timothy Lee         |
| Inez Forte       | Mollie Lotrecchiano |
| Peg Fuch         | Althea Page         |
| Amber Greene     |                     |



## Blood Drive – WakeMed Raleigh Campus

A big thank you to the blood drive recruiters, registration and canteen volunteers who assisted with the WakeMed Raleigh Campus blood drive on March 2. We had an impressive 155 donors (114 Andrews Center and 41 Corporate Center). WakeMed finished with a total of 113 lifesaving pints on a goal of 110 pints at the Andrews Center. The Corporate Center finished with 18 pints on a goal of 25 pints. Overall WakeMed collected 131 pints of blood on a combined goal of 135 for 97 percent of goal. Since each donation can be used to help save 3 lives, the 131 pints of blood can help save or touch the lives of 393 patients in need. Once again WakeMed has shown its dedication to excellence and commitment to the community.



Sara Kirk and Vic Tolomei



Xiomara E. Spence, Pharm Dept. and Todd Leslie, Mobile

## Thank You

Marion Boissiere

Ben Citero

Sara Kirk

Mollie Lotrecchiano

Vic Tolomei

Joe Whitehead

I am happy to say the tables made it safely to their new home in Fuquay. The dining room is now complete with 4 tables and the activity room now has 2 new tables. Thank you so much for your generous donation. Thanks to The Volunteers at WakeMed Cary Hospital, our residents have a much easier time engaging in meals and activities and their quality of life is definitely enhanced. We appreciate everything you have done for our folks in Fuquay. Please let us know if there is ever anything we can do to reciprocate your kindness and generosity.

Anne Michniuk, Recreation Therapist  
Fuquay Varina Skilled Nursing Facility

# DONATIONS



The Volunteers and Staff at WakeMed Raleigh Campus, would like to say thank you to Candice Morgan and the University of Phoenix for the contribution of handmade Valentine's Day Cards, which were shared with our youngest of patients in the Pediatrics Department.



The Volunteers and Staff at WakeMed Raleigh Campus, would like to say thank you to Gerald Denis and his students for the generous contribution of Valentine's Day Cards donated on behalf of Church of God In Christ - ATI Student Ministry.



Girl Scout Troop 892 – Silver Award

Girl Scout Troop 892 put on a community dance to raise funds to purchase books for WakeMed Raleigh campus Reach Out and Read Program. In the process the Girl Scout Troop also were able to earn their Silver Award!

Stephanie Overton and Jennifer Meaker  
Morrisville Elementary

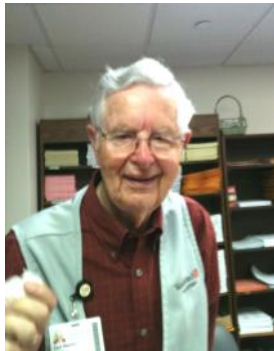
Morrisville's Elementary school contributed handmade lap robes and books for the Reach Out Read program. These generous gifts were shared with our Pediatric patients and their families.



## Special Message

I'm sorry I missed seeing you today. Back in November 1989, after my interview, you allowed me to become a WakeMed Volunteer. I thought at that time I probably would volunteer only for a couple of years, well my volunteering turned into 21+ years. Today, after much thought and consideration and a quick decision (the best for me), I am resigning. I can certainly say that it has been a most enjoyable and rewarding part of my life. Working with the friendly staff and the other volunteers over the years has been an excellent experience. The Volunteer office will always have a special place in my heart and I thank you so very much for allowing me to volunteer at WakeMed.

Carl Martin



Carl Martin—Raleigh Campus

## Hand Hygiene Compliance

Always Remember:

- Good hand hygiene is the single most effective way to prevent the spread of communicable illness.
- Our Goal is to have 100% hand hygiene compliance. Staff/volunteers are being observed on the clinical work units—patient floors, Emergency Department, Imaging, all locations—regarding Hand Hygiene compliance.
- No matter where you volunteer, remember to demonstrate proper hand washing/sanitizing techniques when entering and exiting a patient room.

Thank you for your attention to this important patient safety issue!

## Exit Comments

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

### Raleigh Campus

Jim Ford: Lap Parent: "Enjoyed the babies, parents and nurses very much".

Shanta Lucas: Surgical Services: "I really enjoyed volunteering at WakeMed, and if I had enough time I would continue volunteering. The employees were wonderful and very helpful".

Carl Martin: Friendly Face Cart and Chart Collation: "My years of volunteering were most enjoyable and rewarding. The staff and volunteers were always friendly and very helpful as well as very caring".

Abby Murnick: Children's Emergency Department: "I have loved every second and all of the people that I have worked with. WakeMed is an incredible place".

### Cary Hospital

Mark Ash: Post Anesthesia Care Unit: "It was a thoroughly enjoyable experience that I wish I could continue".

Alexandra Cain: Post Anesthesia Care Unit: "Thank you for the opportunity. I really enjoyed it. Please also extend my gratitude to the nurses in the PACU".

Tom O'Hare: Post Anesthesia Care Unit: "I really enjoyed the experience and will look for other ways to be involved with the organization. Thank you, I appreciated the opportunity to work with everyone in both the Volunteer office and the PAC Unit".

Myangela Purcell: Emergency Department: "I enjoyed my work and staff was very friendly. Hopefully, I will be back soon".

Jim Ryals: Emergency Department: "I was truly saddened to end my services at WakeMed Cary. I enjoyed and appreciate the opportunity to be part of the volunteer family. I especially appreciate Bethany working with me to broaden my experiences in different areas of the hospital. I would like the chance to volunteer again in the near future".

## 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.

## 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  
Wake Forest Quilting Friends

*Countless individual sewers  
not associated with sewing groups*

### WakeMed Cary Hospital

Ahmadiyya Women's Association  
Ann Foster Workshop  
Carolina Preserve Yarn Spinners  
Carolina Preserve Piecemakers  
Colonial Baptist Church  
Ebenezer Methodist Church  
Garner Senior Center  
Helen Kelner Workshop  
Reedy Creek Baptist Church  
St. Paul's Knitting

*Countless individual sewers not  
associated with sewing groups*



# Welcome New Volunteers

## Welcome New Volunteers

### WakeMed

#### Raleigh Campus

Susan Alvey  
Linda Barrett  
Fay Bostic  
Eriel Bridges  
Brandon Carlisle  
Katherine Close  
Colleen Cooke  
Jenna Cotton  
Jennifer DeVanna  
Sarah Djali  
Rebecca Doyle  
Rosemary Driver  
Yu Fan  
Eva Forsberg  
Gina-Marie Fredette  
Bobby Garcia, Jr.  
Beverly Gibs  
Crystal Grant  
Brittany Greene  
Robin Hales  
Janine Hamlin  
Devern Hocutt  
Lexis Hohman  
Susan Honeycutt  
Abdallah Idir  
Garrett Jackson  
Linwood Joyner  
Janet Kelleher  
Madison Kelleher  
Vanessa Klein  
Arnulfo Longa

Katherine Lundy  
Julia Martin  
April McCormick  
Jackie Merlano  
Deqounda Mosley  
James Mwangi  
Carolyn Odham  
Anne Payne  
Robert Pollard  
Bradley Poston  
Charlotte Rastas  
Terry Rimmer  
Claudia Sarria  
Colette Schriver  
Ariel Shaw  
Dale Shearer  
Jonathan Skowronski  
Rebecca Smith  
Sharon Sowell  
Kimberly Spence  
Robin Stanley  
Karen Surette  
Cody Terrell  
Morgan Thigpen  
Cameron Todd  
Jessica Waters  
Michelle Watkins  
Elizabeth Williams  
Debbie Willmschen  
Erin Woodall  
Magda Yankelowitz

### WakeMed

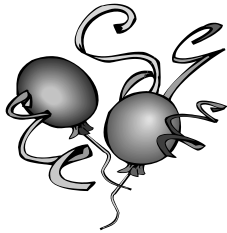
#### Cary Hospital

Sandal Abid  
Kristen Baker  
Karen Barton  
Mina Berar  
Jane Bird  
Liana Blackwood  
Gaye Boyer  
Shaquala Carter  
Deanna Carver  
Jamey Chapman  
Melba Cook  
Susan Coulter  
Cathy Eason  
Saill Fadhill  
Frank Frausto, Jr.  
Rohin Gawdi  
Gwendolyn Gore  
John Grau  
Aden Hizkias  
Jeanne Miller  
Shirley Miller  
Sandra Mitchell  
Melissa Nafke  
Kim Nguyen  
Joshua Richardson  
Erin Smith  
Linda Tapler  
Catherine Thomas  
Amelmal Worku  
Pamela Wright  
Inna Zboichyk

Jack Radford, executive director, WakeMed Foundation, accepts a check for \$10,000 from The 12th Annual Charity Golf Outing sponsored by The Volunteers at WakeMed Cary Hospital.

Pictured left to right—Mary Jo Gurule, Virginia Anthony, Western Wake County Council, and Jack Radford with members of The Volunteers at WakeMed Cary Hospital Board of Directors Denise Galloway, board president, and Susan Alvey, golf committee chair. Thank you to our host, MacGregor Downs Country Club.





# Happy Birthday!

## WakeMed Raleigh Campus

### April

Kimberly Allen 26  
 Helen Aubrey 9  
 Wade Burnette 26  
 Crystal Canady 16  
 Pearl Cunningham 21  
 Abbie Davis 29  
 Allison Edwards 25  
 Marjean Fischer 25  
 Eva Forsberg 11  
 Peg Fuchs 4  
 Rebal Goetz 9  
 Florence Grummer 13  
 Tiesha Keith 25  
 RoseMary Kenny 22  
 Sara Kirk 30  
 Carolyn LaRue 30  
 Naina Lakhani 29  
 Christine Lamb 28  
 Rachel LeMarble 22  
 Chad Logan 19  
 Pearl Mendoza 19  
 Hannah Moyles 2  
 Harriet Nausch 1  
 Christine O'Connell 8  
 Courtney Oneto 26  
 Georgetta Paskoff 25  
 Sydney Pope 25  
 Donna Pulliam 14  
 Davanise Rogers 25  
 Elizabeth Rojas-Steinbrecher 8  
 Lilian Sauerwein 25  
 Corlita Silvera 20  
 Earlene Troublefield 21  
 Sharnetta Turner 29  
 Emma Voigt 4

### May

John Agurs 9  
 Lizeth Bernal 12  
 Daildrea Bertrand 6  
 Sashi Bodavula 19  
 Lynn Burton 11  
 Trena Carpenter 30

Barbara Connor 29  
 Reid Craft 13  
 Joan English 25  
 Evelyn Felice 10  
 Stephen Frein 22  
 Mickey Gault 21  
 Alma Gill 15  
 Holly Gooding 16  
 Edrie Greer 4  
 Samantha Griffin 9  
 Lucile Harvey 16  
 Lorie Houston 5  
 Frederick Huebner 2  
 Diana Hughes 9  
 Juan Jimenez 15  
 A'Tina Johnson 9  
 Marjorie Kalcinski 24  
 Katherine Lundy 9  
 Judy Margolis 8  
 Melinda McDowell 22  
 Susan Mitchell 20  
 Eleanor Nunn 7  
 Barbara Pappas 15  
 Thelma Shedrick 3  
 Supriya Sivadanam 19  
 Wanda Thomas 25  
 Victor Tolomei 18  
 Tracey Wiwatowski 23  
 Diana Zellner 20

## WakeMed Cary Hospital

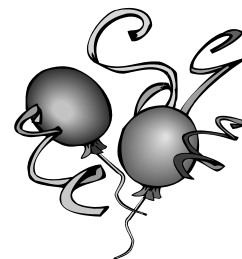
### April

Betty Beaman 16  
 Mina Berar 12  
 Jane Bird 14  
 Fran Blemenkrantz 23  
 Vivian Collins 15  
 April Cooper 7  
 Ruth Cornwell 5  
 Philippa Hertrick 18  
 Harriet Kelner 22  
 Martha Miuccio 26  
 Loretta Petraroia 25  
 Kathryn Samaha 24

Barbara Scher 29  
 Karan Singh 14  
 Diane Stephens 12  
 Linda Tuffey 28  
 Jane Warner 18  
 Brenda Yarbrough 23

### May

Suzanne Askar 29  
 Ruth Blaine 10  
 Regina Brest 9  
 Arlene Feinman 30  
 Samara Clark 19  
 Loretta Coates 7  
 Loretta Consiglio 13  
 Eileen Dills 1  
 Rosa Dives 7  
 Ann Drake 10  
 Noelle Duval 2  
 Stacy Gibbs 16  
 Fadia House 6  
 Henry Jessup 20  
 Vivian King 21  
 Marian Lucas 18  
 Andrea McLamb 19  
 Joan Morelen 17  
 Wendy Paciorek 28  
 Sarita Shetty 5  
 Nancy Tombaugh 4  
 Margo Totten 22  
 Aileen Webster 19  
 Barbara Williams 10  
 Ida Williams 5  
 Tracey Wiwatowski 23  
 Pamela Wright 30



## Thinking of the Following Volunteers

### WakeMed Raleigh Campus

Bill Brower  
Lynnette Daris  
Inez Forte  
Micky Gault  
Rosemary Kenny  
Peggy Lewis  
Jesse Murphy  
Sally Perdue  
Sara Pierson  
Lydia Phillips  
Omnya Shiglawi

### WakeMed Cary Hospital

Marla Carroll  
Loretta Coates  
Cal Parks  
Mel Perkins

## Our Condolences To:

### WakeMed Raleigh Campus

Carl Martin-loss of family member  
Ramona Soehnlein-loss of family member

### WakeMed Cary Hospital

Diane Boyer-loss of family member  
Anne Joyner-loss of family member  
Tim Shoriak-loss of family member  
Gerry Werner-loss of family member

## Congratulations

### WakeMed Raleigh Campus

Ben and Wanda Citero  
celebrated 57 years of marriage on  
February 20, 2011

## Thanks for Your Donations

### WakeMed Raleigh Campus

Sarah Blalock—Bag of Yarn  
A.T.I. Student Ministry—Valentine Cards  
University of Phoenix—Valentine Cards

### WakeMed Cary Hospital

Lucinda Hoffman—material for quilting  
Ahmadiyya Women's Association—  
children & baby items





# PLACEMENT OPPORTUNITIES



## WakeMed Raleigh Campus

### **Guest Ambassador:**

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

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

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

### **Intensive Care Units: NCCU, STICU, MICU**

Saturday – Sunday, 2 – 4 hour shifts, 8 am – 1 pm

Assist nursing staff by admitting families to the nursing unit as well as carrying out non-medical duties such as answering phone, stocking supplies, running errands, and seeing to the comfort needs of patients.

### **MRI Reception:**

Monday – Friday, 3 pm – 7 pm

Volunteer to greet customers and maintain waiting room; assist with clerical assignments. Positive interaction skills and ability to work independently.

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

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

Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

### **Patient Services:**

Sunday – Saturday: 8 am – 8 pm; 2 – 4 hour shifts

Volunteers provide additional attention and comfort to patients and assist the nursing staff in carrying out non-medical duties. Clerical duties include running errands, filing and stocking supplies. Ability to work independently and as a team member. Excellent human relations skills.

### **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.

### **WFP OB-GYN**

Monday – Friday: 2-4 hours shifts available, 8 am – 4 pm

Volunteers assist with clerical assignments such as pulling and filing charts. Volunteers transport patients when necessary. Ability to move freely about the facility, good communication skills, ability to file and collate.

## Cary Hospital

### **Atrium Ambassador**

Monday, Wednesday and Thursday, 12 am – 3 pm

Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance to patients and visitors with way-finding and to provide basic wheelchair transport as needed. Positive interaction skills a must!

### **Day Surgery (Post Op)**

Thursday 10 am – 2 pm

Volunteers assist with basic non-medical duties (stocking, errands, comfort care). Duties also include patient transport and cleaning stretchers.

### **Emergency Department Back**

Saturday, 8 am – 10 am and 1:30 pm – 5 pm

Volunteers assist staff by with non-medical duties which include stocking supplies, running errands, attending to comfort needs of families and patients, cleaning stretchers and occasional assist with patient transport

### **Feeding Partner**

Flexible days – volunteer scheduling is set to coincide with breakfast and lunch tray delivery. Volunteers are trained to assist staff on patient care floors with the set up and feeding of patients requiring assistance.

### **Friendly Face Cart**

Flexible day time scheduling; Monday, Tuesday and Wednesdays

Volunteers visit room to room to offer magazines or other diversional material to patients and/or families. Also stocks and straightens reading materials in waiting rooms.

### **Gift Shop**

Wednesday, 9 am – 12 pm

Retail experience preferred, but not required. Strong customer relations skills and comfort level with computers a must. Duties include assisting customers, register check out, stocking products and in-room delivery of gift items to patients.

### **Hospitality Pets**

Wednesday, (1<sup>st</sup>, 3<sup>rd</sup> & 5<sup>th</sup>) 10 am – 12pm;

Thursday, 6 pm – 8 pm; Saturday, 6 pm – 8 pm; Sunday, 6 pm – 8 pm

Volunteers and their canine companions make short in-room visits to consenting and eligible patients to offer warmth and good cheer.

### **Infant Hearing Screening**

Thursday, 7 am – flexible depending on babies to be screened

Volunteers are trained to conduct computer based hearing tests on newborns prior to discharge from hospital. Minimum one year commitment desired. Placement requires a high level of comfort/proficiency in operating a computer.

### **Patient Service Volunteer – 3 West Medical/Surgical**

Sunday – Saturday placements available. Volunteer duties include stocking supplies, errands, attending to comfort needs, passing out meal trays, filling water pitchers, etc. Ideal placement times are scheduled in relation to meal times – breakfast, lunch and dinner.

### **Substitutes**

Volunteers needed to cover volunteer positions in various departments when volunteers normally scheduled are out due to illness or vacation. Placement areas include: **Information Desk (Main Atrium), Patient Relations Ambassador, Atrium Ambassador**

## Volunteer Orientation

### WakeMed Raleigh Campus

- **Monday, April 11, 2011**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, April 13, 2011**  
Conference Dining Room, 9:30 am – 12:30 pm
- **Monday, May 2, 2011**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, May 18, 2011**  
Conference Dining Room, 1 pm – 4 pm

### WakeMed Cary Hospital

- **Thursday, April 7, 2011**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, April 26, 2011**  
Conference Center, 8:30 am - 12 pm
- **Thursday, May 5, 2011**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, May 24, 2011**  
Conference Center, 8:30 am - 12 pm

## Tour Dates

### WakeMed Raleigh Campus

- **Thursday, April 14, 2011**  
Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, April 19, 2011**  
Volunteer Services, 1 pm – 2:30 pm
- **Thursday, May 12, 2011**  
Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, May 17, 2011**  
Volunteer Services, 1 pm – 2:30 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

- **Monday, April 11, 2011**  
Volunteer Services, 7 pm
- **Thursday, April 28, 2011**  
Volunteer Services, 10 am
- **Monday, May 9, 2011**  
Volunteer Services, 7 pm
- **Thursday, May 26, 2011**  
Volunteer Services, 10 am

To register, please call 919-350-2363



## Calendar of Events

### WakeMed Raleigh Campus

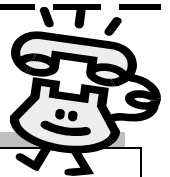
- **Shoe and Accessory Sale**  
Tuesday, April 5, 2011  
Andrews Center, Rooms 6 & 7; 7 am - 4 pm
- **Omega Jewelry**  
Wednesday, May 11, 2011  
Andrews Center, Rooms 1 & 2; 7 am - 4 pm
- **Volunteer Board Meetings**  
Tuesday, April 12, 2011  
Conference Dining Room, 10 am - 12 pm  
Tuesday, May 10, 2011  
Conference Dining Room, 10 am - 12 pm

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

### WakeMed Cary Hospital

- **Uniforms 2U2**  
Friday, April 15, 2011  
Conference Center 7 am to 4 pm
  - **Heart Saver Class**  
Tuesday, May 17, 2011  
Cary Conference Center 1 pm to 4 pm
- Please call 919-350-2488 or 350-2192 to register.

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



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

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



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

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

**Email Update Form:**

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**Name**

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**Email Address**

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

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

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

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

---

**Name**

**(please refer to article on page 3)**

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

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



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