



Updates from the Director

Greetings WakeMed Volunteers!

I hope this edition of our newsletter finds you doing well and enjoying the Fall season. I want to say thank you for providing your feedback on the recent satisfaction survey as we highly value your input and incorporate this into our planning efforts for the upcoming year. Our new fiscal year began October 1st and we are currently tabulating the results for the survey; as well as our other volunteer measures for the past year. This will be included in the fiscal year 2019 impact report that will be coming to you in the near future and included in the next edition of the newsletter.

Our Raleigh Volunteer Board recently hosted a collaborative meeting with the Cary Volunteer Board and had the opportunity to tour the Simulation Lab on the Raleigh campus within the Andrews Center. This was a wonderful opportunity to learn about the education made available to our clinicians in training and preparing to give the best care possible to our patients. As a part of our Center for Innovative Learning, they offer realistic multi-disciplinary clinical training and education using human patient simulators, educational gaming and other technologies for all levels of healthcare providers. This is a valuable resource that enables our healthcare providers to gain experience, improve communication; as well as improve clinical competence and confidence through targeted training exercises. We look forward to continued collaborative meetings of our Volunteer Board of Directors in the upcoming year!

Sincerely,
Chris Perry, MBA, Volunteer Services
Director, Guest Retail & Volunteer Services
919-350-8005

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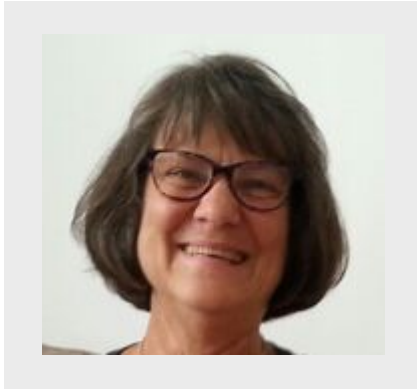
Upcoming Events, Sales, & Toy Drive

Quote of the Quarter

"We make a living by what we get, but we make a life by what we give."

- Winston Churchill

The President's Report



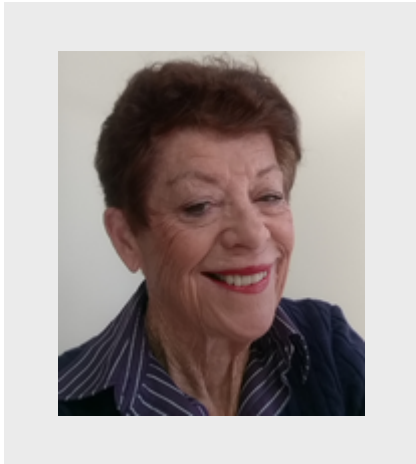
The Raleigh Volunteer Board has been busy over the last few months:

- Our By-Laws Committee met and made some amendments to the by-laws for the Volunteer Board.
- We had two very successful fund-raising sales - the Professional Shoe and 1st Uniform Sale.
- The Volunteer Board has had the privilege of granting several funding requests for various areas of the hospital, one of the most recent being an electric wheelchair. This has been a need of the Guest Ambassadors for a long time for escorting bariatric visitors.
- Our Nominating Committee interviewed and nominated three new board members. We welcome Lynn Rasmussen, Joanne Byrd and Jimmy Gibbs, who will each serve a term of three years.
- Our Sew Much Love Committee has been busy determining how they can utilize the beautiful handmade blankets and other items for our patients in the best way possible. They will be paying visits to the various community sewing groups in the near future.
- We hosted a collaborative luncheon with our counterpart, the Cary Volunteer Board, then toured the Simulation Lab. It has been our pleasure to get to know the Cary Board and meet with them to collaborate and share ideas.
- Our Executive Committee nominated and approved of a new slate of officers for the next two years. We are very confident that our new president, Ann Brown; vice president, Sue O'Neill; secretary, Holly Fryman; and treasurer, Susie Legatowicz, will bring strong leadership skills and new ideas to the Volunteer Board.

This is only a tiny glimpse of what the Volunteer Board has accomplished over the past three months, and I am so proud of and thankful for each member and the enthusiasm, unity, and service that they exhibit. It has been my sincere pleasure to have served as President for two years, and now it is my turn to pass the "gavel" on to Ann Brown, along with the writing of these quarterly newsletters! Since volunteering at WakeMed in several areas is my passion, I will be seeing you all for many years to come!

Respectfully Yours,
Rosemary Driver, President
Raleigh Volunteer Board of Directors

The President's Report



I hope everyone had a great summer! Fall brings changes in weather, beautiful foliage colors, and of course, pumpkins in all shapes, sizes, and flavors of food and beverage. We will also be experiencing the expansion of our West Wing. We, as volunteers, will be in even greater need during this process.

- October is the beginning of a new WakeMed fiscal year. WakeMed Cary Volunteer Board Members, Sue Recor, Joe Esmond, and Tim Shoriak have completed 2 three year membership terms and will be leaving the board the end of September. We are grateful for their years of

board service and look forward to seeing them as members of various other committees as well as their regular volunteer placements. Many thanks to all for your years of board service.

- The newly elected officers for 2020 are: President, Beth Turner, Vice President, Joyce Aschenbrenner, Secretary, Ivy-Lynn Johnson, and Treasurer, Bob Mcallister. Officers and new members, as well as those continuing to serve, will be installed at the October 23rd meeting.
- Our events committee has been working hard to make this year's Trunk or Treat Event a safe and fun way to celebrate Halloween. Plan to bring your family, friends, and neighbors dressed in their Halloween costumes to the WakeMed parking lot across from campus on Tuesday, October 29, from 6 pm to 8 pm. This year we will have a DJ providing entertainment, the Cary Fire Department firetruck and Cary Police will have child safety tips, as well as games, prizes, and of course treats for the kids. If you would like to join the fun by decorating your car trunk, please contact Lois Dzedzic at loey151@bellsouth.net.

I have enjoyed serving as Volunteer Board President the past two years. It is exciting to welcome our new board members and to be a part of the growth of this organization. If you would like to learn more about the Volunteer Board and the various committee opportunities available for all volunteers, please contact Chris Perry, Director of Guest Retail and Volunteer Services at chrperry@wakemed.org.

Respectfully Submitted
Susan Alvey, President
Cary Volunteer Board

"The unselfish effort to bring cheer to others will be the beginning of a happier life for ourselves" - Helen Keller

Volunteer Services Updates

In Memory of Our Volunteer

This edition of the Heartbeat is dedicated to Joan Woodrick, who has passed away. Joan has been a community sewer for the Cary Hospital since 2010 and has contributed over 750 hours creating beautiful handmade items for patients and their families. She will be sorely missed.

Halloween Fun at WakeMed

The second annual Trunk or Treat event will be Tuesday, October 29th at 6 pm in the Cary Hospital parking lot. Join us for a night of Halloween fun as WakeMed departments showcase their tricked-out trunks for a safe treat-or-treating experience for children in the community, as well as a costume contest, coloring tables, an information booth from the Town of Cary Police Department, Safe Kids of Wake County, a DJ, games, lots of candy and more!



Wedding Bells Ringing at the Raleigh Campus

Congratulations to the Volunteer Representative at the Raleigh Campus, Catherine Allen, on her nuptials to the wonderful David Durham on Saturday, September 21st. We couldn't be happier for such a perfect couple!

Ongoing Construction at the Cary Hospital

WakeMed Cary Hospital has begun the first stage of its construction project to add a 4th and 5th floor to the West Tower. This project will add an additional 102,000 square feet to the hospital, which will include 40 patient rooms and designated space for patient care and support services. While the Construction & Design team are working diligently to mitigate any disruptions to the daily on-goings of the hospital, some of your normal routes and walking paths may experience some interruption. We appreciate your patience, and ask that you help us in assisting patients and their families find their way while this project is in progress.



Volunteer Spotlight

"I had hernia surgery at WakeMed in Cary on June 20th. I am writing to express what a pleasant and comfortable experience the entire process was. Everyone on the staff from admissions to the nurses, technicians and even the volunteer who wheeled me out were AWESOME. Each individual and the collective team were genuinely interested in my comfort, any concerns I had and making the process as calm and anxiety free as possible.

You have a true team of sincerely caring people. I'm sure people are quick to write when they are unhappy but I wanted to express my gratitude to all of the staff and volunteers who made my experience as pleasant as I could imagine. My wife also had a great experience in terms of how well the staff treated her, communicated with her and kept her informed.

THANK YOU ALL and please pass this along to the staff and volunteers in the surgical center in WakeMed Cary.

Sincerely,
Rich Freed "

Thinking Of You

Tyrone Allen

George Betts

Sherman Driver

Carole Ivey

Donna Lykes

Drew Smith

Brenda Yarbrough



The Dogs of WakeMed



Basia the German Shepherd

A new member of our Hospitality Pets Program, Basia is the sweetest girl who brightens the day of all who meet her.



Sewing Contributions / Donations

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

WakeMed Raleigh Campus

| | |
|---------------------------------------|----------------------------|
| Ann Jagger | Melissa McPherson |
| Chrisy Joyce | Mildred Chavis |
| Cindy Johnson (Ebony Pages Book Club) | Nia Rangrej |
| Cynthia Fowler | NRCC |
| Esha Shakthy | Project Linus |
| From Ewe to You | Quilts for Kids |
| Heart2Heart Ministry | Rock Spring Baptist Church |
| Jacke Craycraft | Threads of Love |
| Linda Shaddix | Tracy Marks |
| Lindsay Kirkman | |

WakeMed Cary Hospital

| | |
|---------------------------------------|-----------------------------------|
| Abigail Fuquay | Kathia Compton |
| Alison Anderson | Kim Skelding |
| Ann Fosters Group | Kraft YMCA Sewing Group |
| Anne Bowman | Linda Stander |
| BeeFF | Linda Zazzeri |
| Carolina Preserve Yarn Spinners | Marilyn Knittel |
| Cary Blanketeers | Marilyn Mitchell |
| Christine Yoon-Taylor | Mary Hull |
| Comfort Circle UMC | Nancy Romano |
| Colonial Baptist | Peppy Crafts |
| Compassion Knit Hearts | Project Linus |
| Cornerstone Presbyterian | Rebecca Kalsbeek |
| Debbie Wood | Reeta Jaswal |
| Gala DeBinder | Rita Entwigle |
| Garner On the Mend | Spring Arbor - Apex & Cary |
| Holly Springs United Methodist Church | Sue Terjesen |
| Hindu Society of North Carolina | Susan Tapp |
| Jan Sharber | Village Knitters and Crochet |
| Jeri Petersen | Wee Care Elegant Stitches of Cary |
| Joyce Aschenbrenner | Windsor Point |
| Juliet Catherine Mallory | |



Calendar of Events

WakeMed Raleigh Campus

Tuesday, December 17

Belk's Sale

Andrews Center, 7 am - 4 pm

Saturday, December 21

Toy Drive

10 am - 2 pm

WakeMed Cary Hospital

Wednesday, December 11

Belk's Sale

Conference Center, 7 am - 4 pm

Saturday, December 14

Toy Drive

10 am - 2 pm

WakeMed North Hospital

Tuesday, December 10

Belk's Pre-Shop Event

Conference Center, 7 am - 4 pm

Saturday, December 7

Toy Drive

10 am - 12 pm

WakeMed Raleigh Campus Tour Dates

Tuesday, October 15 - 1 pm

Tuesday, November 19 - 1 pm

Tuesday, December 17 - 1 pm

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

WakeMed Cary Hospital Tour Dates

Monday, November 4 - 10 am

Thursday, November 21 - 6 pm

Monday, December 9 - 6 pm

Thursday, December 19 - 10 am

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



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