



October/November 2012



This edition of the HeartBeat is produced in memory of:

Joan Carson
Mary Poteat
Eleanor Reilly

Inside this issue:

1st Impressions In Memory Of:	3-4
Presidents' Corner: WakeMed Cary Hospital	5-7
Volunteer Spotlights	7
Outstanding Partnership Special Thanks	16
Campus Updates	17-18
Exit Comments	19
Fundraisers	20
Donations Needed Sewing Contributions	21
Welcome New Volunteers	22
Happy Birthday!	23-24
Announcements	25
Placement Opportunities	26
Calendar of Events	27
Contribution Opportunities	28

Melissa Brown Memorial Nursing Education Loan Fund Updates

Since December 1992, the Melissa Brown Memorial Nursing Education Loan Fund administered by The Volunteers at WakeMed Raleigh Campus has issued \$91,600 through 80 loans to 45 recipients seeking undergraduate and graduate degrees in Nursing. Education is critical for all healthcare providers, and The Volunteers are committed to partnering with individuals to achieve their undergraduate and graduate Nursing degrees.

32 recipients (71%) have graduated from their programs, 5 recipients (11%) are active in their programs, 3 loans (7%) were returned due to changes in plans, and 5 recipients (11%) did not complete the education processes.

Graduates from 1995 through 2012 include:

Leslie Burson	Wilson Technical Community College
Tiffany Cooper	UNC - Greensboro
Christy Griffin	Barton College
Cindy Griffin	Barton College
Carol Voigt	UNC – Chapel Hill
Chelsa Boswell	UNC – Greensboro
Kristy Eller	UNC – Greensboro
Jason Lane	Central Carolina Community College
Tammy Scarborough	Central Carolina Community College
Nicole Strossi	UNC – Greensboro
Erin Paulson	Wake Technical Community College
Wendy Willard	Wake Technical Community College
Linda MacLellan	Barton College
Tonya Dean	East Carolina University
Danae Scarborough	North Carolina Central University

Linda Edwards	Barton College
Amber Crawford	UNC – Greensboro
Nicole Sheffield	Vance-Granville Community College
Angela Harper	Wake Technical Community College
Renee Pope	Duke University
Shelly Godwin	Johnston Community College
Mary Hogan	Wake Technical Community College
Mary Sue Reid	Wake Technical Community College
Patricia Oliver	Wake Technical Community College
Terri McDowell	Barton College
Gail Roumanis	North Carolina Central University
Olga Wray	Wake Technical Community College
Jennifer Cesare	Durham Technical Community College
Sheri Gooch	Johnston Community College
Angie Koch	Wake Technical Community College
Sarah Conte	Gardner-Webb University
Robin Loughlin	The Johns Hopkins School of Nursing

Current active student loan recipients include:

Erin Broush	East Carolina University
Gail Roumanis	East Carolina University
Julie Jackson	East Carolina University
Tammy Hill	Phoenix University
Justin Kott	The Johns Hopkins School of Nursing

The loan fund is sustained through donations to The Volunteers at WakeMed Raleigh Campus, a non-profit organization (EIN – 56-0749114), and through repayment of loans by recipients who do not qualify for loan to be forgiven. The opportunity to contribute to the loan fund is explained on the last page of each issue of *Heartbeat*.



The Joint Commission Has Completed the Dual Surveys for the WakeMed System

The long awaited opportunity to demonstrate our excellence as a healthcare system took place the entire week of October 1, 2012. MANY thanks are extended to every WakeMed volunteer for being full participants in the Joint Commission accreditation surveys. You were prepared, knowledgeable, welcoming and engaged. The surveyors were extremely impressed with the level of engagement, eagerness to learn and participate, and the overall care provided to our patients at all locations. Hand hygiene was also recognized as having improved to outstanding levels.

All entities remain accredited and we look forward to addressing any of the opportunities for improvement that have been discussed with our leadership. Stay focused, stay prepared, and remember that the partnership in our continuous journey for excellence begins with each of us.

Welcome Sandreal Parker



It is a pleasure to welcome Sandreal Parker to the WakeMed Raleigh Campus as the Volunteer Services Representative.

Sandreal previously worked for Sprint/Nextel as a Provisioning Subject Matter Expert. She started with WakeMed as a volunteer, supporting the Volunteer Services office. Sandreal attended NC State and continues to be a loyal fan, even though her husband is a devout UNC fan. They truly do have a “house divided”.

Please stop by to say hello and introduce yourself to Sandreal when you are at the Raleigh Campus.

1st Impressions Have a Lasting Impact

Remember – it is the little things that count - sounds, appearances, interactions, conversations, feelings, smells. Add them all together and they are lasting impressions and forever remembered experiences. You have them. Our patients and families have them – every day, hundreds of times a day.

Before you step on stage in your volunteer role –when you drive or walk onto the WakeMed campuses and locations – remind yourself with a smile on your face and in your heart that you **will** make a difference today through your service and your attitude. Be determined that it will be a positive difference. Remember that you wear your attitude where it is most visible – in your facial expressions, in your tones of voice and in your body language – in all of your interactions. Put on that great Wake Way “armor” EVERY time you come to serve our patients, families, guests and staff. Prepare to be on stage and to be **100% focused on patients’ and families’ experiences**. A few tips follow to remind us how we can exceed expectations, every patient and family member, every interaction, every time.

Welcome and acknowledge every customer:

- Present a friendly and warm first impression.
- Follow the 10/10 Rule: Greet/acknowledge customers within 10 seconds and/or 10 feet.
- Demonstrate a positive attitude and professional behaviors at all times.
- Have eye contact and a pleasant spoken word or greeting when you are in corridors and in reception locations.

Anticipate and clarify others’ needs:

- If you see someone who needs attention... give them your attention.
- Engage patients and families and make sure they understand what is going on.
- Respond with empathy and ensure patients and families receive a sincere message of concern.
- Respond in a timely and suitable manner.
- Don’t wait until you’re asked – be proactive in providing information.

Keep our patients and others safe:

- **Always observe Red Rules** - Confirm identification prior to any action involving a patient.

- Serve as a role model and encourage safe behaviors.
- Introduce yourself and your role to the patient/family/visitor prior to taking any action with the patient.
- **Practice appropriate hand hygiene** before and after patient contact, eating, toileting, etc., 100% of the time.
- Always avoid any behavior or communication that is negative or disruptive. Your demeanor and behavior have significant impact on others.

Ensure, respect and maintain privacy and confidentiality:

- Respect patient privacy and confidentiality – never discuss a patient outside the work environment or in an area where anyone else can hear.
- Treat others with dignity, courtesy and respect at all times regardless of their differences.

Work as a team. Take action and responsibility:

- If it’s broken...get it fixed, if it needs attention...attend to it.
- If you can’t fix it, find someone who can.
- Seek opportunities to exceed expectations and work cooperatively with others at WakeMed to resolve concerns.
- Communicate clearly and respectfully.
- Do not criticize or blame.
- Value each others’ differences.
- Look for and expect the best in others.

Actively listen and respond with empathy:

- Honor the golden rule: treat others as you would want to be treated.
- **Listen** with undivided attention to find out what is really important to patients, families and others, and understand concerns and feedback from patients/families.
- Communicate clearly, respectfully and professionally.

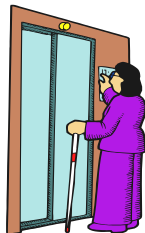
You show pride in how you look and work:

- Follow dress code guidelines 100% of the time – visible name badge in proper location, appropriate vest, jacket, uniform attire, proper shoes, proper personal hygiene, etc. Be and appear professional – others must have confidence in you!
- Interact nicely and respectfully with patients, families, guests, staff and co-workers.
- Be positive and professional at all times.

MAKE THE ROUTINE POSITIVE AND PROFESSIONAL

ELEVATOR ETIQUETTE

- Give patients on stretchers (and those in wheelchairs who are in distress and have an escort) elevator privacy. If you are on, step off; if you are waiting, wait for the next elevator.
- Allow people to exit before you enter the elevator.
- Never discuss patients, business operations, personnel or any other sensitive information on or while waiting for the elevator.
- Ensure food/drinks are covered while on elevator; do not eat on elevator.



TELEPHONE ETIQUETTE

- Answer telephones with your name and your department name – every time!
- Your tone of voice should be welcoming and positive.
- Speak in a controlled, professional manner.
- Because of their disruptive nature, your personal cellular phones (including emailing and texting) should only be used with supervisory permission while on duty. They should also be turned off or placed on vibrate status when on duty or in patient/visitor areas.
- To ensure proper attention to patient safety, positive patient and family experience and confidentiality, good judgment should be used when responding to work phones in the presence of patients/visitors you are assisting.
- Communications must always be respectful.

In Memory of Our Volunteers
We express our deepest sympathy to their families.
Thank you for sharing your loved ones with us.

Mary Louise Poteat
August 17, 2012

Mary volunteered at WakeMed Cary Hospital for 18 years and contributed 6,350.25 hours of service. She was part of the Visitors Services team at the main Information Desk on Tuesdays where she greeted and assisted many people with a smile.

Mary also crotcheted many infant hats for the newborn babies in the Women’s Pavilion & Birthplace at WakeMed Cary Hospital. She also taught other volunteers how to crotchet these hats.

Joan S. Carson
September 15, 2012

For 13 years, Joan Carson volunteered in several capacities at WakeMed Cary Hospital contributing over 10,000 hours of service. She spent many hours in Medical Records and the Women’s Pavilion with Infant Hearing and Screening. Joan served a term as president of the board of directors of The Volunteers at WakeMed Cary Hospital. She also knitted baby hats for the babies born at WakeMed Cary Hospital. Each year Joan would accept discarded holiday cards from the staff and volunteers from which she created gift cards and gave them away.

Mary Eleanor Reilly
October 8, 2012

Eleanor volunteered in the Gift Shop at WakeMed Cary Hospital. She contributed 1,680.5 hours of services while she was actively volunteering.

Those of us who had the privilege of knowing these ladies will greatly miss their presence.

THE PRESIDENT'S CORNER

The Volunteers at WakeMed Raleigh Campus FY12 Annual President's Report

Volunteer Hours:

Total Volunteer Hours contributed:	82,562
Adult Programs	46,546.50
Junior Volunteers	6,951.75
Community/Kidworks	2,903.25
Sewing Individuals/groups	26,160.50
Individuals participating in programs:	932
College Students participating in programs:	173
FTE equivalent (average per month):	40
Placement Areas:	118

Volunteers have been recruited this year through word of mouth, speaking engagements, the News & Observer, weekly newspaper volunteer advertisements sections, VolunteerMatch and online services. Over 479 new volunteers have been interviewed and placed this fiscal year

Fundraising Activities/Donations:

Vendor Sales: three Uniform, two Portrait, two \$5 Masquerade Jewelry, one Electronic, and one Linen sales netted: \$42,902.21.

Infant Photo Contract: The Volunteers received \$9,875.67 in commissions.

IBM Grant: The Volunteers received \$1,000 through an IBM grant. Thank you to Jim Miller for submitting the grant to support our patients.

Tea for the Soul: A donation of \$1,350 was received for Tea for the Soul. Thank you Reverend Lil Galphin, Spiritual Care Services, for your contribution that supports the WakeMed staff.

NICU/Recliner/Rocker: Donations totaling \$2,801.00 were received from The Olde Raleigh Garden Club and Community in memory of Janet Harder, from Jamie Benthuyzen in memory of her sister, and from Bank of America Community Grants via Cary volunteer Sue ReCorr's support.

RALEIGH CAMPUS SPECIAL PROJECTS AND DONATIONS:

WakeMed Foundation: The Volunteers made the fourth \$15,000 contribution to the Just for Kids Kampaign of a five-year \$50,000 pledge. This pledge supports the operations of the Ronald McDonald Family Room that is currently open and operational in the Children's Hospital.

Melissa Brown Memorial Nursing Education Loan Fund: This year-round program provides educational monetary support to individuals who have been accepted into a North Carolina nursing school. Funds are raised via the Brown family annual letter, donations via *Heartbeat* and general donations. The Melissa Brown Memorial Educational Loan Fund committee awarded \$11,886.42 in loans this year. The Committee has forgiven \$20,535.53 in loans.

Respite Rooms: The Volunteers donated \$1,000 to support Respite Rooms for staff in the Adult Emergency and other departments at WakeMed Raleigh Campus to help employees take a moment to relax and handle the stressors in their day-to-day environment. The result will support patient safety.

The President's Corner - WakeMed Raleigh Campus continued

4C/Mother Baby Car Seats: \$1,200 was allocated for purchase of car seats for low birth weight infants.

Wound Care Facility: \$154 was donated for purchase of cd's/movies for patients while they are in treatment in the hyperbaric chamber.

Spanish Magazine Subscriptions: \$850 was donated for subscriptions for Spanish magazines to be shared with patients. The magazines are distributed by volunteers through the Friendly Face Cart service.

Huggables/Hats/Quilts: In FY 2012, hundreds of huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, premie booties, premie caps, baby gowns, bereavement blankets and more were made by community-based sewing volunteers – groups and individuals. These gifts are distributed via the Friendly Face Cart and by staff to patients – and the patients are extraordinarily grateful.

Healthy Lifestyles: Cardiac Rehab Scholarships: \$2,742 in scholarship funds has been awarded 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.

Tea for the Soul: The Volunteers provided \$2,480.15 for Spiritual Care Services to offer refreshments in quiet, calming locations for all caregivers to take a break.

WakeMed Zebulon Skilled Care Nursing Facility: A \$55 donation was made to support patients who need clothing and shoes for exercise programs.

Toiletries: This program provided \$1,900 to purchase toiletries for emergency and immediate needs patients. These basics include deodorant, toothbrushes, tooth paste, combs and shaving crème.

Baby Packet Supplies: \$2,200 was allocated for onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give immediate needs new moms some newborn gifts/supplies at discharge.

Reach Out and Read (ROR): \$4,000 was donated 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 Faculty Physicians Pediatric Clinic. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

Sewing Materials: \$3000 was designated for the purchase of sewing supplies to support the groups and individuals who donate handmade items to WakeMed patients.

Spinal Cord Injury Program: The Volunteers provided \$1,980.32 to improve care delivery and clinical outcomes of patients admitted with new onset, traumatic spinal cord injury. The goals are to increase self-care independence and prevent complications.

NICU/Recliner/Rocker: Through donations (\$2,737.50) previously described, 2 recliners have been purchased for use by mothers of babies in the Neonatal Intensive Care Unit.

Congestive Heart Failure (CHF) Scales: The Volunteers provided \$923.67 for 30 sets of scales given to low-income heart failure patients that provide a way to identify increased signs of increased fluid retention, a sign of heart failure, for better management of CHF on an outpatient basis and to reduce hospital readmission for CHF.

Parents Time Together: The Volunteers donated \$2,000 in funds to provide time, place and meals for parents of infants in the Neonatal Intensive Care Unit. Parents Time Together allows time to support each other by sharing common experience and a time for educational events.

The President's Corner - WakeMed Raleigh Campus continued

Child Life/Pediatrics: \$2,500 was allocated to support the pediatric patients and their families in coping with being in the hospital by providing items that distract and comfort patients.

Children's Emergency Department - Child Life: \$1500 was donated for stress reducers and greater "whole care" in a developmentally appropriate environment for children to receive healthcare.

Special Infant Care Clinic: \$1,200 allocated for infant car seats, supplies, transportation vouchers and medication for infants and their families when no other monetary resource is available.

Child Life/Surgical Services: \$850 was provided to reduce stress and anxiety of the outpatient pre-operative Pediatric patient and their families through preparation, distraction, coping and play.

Children's Emergency Department - Music/Pain Therapy: \$400 was donated to purchase iPods and music for distraction from pain and anxiety in the children's emergency department.

Health Career Pathfinders:

The Volunteers at WakeMed Raleigh Campus sponsors a career exploration group that is open to individuals 14 – 20 years old. 20+ of our future healthcare providers enjoyed speakers from and tours of WakeMed.

Bloodmobiles:

The Volunteers at WakeMed Raleigh Campus sponsored blood drives in March 2011 as well as blood drives at our area YMCAs. A total of over 147 productive pints were collected.

Notes of additional interest:

- * In May, the 5th Annual Hospitality Pets Social was held at Millbrook Exchange Park to honor our four

legged volunteers and their masters/mistresses. There are 20 active teams.

- * Over 173 area college students participated in our programs.

I thank you for giving me the opportunity to serve as President of the Volunteer Board this year. It has been truly exciting to work with such a vital group of volunteers. Your dedication and enthusiasm is behind every single accomplishment listed in this report.

I feel privileged to have worked with such a fine group as the members of the Volunteer Board and appreciate their cooperation and generous spirit which has enabled us to accomplish so much.

I would like to especially thank the Volunteer Services staff for their help and support this year, as well as their service to all the volunteers. We are truly blessed with Susan Hester, the Director of Community Services; Marie Johnson, Manager, Volunteer/Community Services; Christian Melvin, Volunteer Services Specialist; and Sandreal Parker, Volunteer Services Representative.

Respectfully submitted,



Timothy Lee, President

THE PRESIDENT'S CORNER

The Volunteers at WakeMed Cary Hospital FY12 Annual President's Report

Over the past year, The Volunteers at WakeMed Cary Hospital have contributed their time, talents and financial support to augment the services offered by the hospital system, and to help provide a caring environment for our patients and families.

These contributions include:

Volunteer Service Hours and Value

Total Volunteer Hours contributed:	70,225
Adult Programs	31,202.00
Junior Volunteers	2,582.75
Sewing Individuals/groups	36,440.75
Individuals participating in programs:	685
Adult In-House	326
College Students	72
Junior Volunteers	65
Sewing Individual/groups	222

These volunteers represent the equivalent of an average of 34 full time employees each month.

There are a total of 68 volunteer placements supporting 50 departments across the hospital system. This number includes placements within Cary Hospital, and also at other WakeMed facilities, including WakeMed Business Center – Patient Financial Services, WakeMed Corporate Center – Public Relations, WakeMed Fuquay – Skilled Nursing Facility, WakeMed Apex Healthplex, and Rehab Services at Kraft Family YMCA and Alexander YMCA.

Fundraising Activities

The Volunteers at WakeMed Cary Hospital promote a number of special fundraising events and manage other sources of income. These activities produced a total of \$34,750.93 in revenue for the organization over the past 12 months.

Annual Golf Outing

The largest fundraiser managed by The Volunteers at WakeMed Cary Hospital each year is an annual charity golf outing. On October 17, 2011 our 13th annual golf outing was held at MacGregor Downs Country Club with 104 golfers participating. Susan Alvey, chairperson, and a hardworking committee of volunteers raised over \$22,000 with support from golfers, hole sponsors, major sponsorships and the sale of raffle tickets and mulligans.

Blossoms for Life

This is a year-round giving and fundraising program that provides an opportunity to honor or memorialize a friend or family member through a donation to The Volunteers at WakeMed Cary Hospital. Pam Ayars chaired Blossoms this year, and the ongoing campaign raised \$1,600 from October 2011 to mid-September 2012.

Vendor Sales

The Volunteers at WakeMed Cary Hospital hosted six vendor sales this past fiscal year:

- Masquerade sale on November 14, 2011 netted \$1,337
- Infinite Electronic sale on December 7, 2011 netted \$1,348.54

The President's Corner - WakeMed Cary Hospital continued

- Greg's On-Site Sales (shoes) sale on February 16, 2012 netted \$3,250.22
- Uniforms 2U2 sale on April 20, 2012 netted \$2,065.17
- Uniforms 2U2 (stethoscope) sale on June 8, 2012 netted \$723.32
- Uniforms 2U2 sale on September 14, 2012 netted \$2,148.98

Additional Revenue Sources:

Grants

An IBM gift of \$1,000 was received on behalf of retired IBM employee and WakeMed Cary Hospital volunteer, Al Port. Notably, any IBM retiree can apply to IBM Community Grants program to request cash support for their volunteer organization.

\$500 was received on behalf of gift shop and board member volunteer, Susan ReCorr, from Bank of America Community Grants.

\$250 was received on behalf of emergency department volunteer, James Sokolowski, from Wal-Mart Community Grants.

WakeMed Gives

\$297.17 from the annual giving campaign was designated by employees to be allocated to The Volunteers at WakeMed Cary Hospital to support our programs.

Infant Photo Contract

Working with Charlie's Angels, the Volunteers received \$7,668 from sales of baby photos to new parents and grandparents.

Special Projects and Donations:

Funds from annual fundraising events, donations and other revenue sources allow the Volunteers at WakeMed Cary Hospital to support a number of important initiatives across the hospital system. Efforts for FY 2012 included:

WakeMed Foundation \$8,700 was donated in support of the WakeMed Cary Hospital Women's Imaging Resource Center and \$2,500 to support the Neonatal Intensive Care expansion.

Rainbow Fund - In 2012, The Volunteers contributed \$13,000 to provide medications to immediate-need children and adults who were not in a position to pay for their initial prescriptions. \$2,000 was donated by the Cary Hospital Medical Executive Committee and \$1,000 was donated by Cary Medical Group.

Huggables/Memory Quilts/Hats – Purchase of supplies amounting to \$4,693.37 went to support the efforts of sewing individuals/groups to make handmade items to be distributed to patients and families. \$1,000 was from IBM Community Grant Funds.

Other Funding Support

- WakeMed Fuquay (SNF), Garden Fund
\$ 395.69
- WakeMed Fuquay (SNF), Recreation Therapy
\$ 268.19
- Tea for the Soul
\$ 233.01
- WakeMed Cary Hospital Kraft YMCA, Cardiac Rehab Scholarships
\$1,371.00
- WakeMed Cary Hospital Perinatal Bereavement
\$ 132.72
- Spiritual Care Meditation Garden Design Fee
\$1,500.00

The President's Corner - continued

Community Outreach

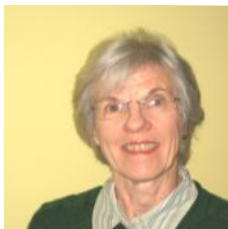
Huggables/Hats/Quilts - This year our Sewing volunteers contributed 32,489 hours to complete a total of 4,168 baby hats and 3,971 Huggables. Since the project began there have been more than 43,294 dolls and 25,783 hats completed. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year. Diane Boyer chaired the Huggables project and acted as liaison between The Volunteers at WakeMed Cary Hospital and our Sewing volunteers.

Hospitality Pets Program – The pet visitation program is thriving at WakeMed Cary Hospital. This year 27 teams averaged 256 visits a month for a grand total of 3078 visits to patients on 2 East, 2West CVIC, 2W ICU, 2W MSIC, 3 West and WakeMed Fuquay (SNF). More than 15,400 visits have been made since the program's start at Cary Hospital in 2006.

A Note From the President

My term as president of the board of the Volunteers at WakeMed Cary ended September 30th. I'd like to take this occasion to thank all of you – both facility-based and community volunteers – for the contributions you make that allow The Volunteers at WakeMed Cary Hospital to provide consistent support to our patients, their families, and our staff. It has been an honor and a privilege to serve as your President. I could not have succeeded without the guidance of Susan Hester, the assistance of Bethany Kelly, Jackie Kennedy and Dee Thompson; as well as the commitment of my fellow board members.

With respect and appreciation,



Denise Galloway, President

**Volunteer Spotlight
WakeMed Cary Hospital
~Sandy Phillips~**



I became a volunteer to gain experience in a medical environment and familiarize myself with the atmosphere and demanding requirements necessary to work in this field. I decided what I really wanted to do later in life, and now I'm currently attending school to pursue certifications in the medical office field.

I have only been a volunteer for a short time now in the Cardio-Endo department and it has been very fulfilling. I have met so many wonderful, caring individuals that have touched my heart. Not a day goes by that I don't enjoy helping these wonderful people through their medical care, and their gratefulness to me is a cherished perk.

My loving husband has been very supportive and understanding through my career change. We have been married for 23 years and have two wonderful boys. The oldest is a senior at NC State and the youngest is in the fourth grade. Our youngest son is in travel baseball, so, he keeps us busy, but we love it. Our oldest son is in the marching band at NCSU, and pursuing a degree in Microbiology, looking to go into biopharmaceuticals.

I'm a native to North Carolina, and I was born in Raleigh. My family moved to Apex when I was 12 years old and I have lived in the same area since then. I can remember when Kildaire Farm Road was a two lane road and trees on both sides, and I remember there being only two stop lights. Boy, how things have changed.

We are planning to visit Mount Airy next month, my family loves to watch The Andy Griffith Show and, believe it or not, I have never been there.



WakeMed Raleigh Campus 2012 Volunteer Awards

50 Hours

Darla Aldridge
Elizabeth Alexander
Jody Allen
Monica Alston
Livia Beltrao
Chris Bender
Sheryl Bennett
Trudy Bennett
Carli Berasi
Shawn Berigan
Joan Bird
Lynn Bowman
Casey Brantley
Martha Brown
Brian Buker
Cecilia Bullock
Aitza Burgess
Richard Burritt
Sara Cammie
Joshua Capell
Ricardo Caporale
Yvonne Chacos
Priyanka Chakravorty
Joan Clarke
Minerva Clarke
Terelle Coley
Ebony Collins
Colleen Coombs
Miriam Cortes
Jessica Crawford
Arlanda Crumel
Dajuan Cunningham
Lisa D'Amato
James Davis
Rosa Davis
Amanda Dean
Alicia DeLauder
Joan Derrig-Heacox
Angelica England
Anna Erman

Joseph Ewendt
Kenneth Furr
Natalie Futrell
Molly Gallion
Christopher Garrett
Anabella George
Jaime Hankins
Kathryn Hardison
Valeisha Harrison
Michele Hartman
Demetria Harvey
Alex Herring
Suzette Hinton
Tamera Holliman
Heather Horwath
Lucas Hunter
Tiffany Hunter
Stacey Infantino
Avanthika Iyengar
Karen Jensen
Barbara Johnson
Emilie Kadhim
Gina Kepley
Elsie Kesselman
Amanda Khalil
Merveilles Kimpioka
Tyler Kloc
Linda Krichbaum
Jessica Lassandro
Tuanh Le
Deborah Lee
Susan Legatowicz
Pamela Lucas
Bogdan Luchkevich
Rachid Maiti
Jane Marshall
Tonya McCoy
Bill McKenney
Elaine McLeod
Patricia McNair
Logan McPhatter

Kelli Mealy
Norma Meath
Brenda Millar
Christopher Mirek
Natori Moore
Reyad Oueijan
Ashley Overton
Salina Patel
Michelle Pendergast
Mary Queen
Janaya Randolph
Deborah Ray
Takeeya Reddick
Douglas Rifenburg
Edward Rives
Bonnie Roberts
Andrea Rodriguez
Adele Rosati
Cosette Rosati
Brooke Schrader
Jacob Sherrill
Walter Sirma
Brenda Smith (Mealy)
Carletta Smith
Gail Smith
Janet Smith
Brenda Smithwick
Kenneth Smithwick
Lynn Stanley
William Stuart
Marisa Sturza
Linda Sutton
Hayley Talancha
Erica Tasman
Andrew Thomas
Kenyel Thompson
Sean Thompson
Vanessa Totten
Yvonne Vaughters
T'yasah Walser
John Walsh

Brenda Wambua
Jayne Warzywak
Christopher Watts
Nikita Watts
Bobby Wieland
Christina Williams
Adam Willson
Rosemary Wing
Thomas Woo II
Mariel Ziperski

100 Hours

Cara Agner
Akin Ajayi
Mary Kate Alova
Mark Baldivieso
Linda Barrett
Rodshawn Branch
Jo Brantley
Rebecca Breese
Dominique Brown
Mariluz Brown
Bethany Burgon
Tanya Burnette
Sandra Calixto
Linda Carroll
Linda Cartagena
Joan Clemens
Cynthia Cruell
Shaun Daniel
Madeline Desrosiers
Yvonne DeWald
Roger Dorfield
Leza M. Downie
Sonya Drew
Sherman Driver
Mary Ducette
Brandi Dunn
Carmenza Ellison
Lyndsey Fekete
Gaye Forman

WakeMed Raleigh Campus FY12 Volunteer Awards continued

Michael Fuchs
 Brenda Gartrell
 Hiren Gihawala
 Tonya Graham
 Linda Grimes
 Lindsey Haver
 Eduardo Hernandez
 Mary Hitch
 Janet Hoffmann
 Gloria Horton
 Cindy Huynh
 Sandra Jackson
 Nijsha Johnson
 Linwood Joyner
 Elantra Kennedy
 Etta Kimbrell
 Elizabeth Kistler
 Vanessa Klein
 George Kolar
 Kathryn Lawson
 Suzanne Ledoyen
 Elisabeth Liddicote
 Tori Look
 Ann Lunde
 Rachel Lyons
 Jo Ann Mara
 Sahiti Marella
 Caroline McClintock
 Laverne McCloskey
 Darlene McKenney
 Tracey Miller
 Dinah Moore
 Claudia Mormino
 Sagar Nemani
 Eleanor Nunn
 Francie Oblinger
 Daniela Pardedes
 Andrew Perry
 Cheryl Pettyjohn
 Angel Pittman
 Larry Pittman
 Lynda Prediger
 Tanga Radford
 Gail Rasdorf
 Charlotte Rastas
 Sarah Robinson
 Alisha Self

Lichia Sibhatu
 Heatherly Simmons
 Adonna Simpson-Lewis
 Udaya Sivadanam
 Emily Sluzas
 Kandys Standridge
 James Stephens
 Tarsha Trapp
 Eileen Ugorcak
 Emily Van Schagen
 Ashley Van Wormer
 Courtney Vaughn
 Kelley Wade
 Luyu Wang
 Carolyn Ward
 Michelle Watkins
 Anna Weavil
 Melissa White
 Jason Whitehead
 Julie Whitfield
 Joseph Williams
 Olivia Williams
 Debbie Willmschen
 Griffin Wilson
 Mozelle Wilson
 Eric Woods

200 Hours

Brandon Adams
 Katrina Akins
 Suheir Bannoura
 Ashton Barker
 Doris Bell
 Kelly Blades
 Fay Bostic
 Olivia Brasacchio
 Crystal Canady
 Anke Chignell
 Rukesh Chinthapatla
 Marijane Chow
 Aubrey Collins
 Mara Comas
 Cody Eden
 Evelyn Felice
 Andrea Flowers
 Sharlene Frazier
 Margaret Haigler

Janice Haywood
 Lorie Houston
 Paul Ibajesomo
 Robert Itotia
 Kiara Kelly
 Deborah Lambert
 Betty Lockleair
 Macon McDavid
 Lorraine Morris
 Melissa Nausch
 Isabella Norwood
 Carolyn Odham
 Douglas Perry
 Delta Prince
 Quayanna Reese
 Elizabeth Rojas-Steinbrecher
 James Sauls
 Supriya Sivadanam
 Marty Stephens
 Mary Walsh
 Brenda Yarbrough

300 Hours

Janice Cruse
 Patricia Deariso
 Marjean Fischer
 Robert Gelinias
 Hope Hendricks
 Sr. Hite John
 Georgene Jones
 Dorothy Kohlbach
 Jean Laudon
 Amanda McCutchin
 Charlotte Montillo
 Stephanie Moyles
 Elizibeth Noles
 Dagmar Radun
 Veda Scarboro
 Leigh Stallings
 Cynthia Taylor
 Susan Warren
 Amy Wolfe
 Donna Wong
 Al-Mounawara Yaya

WakeMed Raleigh Campus FY12 Volunteer Awards continued**400 Hours**

Shirley Bartee
 Rebecca Doyle
 Rosemary Driver
 Philip Greco
 Rhodia Hawkins
 Colette Hudgins
 Florence Huebner
 Sev Mihajlov
 Harriet Nausch
 Althea Page
 Stephen Quinn
 Terry Rimmer
 Angela Walton

500 Hours

Lonelle Davis
 Demetra Dixon
 Jean Everett
 Paul Fausneacht
 Peg Fuchs
 Frederick Huebner
 Diana Hughes
 Sara Kirk
 Ellen Kissiah
 Diane Lewis
 Jessica McAninch
 Hannah Moyles
 Gail Owen
 Bernice Parker
 Sally Perdue
 Sara Pierson
 Treva Thompson
 Maxine White
 Louise Wurst
 Gina Young

600 Hours

John Agurs
 Steve Barat
 Elgie Dudley
 Michelle Finlayson
 Vincent Hall
 Priscilla Ruskay

700 Hours

Betty Costello
 Walter Davis
 Molly Grant
 Robert Harrison III
 Sarah Hodges
 Prudence Lally
 Michael Mulvihill
 Robert Pollard
 Samuel Rosenberg

800 Hours

Ramesh Fofaria
 John Gilner
 Vickie Higgins
 Juanita Lesley

900 Hours

Martha Biggio
 Linda Lovell
 Frances Mercer
 James Miller

1,000 Hours

Robert Baker
 Alan Craft
 Mary Goelz
 Brent Goforth
 Donna King
 Timothy Lee
 Charles Perlette
 Zella Strickland
 Jean Turner
 Barbara Yu

1,500 Hours

Wade Burnette
 Shirley Harkess
 Annie Poe
 Helen Tommola
 Ann Wyker

2,000 Hours

Carle Cayton
 Mildred Chavis
 Phoebe Crofts
 Misty Gunter

Elaine Hoffman
 Donna Lamm
 Georgetta Paskoff

2,500 Hours

Lynn Burton
 Nell Critcher
 Florence Grummer
 Wendy Lamm
 Carolyn LaRue
 Eleanor Reichert
 Lilian Sauerwein

3,000 Hours

Gina Abrams
 Josephine Daversa

3,500 Hours

Mary Di-Francisco
 Marilyn Tsipis

4,000 Hours

Emma Voigt

4,500 Hours

Peggy Eberhart
 Bob Riordan

5,000 Hours

Mildred Morrison
 Elizabeth Williams

6,000 Hours

Lorraine Shapcott

8,000 Hours

Barbara Brooks
 Hilda McCullers

13,000 Hours

Earlene Troublefield

***Congratulations
 And
 Thank You!!!***

WakeMed Cary Hospital 2012 Volunteer Awards

14,000 Hours

Pam Ayars

10,000 Hours

Dave Greybill

5,800 Hours

Blair Hatcher

4,900 Hours

Drew Smith

4,800 HoursPat Dorry
Madeline Hamady
Philippa Hertrick**4,500 Hours**

Diane Boyer

4,100 Hours

Betty Beaman

4,000 Hours

Ann Rush

3,800 Hours

Edith Rothschild

3,600 Hours

Claire Katz

3,500 HoursAnn Foster
Al Port**3,400 Hours**

Ruth Cornwell

3,300 Hours

Barbara Gribble

Vivian Collins

3,200 HoursRuth Allbert
Martha Etzel
Patricia Hyman**3,000 Hours**

Charles Evans

2,900 Hours

Ruth Taresco

2,800 Hours

Jan Kretzschmar

2,700 Hours

Tina Smith

2,600 Hours

Betty Peck

2,500 Hours

Jackie Clements

2,400 HoursSusan Alvey
Bob Flederbach**2,100 Hours**

Timothy Shoriak

2000 Hours

Beth Turner

1900 HoursHazel Byrd
Anne Joyner**1,800 Hours**Judy Millar
Barbara Williams**1,600 Hours**Regina Brest
Wilma Caldwell
Denise Galloway
Ashok Patel
Linda Tuffey**1,500 Hours**Joe Esmond
Patricia Perkins
Sharon Thompson**1,400 Hours**Jean Lipary
Charles Tabbi**1,300 Hours**Sandy Klootwyk
Tina Seagrove
Constance Sinha**1,200 Hours**

Barbara Copperwheat

1,100 HoursTammy Lamey
Pat Stacy
Mike Schuler
Brenda Stutts
LaRue Wayne**1,000 Hours**Helen Tsui
Pat Anderson
Gunther Linde
Kalpana Nath
Kathy Rembrandt**900 Hours**Mary Burrus
Barbara Harrington
Harry Kincaid
Ellen Onofrio
Pat Quick**800 Hours**Donna Doherty
Henry Jessup
Orly Margolis
Susan ReCorr**700 Hours**Joe Boggs
Alex Credle
Shelby Credle
Craig Landau
Melody Mangum
Robert McAllister
Nancy Riefenhauser
Della Staub**600 Hours**Sue Busa
Marla Carroll
Annette Edeburn
Gina Harry
Sharon Mills
Joan Morelen
Madhu Ramanan
Judy Rea**500 Hours**Tandra Burson
Kevin Gaffney
Marjorie Johnson
LaSandra Mullins
Lee Nelson
Jane Warner

WakeMed Cary Hospital FY12 Volunteer Awards continued**400 Hours**

Robert Bird
 Mary Jo Cercy
 Dave Davenport
 William Eberbach
 Gaye Foreman
 John Grau
 Judith Hyman
 Marilyn Mitchell
 Ann Mullin
 Rachel Polsky
 William Pugliese
 James Schultz
 Sharon Watson

300 Hours

Loretta Consiglio
 Susan Coulter
 Kathryn Cundy
 Debbie DiLalla
 Sarah Evans
 Augusto Francisco
 Patsy Hemmerle
 Pamela Kearney
 Betty Mangum
 Katie Mis
 William Park
 Bettie Polan
 Sandra Venson

200 Hours

Deborah Atkinson
 Jane Bird
 Joyce Catherwood
 John Cockman
 Eileen Dills
 Prentice Faircloth
 Frances Hemmings
 Rhonda Hoffman
 Michael Kearney
 Pat Lundy
 Thomas McFadden
 Melvin Perkins
 Loretta Petraroia
 Robert Rafferty

Emily Riefenhauser
 Jim Ryals
 Sue St. Clair
 Gerry Werner
 Inna Zboichyk

100 Hours

Courtney Bartels
 Jean Belluz
 Andreas Boehme
 Firdaws Chahrour
 Douglas Dills
 Alicia Darnell
 Bryan Fink
 Carol Fluhrer
 Anderson Emery
 Robert Gelinas
 Chun-Hong Ho
 Larry Hemmings
 Linda Hobgood
 Hana Jarrad
 Aruna Karthikeyan
 Patricia Keeley
 Aatiqah Khalid
 Yasmin Khan
 Judith Klotz
 Vijayalakshmi Mamileti
 Rushi Marthala
 Connie McClymonds
 Naga Nunna
 Calvin Parks
 Kishorsinh Parmar
 Shannon Pashby
 Ami Patel
 Shivam Patel
 Erla Sue Peterson
 Sandy Phillips
 Sarita Shetty
 Priscilla Smith
 James Sokolowski
 Ryan Stitt
 Michele Sund
 Lorraine Thompson
 Margo Totten
 Daniel Tsui

Sean Vallabh
 Divya Venkataganesan
 Carolyn Wiggins
 Jamie Worrells

50 Hours

Shiva Akhlaghi
 Nicole Asaro
 Mary Lynn Barnett
 Randa Budayr
 Britanie Calleja
 Ankush Chahal
 Ajith Chethikattu
 Janice Coates
 Kelcey Connolly
 Mary Dell'Angelo
 Oliver Eisenbeis
 Matthew Hagan
 Sol Hochler
 Lavanya Kailas
 Sneha Kumar
 Taek Lee
 Mei Li
 Chin-Jang Lin
 Diane Luparello
 Lauren Mayr
 Andrew McLean
 Elliott Miller
 Malathesh Panth
 Christina Plummer
 Diana Roberto
 Charles Schabel
 Dharshan Sivaraj
 Nancye Slagle
 Elisabeth Stevens
 Linda Sutton
 Mandrel Tucker

***Congratulations
 And
 Thank You!!***

Outstanding Partnership Anne Michniuk, Recreation Therapist

I have wanted to write this letter for a very long time now. I am a volunteer at WakeMed in Fuquay-Varina for almost three years and I have loved every minute of it!

WakeMed Fuquay is a wonderful facility filled with great residents and some exceptional staff, one in particular who I believe should be recognized in the next WakeMed newsletter. Her name is Anne Michniuk and she is the Recreation Therapist at WakeMed Fuquay.

Anne goes above and beyond for all of the residents there. She is always very cheerful with a smile on her face. She is a huge positive presence within the facility and is extremely creative in her work. The residents love her so much!

Aside from her daily responsibilities as Recreation Therapist, she is also in charge of making sure that the WakeMed volunteers are comfortable and treated properly. She conducts our yearly performance evaluations and she even keeps a bowl of candy bars in her office just for the volunteers, which she pays for out of her own pocket. Anne also always recognizes volunteer birthdays by buying each of us a small gift.

Anne is always very creative around the holidays, thinking up new activities to do with the residents. The residents participate in parties at every holiday, including: pumpkin decorating, decorating Fourth of July wooden windmills, make your own sun-daes, planting your own flowering seeds in individual pots around Springtime, tie-dying t-shirts, and those are just a few!

One of the favorite activities each week is Bingo. Residents can earn what's called, "Bingo Bucks" when they win a game. She keeps track in a log of each resident winnings. Then when they have accumulated several bingo bucks, she takes them shopping at the "Bingo Store," which she created. It is a small store supplied with all kinds of items from snacks, toiletries, cologne/perfume, gifts, jewelry, holiday and room decorations, and more! I feel it provides the residents with a sense of independence and enjoyment getting to go to a store, since many are long term residents.

Anne is an amazing Recreation Therapist and I feel that WakeMed is extremely fortunate to have such a special employee!

Judith Hyman, Volunteer

A Special Thanks – WakeMed Cary Volunteers!

Thank you to all the volunteers who assisted during the tube system upgrade project at WakeMed Cary Hospital, during the week of August 13 – August 19, 2012.

Verda Agan	Eileen Dills	Purnima Kotiya	Michelle Quinn
Susan Alvey	Doug Dills	Mei Li	Kalpana Rana
Thelma Bentley	Bill Eberbach	Chi-Jang Lin	Carol Reightler
Tandra Burson	Monica Fischer	Pat Lundy	Steve Rouse
Ruth Cornwell	Denise Galloway	Hannah Macie	Tim Shoriak
Susan Coulter	Matthew Hagan	Rushi Marthala	James Sokolowski
Alex Credle	Linda Haley	Bob McAllister	Inna Zboichyk
Shelby Credle	Daniel Hegeman	Danta Mills	
Mary Dell'Angelo	Andrew Hegeman	Sandy Phillipps	
Preeya Deol	Fadia House	Rohan Prabu	

Campus Updates

Wake Specialty Physicians Brings Primary Care Services to Fuquay-Varina

WakeMed Health & Hospitals is pleased to establish a new primary care practice in Fuquay-Varina, Wake Specialty Physicians - Fuquay-Varina Primary Care. Beginning September 24, Ioanna Z. Giatis Kessler, DO, FACP, and Amber Whited, DO, will offer comprehensive family medicine services for adults, adolescents and pediatric (newborn and up) patients in the new office located at 231 North Judd Parkway in Fuquay-Varina.

“People are better stewards of their health when they have access to high-quality care in their communities,” said Susan Weaver, MD, WakeMed executive vice president of Physician Practices and Medical Affairs. “There is currently an unmet need for primary care services in Fuquay-Varina and WakeMed is committed to delivering expert, compassionate care to the communities we serve.”

Dr. Kessler spent 10 years as a practicing family medicine doctor in Ohio and as a staff member in the Department of Family Medicine at South Pointe Hospital, a Cleveland Clinic hospital also in Ohio. Board certified by the American College of Osteopathy Family Physicians (ACOFP), Dr. Kessler is also a fellow of the ACOFP and has served as a clinical professor of family medicine at universities in Kentucky, Pennsylvania and Ohio.

Dr. Whited is board certified in family medicine, joining Wake Specialty Physicians - Fuquay-Varina Primary Care after completing her family medicine residency at Southwest Washington Medical Center in Vancouver, Washington. There, she gained broad experience in all aspects of family medicine, including obstetrics, pediatrics and internal medicine.

In addition to treating the needs of children and adults, Wake Specialty Physicians - Fuquay-Varina will provide chronic disease management for problems such as high blood pressure, diabetes and high cholesterol. The practice will also offer preventive physical exams, vaccinations, dermatological care, and women’s health services, including annual gynecological check-ups, hormone management, and pregnancy tests and counseling. Same-day appointments and 24/7 physician coverage are also available.

To schedule an appointment, please call 919-235-6410.

WakeMed Introduces New Primary Care Practice in Morrisville – Opened September 5, 2012

Wake Specialty Physicians – Morrisville Primary Care
Family Medicine – Adults, Adolescents and Children (2 months and up)
6102 Grace Park Drive
Morrisville, NC 27560

Tiffany Lowe-Payne, DO, has extensive experience as a clinical family practitioner and is board certified in family practice and osteopathic manipulative therapy through the American Osteopathic Board of Family Physicians. Dr. Lowe-Payne's medical interests include women's health, minority health and health disparities, and pediatric and adolescent health. She is accepting new patients.

Appointments: (919) 235-6405
Monday – Friday: 8 am to 5 pm
Offering extended/evening hours one day per week
www.wakemedphysicians.com

Campus Updates continued...



Announcing the eICU® Service Leadership Team and Project Status Update

With the WakeMed eICU® Service project well underway, WakeMed is pleased to announce the members of the new service's leadership team.

- **Project Lead** -- Vicki Block, MHA, senior vice president & administrator, WakeMed Raleigh Campus
- **Medical Director** -- Intensivist Bill Lane, MD. Dr. Lane will join the WakeMed Medical Staff September 1. He has been working with the same Philips technology for the past three years at Cone Health and is actively involved in WakeMed's current efforts to ensure the service meets the needs of physicians and patients.
- **Nursing Administrator** -- Cindy Boily, MSN, RN, NEC-BC, senior vice president & CNO, WakeMed Health & Hospitals.
- **Nursing Director** -- Sabrina Tyndall, MSN, RN, NE-BC, director, WakeMed Adult Acute Care (eICU Service is an additional responsibility)

- **Operations Manager** -- Chris Smith, BSN, RN, CCRN, manager of WakeMed's Medical Intensive Care Unit (eICU Service is an additional responsibility)

Supervisor -- Jen Ross, BSN, RN, CCRN, will transition from her role as interim manager of the ICU at WakeMed Cary Hospital to her new role August 20.

The team is also very pleased to have the guidance and support of Dr. Ted Feinson. An intensivist, Dr. Feinson remains a champion of the eICU Service. He served as the service's interim medical director and recruited Dr. Lane to WakeMed.

The WakeMed eICU Service will provide additional support to critical care nurses, physicians and patients at the bedside through remote monitoring technology and staff (experienced critical care nurses and physicians). Construction on the eICU Service Center is complete. The center is located in the WakeMed Operations Center. Staff and physician recruitment continues. eICU went live September 5.

DONATIONS FOR NEW MOMS AND THEIR NEWBORNS Raleigh Campus

The Volunteers at WakeMed Raleigh Campus support new moms who need a bit of help when they go home with their new babies. Volunteer Mickey Gault (Lap Parent; 5A Patient Services; former member of the board of directors) shops at a local store to purchase onesies, sleepers, booties, t-shirts, packages of diapers, simple receiving blankets and other basics – and delivers them to the Case Managers on 4C Women's Pavilion & Birthplace Mother/Baby Unit. The Case Managers identify the moms who can most benefit from these gifts. The Volunteers have allocated \$2,000 for this initiative. **YOU** can help by repurposing those gift bags that you and your family members receive for your special occasions. If the bags are in good condition and generic – please consider dropping them off in the Raleigh Campus Volunteer Services department. Bundling the gifts into a bag makes the giving and receiving a more special experience. You are also encouraged to contribute any **new** items listed above and deliver to Volunteer Services. Mickey will see that all of the gifts are delivered to the team on 4C.

Exit Comments

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

Raleigh Campus

Amelia Hayes: Pediatrics: "Sunisha is a great Childlife Specialist and I thoroughly enjoyed my experience here at WakeMed."

Jacquelyn Humphrey: Cary YMCA: "I learned a lot from my experience and will take it with me for the rest of my life. I hope to volunteer again in December with the WakeMed in Cary."

Kathy Weishedel: "I absolutely love my volunteer experience! All my interactions with patients and staff were very positive and I regret that I am unable to continue at this time. Keep up the good work!"

Rachel LeMarble: "I had a wonderful experience as a Guest Ambassador at WakeMed. The time I spent at the hospital will give me confidence in working in the health care profession. I had an awesome mentor/directors who guided me how to deal with people. I treasure my time and all the personnel that help me serve others. Thank You!"

Kelsey Wilson: "I love working/volunteering at WakeMed. Diana is wonderful as are the other nurses, fitness specialists, and interns. I wish I could have stayed longer and worked in other areas of the hospital."

Elizabeth SanCartier: "Got a position as a CNA working with babies! The experience was awesome! Loved working with the babies and the nurses were all very nice and wonderful to work with. I will miss it very much!!"

Cary Hospital

Shirley Bestehorn: Atrium Ambassador: "volunteering at WakeMed was a positive learning experience for me. From orientation to each weekly volunteer assignment I learned something new! I am saddened that I have to resign at this time. I plan to continue my volunteer work through the sewing/crochet group."

Jared Chiusano: Emergency Department Back: "Volunteering here helped me to figure out what health related career to pursue."

Monica Fischer: Medical Surgical Unit: "The experience I attained as a volunteer was invaluable. I was also able to

meet so many great people and through my time here was able to join the WakeMed 3 West team as a nurses' aide. I am thrilled with the opportunity and will continue to help with the volunteers as much as possible. The computer system to sign-in and -out is great and easy to use. I also enjoy all the newsletters and updates to keep me informed about what's happening in the hospital and community. Thank you!"

Chris Lo: Pharmacy: "I really enjoyed my placement and getting to know the people there. If I was in the area I'd definitely continue volunteering here."

Lindsey Monroe: Endoscopy Unit: "I had a wonderful experience, and was able to learn a lot from my time here! I would recommend it to anyone who is interested."

Vany Nguyen: Observation Unit: "I enjoyed my time at WakeMed. It was a good experience! Nurses and staff were very friendly and helpful."

Norma Norman: Women's Pavilion & Birthplace: "I truly enjoyed volunteering at WakeMed Hospital in Cary, N.C. It was a learning experience for me. I love serving people and I did my best. Thank you."

Pranay Orgunta: Emergency Department Back: "The program at WakeMed was very educational but also a positive experience. All of the staff are very kind and helpful. If I had a problem there was always someone who could help."

Mayleen Rhodes: Imaging Department: "It was a really great experience and everyone in the Imaging department was extremely nice and helpful."

Anushree Singh: Emergency Department Liaison: "Wonderful staff and environment."

Linda Strable: Emergency Department Back: "I really enjoyed volunteering at WakeMed. Thank you for allowing me this opportunity."

Megan Summers: Emergency Department Liaison: "I enjoyed my time, and will miss volunteering. If at anytime I can help out WakeMed especially during the summer, I will be more than happy to help. Thank you for the opportunity."

Susan Vitullo: Atrium Ambassador: "It has been a joy volunteering here and I am looking forward to my new adventure as an employee. Thank you for the opportunity I've had here."

FUNDRAISERS

Raleigh Campus Uniforms 2U Sale

Thank you to the following volunteers:

- Sara Kirk
- Katrina Akins
- Sandra Jackson
- Valeisha Harrison
- Callan Kistler
- Reid Craft
- Selena Hernandez
- Claudia Mormino
- Tarsha Trapp
- Arlanda Crumel
- Sara Pierson
- Shareasa Dunn

who assisted with The Volunteers at WakeMed Raleigh Campus Uniforms 2U sale on August 8, 2012. Over to 300 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold \$40,703.23 in merchandise and raised \$7,942.85 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.



Cary Campus Uniforms 2U2 Sale

Thank you to the following volunteers:

- Bunny Thompson
- Pam Ayars
- Denise Galloway
- Tina Smith
- Dominique Lyn
- Nancye Slagle
- Orly Margolis

who assisted with The Volunteers at WakeMed Cary Hospital uniform sale on Friday, September 14, 2012. Over 100 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold \$11,470.18 and raised \$2,148.98 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.



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

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

Countless individual sewers not associated with sewing groups



Welcome New Volunteers

Welcome New Volunteers

WakeMed

Raleigh Campus

Chinwe Anumudu
 Dillion Bachoo
 Norma Benitez-Villegas
 Sharon Bledsoe
 David Brown
 Sarah Burns
 Barry Byrnes
 Ricardo Caporale
 Chika Chukwu
 Jared Clayton
 Cynthia Correa
 Alyssa D'Addezio
 Lara DeChicio
 Yvonne DeWald
 Serina Durrett
 Anna Edwards
 Rayna Edwards
 Anna Ellerson
 Editha Elliott
 Joshua Faircloth
 Raquel Felix-Keith
 Sarah Fenner
 Tiffany Frost
 Brittany George
 Shewli Gomes
 Laura Goodmand
 Marion Greaux
 Abbie Green
 John Greeno
 Linda Gressel
 Malina Guerra
 Geriloel Harvey
 William Jackson
 Bernice Johnson
 Emily Johnston
 Amanda Khalil
 Elizabeth Kistler
 Thomas Koch
 Carol Kunkel
 Melissa Lang

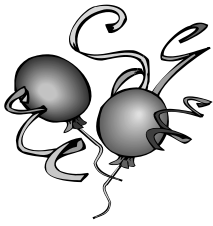
Jayne Legatowicz
 Susan Legatowicz
 Tabitha Marcum
 Devona Mazyck
 Melody McGee
 Julie Mickus
 Christopher Mirek
 Ruth Mising'a
 Kathy Mitchell
 Shirley Moore
 Dora Morgan
 Carolyn Pennington
 Alexandra Powell
 Cynthia Ray

WakeMed

Cary Hospital

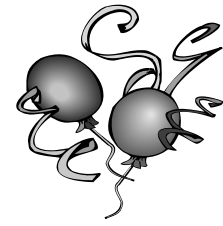
Verda Agan
 Anmar Al-Sultani
 Vanessa Athis
 Julie Auble
 Tawny Bernhardt
 Ronald Bostick
 Janice Bova
 Jacob Brotzman
 LeAnne Brozovsky
 Victor Brozovsky
 Lois Brucker
 Cecilia Burgess
 Twila Carrisales-Gomez
 Kay Cummings
 Amrita Dusara
 Janice Fisher
 Thomas Fisher
 Herbert Gilliam
 DeAnn Goodall
 Andrew Hegeman
 Daniel Hegeman
 Courtney Hoffmeister
 Diane Hoffmeister
 Ibrahim Issa

Sabina Jamal
 Lavanya Kailas
 Anne Kaiser
 Ryan Kennedy
 Polina Kotik
 Edward Lam
 Esther Lee
 Dominique Lyn
 Hannah Macie
 Ruben Marrero
 Shelley Miller
 Danta Mills
 Yousef Mohsin
 Eleanor Morse
 Elizabeth Nagy
 Naga Nunna
 Jessica Oliver
 Helena Orkiszewski
 Abimbola Owoyemi
 Laurie Penn
 Wanda Pennell
 Sandy Phillips
 Malvika Pillai
 Rohan Prabhu
 Shamit Prabhu
 Michelle Quinn
 Shannon Robinson
 Mahin Sahih
 Usman Saqib
 David Schleusener
 Rema Shah
 Ang SherpaJean Silverman
 Sue St. Clair
 Stephanie Stevens
 Leonard Sullivan, Jr
 Katherine Teeter
 Wendy Tingle
 Melvin Tolliver
 Beatrice Werner
 Jordan Wong



Happy Birthday!

WakeMed Raleigh Campus



October

Andrea Adegoke 20
 Akin Ajayi 8
 Darla Aldridge 21
 Amber Alhorani 22
 Mary Kate Alovera 29
 Monica Alston 4
 Lori (Addie) Brannin 23
 Lois Brush 23
 Anke Chignell 16
 Bridget Collins 27
 Janice Cruse 25
 Alyssa D'Addezio 4
 Rosa Davis 17
 Yvonne DeWald 2
 Sharlene Frazier 18
 Marion Greaux 23
 Linda Gressel 23
 Shirley Harkess 23
 Robert Itotia 2
 Elantra Kennedy 21
 Ellen Kissiah 28
 George Kolar 23
 Donna Lamm 1
 Angela Luddy 8
 Caroline McClintock 11
 Melody McGee 4
 Norma Meath 30
 Joan Melroy 11
 Shirley Moore 14
 Elizabeth Noles 31
 Debra Pedersen 26
 Cheryl Pettyjohn 30
 Lynda Prediger 11
 Tanga Radford 6
 Cynthia Ray 7
 Edward Rives 26
 Emily Seamon 27
 Akram Shirinzad 15
 Carletta Smith 20
 Zella Strickland 19

Marisa Sturza 19
 Linda Sutton 18
 Sharon Thomas 19
 Leah Tucker 4
 Amelia White 4
 Jason Whitehead 8
 Amy Wolfe 27
 Zenobia Yinger 28

November

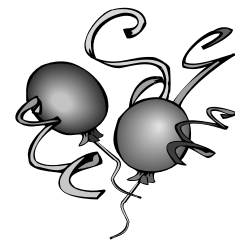
Brandon Adams 16
 Katrina Akins 20
 Elizabeth Alexander 30
 Susan Brownstein 3
 Yvonne Chacos 13
 Ebony Collins 26
 Dorene Cook 10
 Tanika Cooper 20
 Cynthia Cruell 14
 Lara DeChicio 19
 Mary Di-Francisco 17
 Peggy Eberhart 24
 Anna Edwards 7
 Raquel Felix-Keith 1
 Ramesh Fofaria 7
 Emma Friberg 8
 Christopher Garrett 12
 Molly Grant 15
 Vincent Hall 27
 Brittany Hardy 25
 Rhodia Hawkins 11
 Alex Herring 30
 Elaine Hoffman 9
 Marge Hoffmann 4
 Sandra Jackson 3
 Karen Jensen 12
 Alex Karas 19
 Donna King 27
 Elizabeth Kistler 30
 Vanessa Klein 22
 Tyler Kloc 6
 Juanita Lesley 25

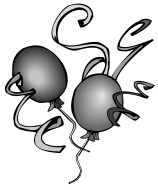
Elisabeth Liddicote 9
 Betty Locklear 22
 Ann Lunde 23
 Devona Mazyck 20
 Amanda McCutchin 6
 Patricia McNair 24
 Reyad Oueijan 14
 Gail Owen 27
 Althea Page 10
 Delta Prince 3
 Samuel Renfrow 6
 Teresa Scofield 20
 Kamal Sharma 29
 Helen Tommola 13
 Kathy Tucker 14
 Helen Ullman 5
 T'yasah Walser 17
 Susan Warren 24
 Joseph Williams 17
 Juliane Williams 18
 Debbie Willmschen 28
 Barbara Yu 25

December

Chinwe Anumudu 17
 Linda Barrett 26
 Rebecca Breese 6
 Martha Brown 1
 Barry Byrnes 14
 Minerva Clarke 18
 Mara Comas 8
 Colleen Coombs 5
 Patricia Costello 24
 Lisa D'Amato 16
 Madeline Desrosiers 12
 Leza M. Downie 22
 Anna Ellerson 27
 Carmenza Ellison 29
 Michelle Finlayson 19
 Tiffany Frost 29
 John Gilner 12
 John Greeno 28

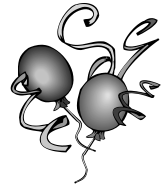
Valeisha Harrison 16
 Robert Harrison III 17
 Geriloel Harvey 5
 Suzette Hinton 27
 Tiffany Hunter 1
 Sharon LaRusch 20
 Genevieve Layman 21
 Mollie Lotrecchiano 19
 Matthew Merritt 22
 Julie Mickus 15
 Christopher Mirek 13
 Ruth Mising'a 26
 Corinne Moreno 2
 Dora Morgan 19
 Stephanie Moyles 17
 Clara O'Neal 12
 Charles Perlette 21
 Annie Poe 12
 Mary Queen 5
 Morgan Reinhard 21
 Bob Riordan 6
 Carl Santos 12
 Heatherly Simmons 13
 Kristine Stebbins 19
 William Stuart 20
 Muwawar Sultana 1
 Emily Van Schagen 31
 Luyu Wang 10
 Olivia Williams 7
 Adam Willson 17





Happy Birthday!

WakeMed Cary Campus

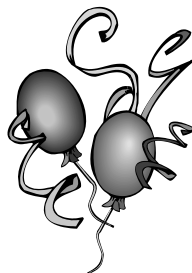


October

Janice Bova 2
 Sue Busa 20
 Firdaws Chahrour 18
 John Cockman 9
 Deborah DiLalla 13
 Douglas Dills 16
 William Eberbach 11
 Ann Foster 26
 DeAnn Goodall 15
 Patricia Hajian 20
 Chun-Hong Ho 27
 Nell Holcombe 8
 Katherine Keller 31
 Ryan Kennedy 10
 Patricia Lee 31
 Gunther Linde 22
 Vijayalakshmi Mamileti 27
 Faye McDonald 10
 Jan McKnight 17
 Daisys Morel 5
 Patricia Morton 16
 Lasandra Mullins 18
 Pat Olive 11
 Ellen Onofrio 13
 Caroline Parker 2
 Laurie Penn 21
 Christina Plummer 2
 Alfred Port 21
 Claire Saibel 17
 Priscilla Smith 7
 James Sokolowski 30
 Linda Sutton 18
 Ruth Taresco 17
 Yvonne Tucker 6
 Norma Ward 13
 Phyllis Womble 19
 Gertrud Wren 27

November

Kelly Ashworth 13
 Jacob Brotzman 30
 Marla Carroll 19
 Joyce Coats 24
 Joanne Crooks 5
 Indrajit Desai 6
 Barbara Harrington 28
 Frances Hemmings 29
 Barbara Holbrook 12
 Patricia Keeley 28
 Elizabeth Kruszewski 19
 Hemalatha Kumarasamy 9
 Judy Lanahan 14
 Jane Lands 29
 Chin-Jang Lin 1
 Danta Mills 10
 Susan Moeykens 14
 Sandy Phillips 23
 Patricia Quick 13
 Edith Rothschild 18
 Maureen Sanner 25
 Dannelle Simon 1
 Dianne Slaughter 30
 Judith Smith 29
 Sue St. Clair 12
 Edgar Stacy 26
 Brenda Stutts 11
 Michele Sund 6
 Charles Tabbi 7
 Joan Woodrick 23
 Marj Wordell 14



December

Deborah Atkinson 10
 Courtney Bartels 31
 Julee Beebe 12
 Justine Beese 14
 JoAnn Bethel 14
 LeAnne Brozovsky 10
 Mary Burrus 26
 Mary Jo Cercy 29
 Josephine Correia 27
 Mary Dell'Angelo 24
 Mary Dennison 26
 Surekha Desai 17
 Marion Erwin 31
 Denise Galloway 4
 Tina Goodwin 24
 Sol Hochler 19
 Claire Katz 31
 Harry Kincaid 28
 Marilyn Knittel 15
 Dominique Lyn 5
 Thomas McFadden 31
 Elliott Miller 12
 Judy Moore 4
 Naga Nunna 31
 Ashok Patel 19
 Becki Pawlak 23
 Malvika Pillai 26
 Rohan Prabhu 31
 William Pugliese 26
 Mary Randall 19
 Nancy Riefenhauser 31
 Bob Riordan 6
 Susan Robbins 20
 Shannon Robinson 12
 Jean Silverman 9
 Nancye Slagle 24
 Mary Szymkowski 29
 Sean Vallabh 6
 Sandra Venson 13
 Sharon Watson 29
 Carolyn Wiggins 28
 Cindy Wiseman 22

ANNOUNCEMENTS

Congratulations

WakeMed Raleigh Campus

Congratulations to Marty & Jim Stephens on the birth of two new grandbabies.

WakeMed Cary Hospital

Congratulations and best wishes to Rachel & Scott Rehl, who were wed on October 20, 2012.

A BIG THANK YOU FOR YOUR DONATIONS!

Ruth Cornwell—yarn
Diane Kuzdrall—yarn
Ms. Pritchard and the Green Hope Art Club—Halloween coloring books.

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Paul Fausneucht
Vera Heybroek
Florence Huebner
Carolyn LaRue
Michelle Pendergast

WakeMed Cary Hospital

Chuck Evan
Ann Foster
Blair Hatcher
Frances Keener
Sandy Phillips
Beverly Williams

Our Condolences To:

WakeMed Raleigh Campus

Joan Clarke – family member
Edrie Greer – loss of pet
Isabella Norwood — family member
Michelle Watkins – family member

WakeMed Cary Hospital

Pam Ayars – family member
Debbie DiLalla – family member
Amrita Dusara - family member
Gaye Forman – family member
Pat Quick – family member

* If you would like for us to add your special remem- *
* brance, anniversary, births, etc., please call your *
* Volunteer Services department. *
* *
* WakeMed Cary Hospital *
* 919-350-2363 *
* *
* WakeMed Raleigh Campus *
* 919-350-8293 *
* *



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.

Hospitality Pets

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

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

Patient Relations

**(Raleigh Campus/Zebulon Campus)
Bilingual Volunteers Needed!**

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

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

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.

Raleigh Medical Park – Patient Access

Monday – Friday: 7 am - 5 pm,
Substitutes needed! 4-5 hour shifts
Volunteers facilitate an efficient flow of operation and traffic by providing appropriate information, direction and assistance to the customers and general public.

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.

Tour Guides

Tours are offered two times a month.
2 hour shift
Assist new and established volunteers by providing and organized, efficient tour of main campus.

Volunteer Services – Office Support

Monday – Friday: 2 – 4 hour shifts,
8 am – 4 pm
Strong Excel skills, ability to file in alpha order, collate forms, answer phones, and assist with general office support duties. Willingness to adhere to all aspects of confidentiality. Good organizational skills.

WakeMed North – Guest Ambassador

Monday - Friday: 2 – 4 hours shifts,
8 am – 2 pm
Volunteers facilitate an efficient flow of operation and traffic by providing appropriate information, direction and

assistance to the customers and the general public. Strong human relations skills, and ability to relate to emotional and physical needs of others.

WakeMed Cary Hospital Campus

Apex Healthplex – Radiology

Monday: 8 am – 12 pm
Volunteers enhance customer service by greeting patients arriving for service. Also attends to comfort needs and provides assistance to ease flow of registration.

Gift Shop

Monday - Friday: 4 pm – 6 pm
Volunteers enhance customer service by greeting patients arriving for service. Also attends to comfort needs and provides assistance to ease flow of registration.

Kraft YMCA – Cardiac Rehab

Monday – Friday: 6 am – 10 am
Volunteers enhance customer service by greeting patients arriving for service. Assist cardiac rehab staff in providing safe and quality services in a class setting. Assist cardiac rehab staff in class preparation and set-up/take-down, as needed. Assist patients, as needed and appropriate, in setting prescribed exercise equipment and exercises discernment in making independent decisions regarding exercise settings. Put together medical charts. Enters daily cardiac rehabilitation class data into the Scott Care system. Prints, fax or sends patient reports to physicians on a monthly basis and other various office duties.

Hospitality Pets

Monday – Sunday: 2 hour shifts
Canine/volunteer teams visit eligible and consenting patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

Calendar of Events

WakeMed Raleigh Campus

- **Masquerade Sale**
Wednesday, December 15, 2012
 Andrew Center, 7 am – 4 pm

Volunteer help is needed
Please call 919-350-8293 to sign up.
- **Volunteer Board Meetings**
Tuesday, November 13, 2012
Tuesday, December 11, 2012
 Conference Dining Room, 10 am - 12pm

WakeMed Cary Hospital

- **Volunteer Board Meetings**
 Cary Conference Center, 11 am to 1 pm
- **Masquerade Sale**
Monday, December 3, 2012
 Conference Center, 7 am to 4 pm

Volunteer help is needed
Please call 919-350-2363 to sign up.
- **Heart Saver Class**
 - * Tuesday, November 6, 2012
 - * Friday, January 11, 2013
 Cary Conference Center, 1 pm to 4 pm

To register, please call
919-350-2488 or 919-350-2192.



Volunteer Orientation

WakeMed Raleigh Campus

- **Monday, November 5, 2012**
 Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, November 14, 2012**
 Conference Dining Room, 1 pm – 4 pm
- **Monday, December 3, 2012**
 Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, December 12, 2012**
 Conference Dining Room, 9:30 am – 12:30 pm

WakeMed Cary Hospital

- **Thursday, November 8, 2012**
 Conference Center 5:30 pm – 8:30 pm
- **Tuesday, November 27, 2012**
 Conference Center 8:30 am – 11:30 am
- **Thursday, December 6, 2012**
 Conference Center 5:30 pm – 8:30 pm
- **Tuesday, December 18, 2012**
 Conference Center 8:30 am – 11:30 am

Tour Dates

WakeMed Raleigh Campus

- **Thursday, November 8, 2012**
 Main Entrance Lobby, 6 pm-7:30 pm
- **Tuesday, November 13, 2012**
 Volunteer Services, 1 pm-2:30 pm
- **Thursday, December 13, 2012**
 Main Entrance Lobby, 6 pm-7:30 pm
- **Tuesday, December 18, 2012**
 Volunteer Services, 1 pm-2:30 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

- **Monday, November 12, 2012**
 Volunteer Services, 7 pm
- **Thursday, November 29, 2012**
 Volunteer Services, 10 am
- **Monday, December 10, 2012**
 Volunteer Services, 7 pm
- **Thursday, December 20, 2012**
 Volunteer Services, 10 am

To register, please call 919-350-2363

NURSING EDUCATION FUND CONTRIBUTION OPPORTUNITY

The Melissa Brown Memorial Nursing Education Loan Fund was established in memory of Melissa Brown, Great 100 Nurse and daughter of Peggy Brown, former manager of 3C Urology/Renal/Cardiology. The Volunteers at WakeMed Raleigh Campus have administered this fund since 1991. The fund provides financial assistance to individuals seeking nursing degrees from North Carolina colleges and universities. Please consider a contribution to this fund to support nursing education and career development. For more information contact: Susan Hester, Director of Community Services at 350-8005. Complete the form below and return to the Volunteer Services department at WakeMed Raleigh Campus.

MELISSA BROWN MEMORIAL NURSING EDUCATION LOAN FUND

Donor Name Address

AMOUNT OF DONATION: _____ In Memory/Honor of: _____

Mail to: The Volunteers at WakeMed Raleigh Campus Acknowledgment to be sent to: _____
 Attn. Susan Hester, CHVM Name
 Director Community Services
 P.O. Box 14465
 Raleigh, NC 27620-4465 _____
Address

Please make your check payable to: The Volunteers at WakeMed Raleigh Campus

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

A special program developed by The Volunteers at WakeMed Cary Hospital, *Blossoms for Life* is a unique way to say thank you for care you have received, to remember a loved one, to celebrate the birth of a child, to celebrate an anniversary or to recognize special people and events. Recognition of the *Blossoms for Life* donors, memorials and honoraria are on display in the Cary Hospital Conference Center. All gifts received by *Blossoms for Life* are used to fund programs and services throughout the hospital. If you are interested in making a contribution, please complete the form below and return the Volunteer Services department at Cary Hospital.

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name Address

AMOUNT OF DONATION: _____ In Memory/Honor of: _____

Mail to: The Volunteers at WakeMed Cary Hospital Acknowledgment to be sent to: _____
 WakeMed Cary Hospital Name
 1900 Kildaire Farm Rd
 Cary, NC 27518 _____
Address

Please make your check payable to: The Volunteers at WakeMed Cary Hospital

WE NEED YOUR EMAIL ADDRESS!

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

Email Update Form:

Name

Email Address

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!

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

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