



January — March 2023

Updates from the Director

Greeting WakeMed Volunteers,

I know we are all pleased to welcome the Spring season, which brings renewal to our environments and selves. Our favorite Springtime event is National Health Care Volunteer Week which is April 16 - 22. We were thrilled to recognize our WakeMed volunteers for the countless hours of service and support provided to WakeMed at the Annual Volunteer Appreciation Luncheon, held April 13th. We had over 270 volunteers attending! I would like to recognize the invaluable efforts of our Manager, Jackie Kennedy, for her work in planning this very successful event and our Volunteer Services team for their contributions. Also, thank those of you that were able to attend. Our program focused on volunteers as the heart of WakeMed as we so greatly appreciate your selfless dedication of time and talent given to support our staff, patients, and family members. We are so thankful for your contributions to our mission and its outcomes for our community!

This edition of our newsletter is filled with a lot of great information so be sure to read on to learn more about what's happening with our programs and wonderful team!

Thank you,

Chris Perry, MBA

Director

Guest, Retail & Volunteer Services

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Volunteer Quote

No act of kindness, no matter how small, is ever wasted.

- Aesop



Raleigh's Chair Report



My name is Ken Harrison, and I am the new chair this year for the Raleigh Volunteer Board of Directors. It sounds rather posh but don't be put off by the name and title. The Volunteer Board represents a variety of different professions (young and old!) who meet once a month to discuss how best to support various WakeMed departments' needs. As Board members we want to represent your needs and actions too. We have several working committees:

Sew Much Love Committee

Education Committee

Financial Committee

Executive Committee

Communication Committee

We also have a liaison representative for the WakeMed Foundation.

We collaborate closely with Volunteer Services and consult with Chris Perry, Director of Guest Retail and Volunteer Services and Jackie Kennedy, Manager of Volunteer services. Jackie is our "go to person" who organizes the WakeMed sales in the hospital, department stores and virtual sales. The income from these sales provides the funds to the board to distribute as requests are received and reviewed.

All WakeMed Volunteers are invited to help at the various sales whether in the hospital or at one of the department stores. Frankly, it's fun and needs minimum of computer skills and just a few hours of your time.

It has always impressed me that so many College and junior volunteers come to WakeMed. Often, they are trying to gain experience working in a hospital, adding credits to their studies. Many commencing their studies to be a nurse or a doctor or one of the numerous opportunities in the health industry. A number of them volunteer later hours and over the weekend! They are always polite and willing to help, a little shy. We value them very highly, and love having them a part of the WakeMed team of volunteers.

I am an OAP (old age pensioner), a term used in the UK to define anybody over the age of 65 years and in retirement. Well, I am British anyway and happy to be a U.S. citizen too. On a personal basis, I am in my 7th year as a Guest Ambassador (short time compared with some!). I enjoy the exercise and the social aspects of meeting people and chatting to the staff. Like many others, I view this as a job and frankly, I get more out of volunteering than I give, which is how it should be.

Thank you,

Ken Harrison, Chair

Raleigh Campus Volunteer Board of Directors

Cary's Chair Report



It seems like there is a holiday for everything these days! In my fulltime job, I work in senior living. We like to celebrate all types of holidays. You name it – we'll celebrate it! Why *shouldn't* every day have something to celebrate? One day that I particularly appreciated was earlier this year -- *National Random Acts of Kindness Day*. I love the idea that if everyone did just *one* random act of kindness, and then, that recipient paid it forward...and so on...and so on. What a great idea!

Our volunteers do this sort of thing every day, as they selflessly enrich the lives of our patients, families and WakeMed Cary Hospital team with large and small acts of kindness.

Our Cary Volunteer Board wants to know more about how our volunteers feel about what they're doing. We've begun to reach out on a personal level, one-on-one with volunteers who are on the job. This networking will take us to the many positions our volunteers have undertaken. We want to know what they do, if they enjoy their work, and find ways we can help energize as well as ensure that each and every volunteer knows how valued she, or he, is.

The Volunteer Board is also taking on a new challenge as we all plan to learn to how to be "fundraisers!" No small task -- but we realize that if we are going to make a major difference for the hospital, our financial contributions need to grow. Our very-successful annual Trunk-or-Treat is a great place to start and we hope to turn that into a revenue-builder. Our goal – to direct funding to the expanding Women's Pavilion project introduced to us by the WakeMed Foundation. Stay tuned for more about this in the future.

Finally, we sadly say "goodbye" to Board Member Sue Recorr. Sue has decided that her new role as "grandma" is joyously more time-consuming than she originally planned, and has asked to resign her spot on the Board. We reluctantly are letting her go. She served as our Raleigh liaison and was so valuable on our former Threads committee. We wish her well.

Big shoes to fill! We hope that someone reading this message would like to join us to complete our Board. If you are interested in knowing more about a position on the Cary Volunteer Board, please contact Jackie Kennedy at jkennedy@wakemed.org, or me at jcaa@nc.rr.com. We'd love to speak with you about joining us!

Finally, remember that Random Act of Kindness is not just one day, but every day!

Best wishes,

Joyce Aschenbrenner, Chair
Cary Hospital Volunteer Board of Directors



Volunteer Services Staff Updates

Welcome New Staff Members



We are excited to share the news about the new Volunteer Services Team members. First, we have LuMar Bennett who will be the Volunteer Development Specialist in the Raleigh Office. LuMar recently relocated to Durham, NC last year with his wife, dog (Koby), and cat (Moe). Volunteering has always been an integral part of his life as he volunteered as a teen with his family for the Salvation Army and St. Jude's

Hospital. LuMar loves traveling with his lovely wife and doing his part to make the world a better place. Currently, LuMar and his wife are expecting their first child, a baby boy, in September! He can be reached by phone at 919-350-8066 or his email is lubennett@wakemed.org.

In the Cary office, we have Suzanne Regan, our new Volunteer Services Representative. She is thrilled to be working alongside volunteers at WakeMed. Suzanne has worked with other nonprofits in our area such as Urban Ministries of Wake County and SAFE Haven for Cats. You can reach Suzanne at 919-350-2363 or suregan@wakemed.org.



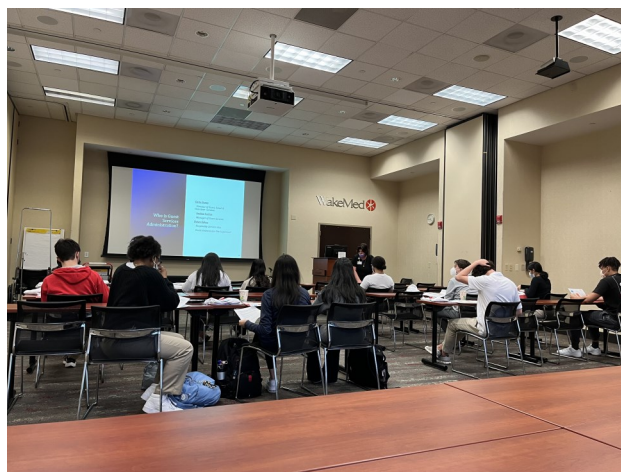
Pennie R. Graham Transfers to the WakeMed Raleigh Volunteer Services Office

Pennie, the Volunteer Representative in Cary has transferred to WakeMed Raleigh as the Volunteer Services Representative. Pennie worked almost two years in Cary and will now have a chance to support our volunteers in Raleigh. Please join us and welcome Pennie to the Raleigh Campus! Her new phone number is 919-350-8293 or pegraham@wakemed.org.

Junior Spring 2023 Guest Ambassador Orientation at Raleigh Hospital



**We welcome
40 Junior
Volunteers!**



Volunteer Metrics

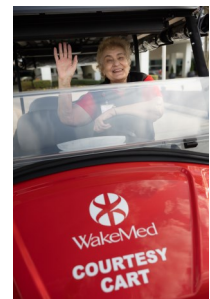
The volunteer program is doing amazing work and is the heart of WakeMed.



Total number of volunteers participating -1,340
 Average Number of Volunteers per month - 111
 Adult Volunteers—393
 College Volunteers—123, representing 17 schools
 Junior Volunteers—146, representing 33 schools
 Sewing Volunteers—736
 Salary Equivalent WakeMed - \$6,161,314

Busy volunteers

Friendly Face Cart did 2,622 visits to patients and families
 Hospitality Pets Program made 649 patient visits and 4,235 staff visits
 Courtesy Cart Drivers offered 2,964 rides
 Sewing Volunteers created 20,899 handmade items



We definitely want to celebrate and appreciate all our volunteers do for our patients and families. National Volunteer Appreciation week is April 16—22, 2023. This week is an opportunity to recognize the impact of volunteer service and the power of volunteers to tackle society's greatest challenges.



A picture of the Templeton Sewing Group at the 2023 Volunteer Appreciation Luncheon.

Raleigh Hospital Volunteer Spotlight



Name, Role, Scheduled Days of Service: John Vanmeter-Kirk, Junior Guest Ambassador, Saturdays 12-4 and Sundays 9-1

Tell me a little bit about yourself outside of WakeMed? When I am not volunteering at WakeMed I am a high school student taking full-time college classes at Wake Technical Community College. In terms of what I do in my free time, I enjoy hanging out with my friends, whether that be in person or online, and playing chess with them.

How long have you been volunteering at WakeMed? I have been volunteering at WakeMed since June of 2022.

Why did you choose WakeMed to volunteer? I am interested in the medical field and wanted to see if I enjoyed the hospital environment because that would influence my future. When looking for volunteer opportunities, I heard WakeMed was a great place to volunteer through my high school, which has a community partnership with WakeMed.

What attributes/skills/abilities of value have you added for our patients, families, and staff? Leadership, Communication, Teamwork, and the ability to critically think through problems and find the most effective solution.

What does this experience mean to you? Volunteering at WakeMed started off as wanting to experience a hospital environment, wanting to help the community, and needing hours for school and college applications. Volunteering at WakeMed is now something that I truly enjoy doing and look forward to doing during my weekends. I especially like meeting all the interesting visitors who need help with wayfinding.

Can you describe a particular time you felt you were making a difference in the lives of others at WakeMed? When I was providing wheelchair transport to a visitor who was recovering from hip surgery, he said that now he sees how much of a difference that it makes to have wheelchair assistance. He also said he wanted to start volunteering at a hospital and provide wheelchair help after he finishes recovering.

Please Provide a Direct Quote: When volunteering at WakeMed, you will meet all sorts of interesting visitors, from an ex-NFL player to someone who was a paratrooper for 25 years and now runs a college scholarship foundation.

Which WakeMed Tenet best describes you and why? (Tenets-Always exhibits this every-time behavior. Holds self and others accountable and positively influences others).

Teamwork Respect for People Commitment and Accountability Communication

Communication is the WakeMed Tenet that best describes me because I enjoy connecting with the people around me. Also, I personally believe that Guest Ambassadors cannot do their jobs without constant communication among front desk staff, fellow Guest Ambassadors, and visitors.

Thank you for all you, John, for being a WakeMed Volunteer!

Cary Hospital Volunteer Spotlight

Carolyn and Richard Songey.



What is Your Volunteer Role? Carolyn is a Guest Ambassador; Thursday A.M. and Richard is a Courtesy Cart driver on Wednesdays.

Tell me a little bit about yourself *outside* of WakeMed? We moved here from Chicago in 2009 and love living in Cary! We have two daughters, Katie (25) and Carey (22). Richard has three grown children from a prior marriage, we also have seven grandchildren. In addition to spending time with family, we both enjoy travel, time spent with friends, reading, and walking.

How long have you been volunteering at WakeMed? Carolyn: I have volunteered with WakeMed since 2017. Richard: I started working as a Courtesy Cart driver in November 2022.

Why did you choose WakeMed to volunteer? Carolyn: I have spent enough time as a patient to know that hospitals can be scary places. I wanted to volunteer so I could help patients (and visitors) feel just a little less overwhelmed or stressed. Richard: Carolyn knew that WakeMed was looking for Courtesy Cart drivers and thought that I would enjoy the role, so here I am!

What attributes/skills/abilities of value have you added for our patients, families, and staff?

Carolyn: I think the most important ability is the willingness to help, whether it is a patient, family or staff member. And I try to demonstrate this with a smile, listening skills, and empathy. I want to make someone feel like a person and not just a medical record number.

Richard: I like being the first "face of WakeMed" that many patients and visitors (and sometimes employees) see when they arrive in our parking lot.

What does this experience mean to you? Carolyn: I love Thursdays! I typically come home with one or more stories of interactions with patients or visitors that touched me. The re-telling of my stories makes me smile...and sometimes brings me to tears. Richard: I like knowing that what I do makes a difference. I think many people are surprised that we offer this service and are grateful for the help.

Can you describe a particular time you felt you were making a difference in the lives of others at WakeMed?

Carolyn: I have been thanked a number of times for taking the time to listen to people's stories. And I have also been thanked for my smile, which is a simple thing but can make a big difference in a big, scary place like a hospital. Richard: I have transported a number of physically-challenged people from our parking garage to the front door. In many cases, they have been unable to find an available handicapped space, so I sometimes find that I am also transporting walkers, canes, and maybe even a wheelchair.

Please provide a Direct Quote: Carolyn: I love knowing that what I do can make a difference to people. I feel that I have been very fortunate in life, and I am grateful for the opportunity to be able to give back. Richard: I am proud that WakeMed is my neighborhood hospital, and I love being able to surprise people with a ride from their car to the front door.

Which WakeMed Tenet best describes you and why? (Tenets-Always exhibits this every-time behavior. Holds self and others accountable and positively influences others). Carolyn: Definitely respect for people. As a Guest Ambassador, I am often the first "face of WakeMed" (assuming the person has not interacted with one of our Courtesy Cart drivers!), and first impressions are huge. I think you can best influence that impression by being respectful. Richard: Definitely respect for people! The world, and certainly hospitals, can be challenging. I think we can best make a difference through respect. Thank you Carolyn and Richard! We appreciate you both!

Volunteer Services Updates

2023 Volunteer Appreciation Luncheon



Volunteer Services Upcoming Sale Event and 1st Quarter Contributions

Upcoming Sale

Macy's In-Store Shopping Event for WakeMed Employees hosted by the WakeMed Volunteers

Sunday, May 7th from 8 am—4 pm at Crabtree Valley Mall.



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

Contributions

One Uniform Online Sale :

Raleigh \$17,661.82

Cary \$3,089.11



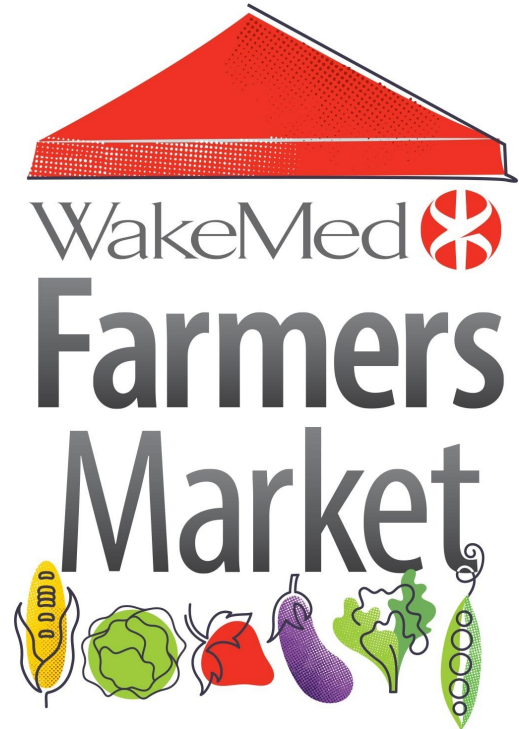
Upcoming Volunteer Opportunities

Volunteer for Farmers Market at Cary Hospital

We are looking for 1-2 volunteers to assist with the WakeMed Farmers Market's setup and breakdown happening in the Cary Hospital Cafeteria this summer. The times are 10 am—2 pm on Wednesdays, May 17th, June 21st, July 19th, and August 16th.

Volunteers would assist staff by labeling vendor booths, setting up signage, directing vendors where to park, showing vendors to their designated table and you will get chance to shop from local vendors who will be selling their craft/handmade goods, produce, baked goods and more.

If you are interested in helping up, reach out to the Project Coordinator, Elise Robinson, who can be reached at erobinson@wakemed.org.



Help Needed for World Human Milk Donation Day at Cary Hospital

May 19th is World Human Milk Donation Day. This global event promotes the importance of donating human milk to nonprofit human milk banks. More than 750 milk banks in 66 countries provide over 1 million liters of milk to more than 800,000 infants each year. Every drop does make a difference.



Did you know we have the only Milk Bank in North Carolina? The Mothers' Milk Bank at Cary WakeMed Hospital is hosting an event for our donors to drop off donations. It is a family event with a craft table, face painting, yard games, and snacks! The event will be outdoors in the Employee Overflow Parking lot. We need a few volunteers to help with set up, greet donors, assist with crafts and game coverage. Shifts are Friday, May 19th from 9:30 am —12 pm or 11:30 am—2 pm. If you are interested in signing up or more information, reach out to the Project Coordinator, Kerri Gottschall, Manager of Mothers' Milk Bank at kgottschall@wakemed.org or 919-350-4012.

Sewing Donations for January—March 2023

| Raleigh Campus | | Cary Hospital | |
|--------------------------------------|--|---|--|
| 12 Oaks Boomers | LRHS Arts Club | Aanya Mangal | Jessica Castro - Girl Scout Troop #4079 |
| Alexandra Herring | Mara Comas | Abhikruthi Sudula | Jill Snyder |
| Amita Patel | Marva MeHaffey | Alora Ashton | Judy Latham |
| Ann Jagger | Michele Boyce | Ann Jagger | Julie Jones |
| Avery Campbel | Mildred Chavis | Anna Gilman | Karen Castle |
| Barbara Cobbett Beth Day | Needling Around Creekside@Bethpage | Avani Nargyanan | Karen George |
| Brantley / Mehaffey | Nicole Lockamy | Barbara Allen | Katarina Dobrosky |
| Capital Quilter's Guild (Maria Wall) | Nina Honeycutt | Caprice Cox | Leanna Bensinger |
| Care to Care | Oliva Poole | Carina Parsons | Linda Lemire |
| Cary Stitchers | Pam Adcock | Caroline Preserve Yarn Spinners | Linda Stander |
| Chang LHS Crafts | Pamela Ponton | Cary Blanketeers | Marlene Jordan |
| Colleen Kinser | Patt Crissman | Cary Quilting | Megan Catanese |
| David Brantley | Patty Kribbs | Cary Stitchers | Nancy Kalish |
| Dawn Tarzia/Meredith McKinney | Pearl Fowler | Catharine Griffis | Nancy Ramano |
| Delta Prince | Piper Marshburn | Catherine Songey | Rose Byrd |
| Drema Worley | Project Linus | Church of Jesus Christ of Latter-day Saints | Rosemary Dahlberg |
| Ellen Plumlee | Project Linus (Susie Holmes) | Cindy Larsen | Sarah Moon |
| Emily Matthew | Raleigh Neurosurgical and Spine Surgery Center | Compassion Knight Hearts | Shepherd's Church |
| Glenda Poulter | Rebecca Kalsbeek | Cornerstone Presbyterian | Shruthi Meenaksh |
| Hearts to Hands (Kim Boykin) | Rolesville Baptist Church | Deanna Babyak | Siri Manneri |
| Isaac Saad | Sheila Henderson | Debbie Egbert | Sue Terjesen |
| Janet Jennings | Sherril Ingesell | Ebony Baylis | Templeton Threads |
| Jean Wyble | Sherrill Boyce | Flo Renfroe | The Hindu Society |
| Jeanette Gray | Sumiyah Enayet | Gabriella McDonald | Windsor Point Fuquay Varina |
| Jennifer Keister | Susan Breslin | Gale DeBinder | Woodland Terrace Knit Wits |
| Jill Pollock | Susan Griffith | Garner on the Mend | Yvonne Braswell |
| Jo Brantley | Susie Holmes | Gayle Marko | |
| Joy Maldonado | Threads of Love (Mara Comas) | Gerri Osenga | |
| Karen Gainey | Wendell Baptist | Harriett Kelner Group | |
| Kathryn Clarke | YMCA Afterschool Program | Hindu Society of NC | |
| Kathy Turner | Raleigh Community Sewing Groups contact Pennie at pegraham@wakemed.org or 919-350-8293 to update member status. | Holly Springs NC Seniors | Cary Community Sewing Groups contact Suzanne at suregan@wakemed.org or 919-350-8293 to update member status. |
| Kristen Blythe | | Jackie Kennedy | |
| Lita Barr | | Janee Dunmore | |
| | | Jen Johns | |



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