



January - April 2019

This edition of the HeartBeat is dedicated to - Tank Scofield and Luther LaRusch

Updates from the Director

Hello WakeMed Volunteers,

We hope you are enjoying this beautiful Spring season. We are always excited for this time of year when we formally acknowledge the contributions of our volunteers. This year we celebrated National Volunteer Week on April 7-13th with our Annual Appreciation Luncheon held on April 9th. As we reflect over the past year, it is easy to see how you make a tremendous impact on our patients, families, and visitors across the WakeMed system with the gifts of your time, energy, and talents. Each and every program, service, and volunteer come together to create a unified team as an integral part of the WakeMed Family. So thank you for making us a part of your life and continuing your commitment to providing outstanding and compassionate care to all who seek to improve their health and well-being. We truly are all in this together and together we can make a difference in the lives of others! Thank you so much!



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

"Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another."

- Erma Bombeck

The President's Report



Happy Spring!

I hope you all survived our rainy winter and are enjoying the beauty and warmth of this season. I always look forward to spring, both because I love getting out and

working in the garden, and also because it signifies new life and events. One of our exciting events in the Spring is the **Annual Volunteer Luncheon on April 9th!** A lot of work goes into making this a wonderful time to connect with and celebrate each other. And this year was no exception. It was well planned and executed.

In January, twelve of us from the Raleigh and Cary volunteer boards attended a Mental Health First Aid course. WakeMed is very aware of and involved in the behavioral health crisis in our community, and we as volunteers should be as well. This intense eight hour course gave us critical instruction on how to recognize a problem and understand when to get help. The hours flew by because of the excellent instructors. They presented us with three year certificates from the National Council for Behavioral Health upon completion. Within the first week, there was a testimony of what we had learned being put into practice. Those of us that took the course really appreciate having the opportunity to become better informed in this critical area.

Thank you all for caring!

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

Spring is Here!
Hi Everyone!

Cary has been full to overflowing with patients suffering from flu and other illnesses. Thanks to everyone for the excellent care given to patients and their families.



Cary Volunteer Board Events Committee has held our first CPR class for volunteers. This class was filled to capacity. We hope to continue offering classes as space and instructors become available.

Our February uniform sale was extremely successful. Funds raised have been used for the Milk Bank, Emergency Department the Respite Room and Tea for the Soul. Thanks to all the volunteers who assisted with this sale. Check your emails for notices about future sales and sign up to help.

The Volunteer Board consists of 13 elected volunteers who are interested in enhancing the service volunteers provide to the Cary Hospital and the surrounding community. Board members are asked to serve on one of the several committees and participate in monthly meetings and fund raising events. If you are interested in learning more about the Volunteer Board, please contact the Volunteer office.

Thank you for your commitment of time and service to WakeMed.

Respectfully Submitted
Susan Alvey, President
Cary Volunteer Board of Directors

Volunteer Services Updates

On April 9th, WakeMed Volunteer Services Department celebrated our volunteers with the Annual Volunteer Appreciation Luncheon. Below are a few comments of thanks from the attendees.

Thank you for a wonderful Volunteer Luncheon!! As always it was a wonderful opportunity to honor all of the hard working volunteers at WakeMed.

The ballroom was beautiful, the food delicious, the chance to speak to likeminded men and women was appreciated and the program was motivational and inspiring.

Thank you for everything that you contributed to make the event so very special.

Luci Lambert

It was a lovely volunteer luncheon. Thank you (and your worker bees). I can only imagine the work required to organize an event that size.

It was a very nice experience.

Denise Galloway



I really enjoyed the program today. It was very informative and had some wonderful speakers. Some of the stories were with great humor as well as one which was very riveting. Each really touched my heart so I'm sure others were touched as well. Great Job!!!

Ivy-Lynn Jackson

Jackie,
Had yet another great luncheon day. The juniors have given me hope for the future. They were both great examples of success and fabulous speakers.

I really had a Jimmy V moment when hearing the rehab volunteers' bio. What an inspirational speech.

Proper recognition for the employees who spoke and received certificates was given and I really enjoyed my day.

Tim Shoriak



Volunteer Services Updates

Kudos . . .

Donna Ditamasso

I am reaching out in regards to a volunteer named **Donna Ditamasso** that has been in the Emergency Department. She has shown so much compassion to the staff, patients, visitors, and the department in itself. Today, she was noted cleaning the floor in front of the refrigerator, cleaning out the refrigerator to make it cleaner, constantly guiding patients/visitors throughout the department, making supply kits so they are readily available, and so much more. We are so happy she is around to help us! :) Thank you!!

Kaitlyn A. Tyndall, RN
Clinical Nurse
Adult Emergency Department

Phil Greco

As we usher in the new year, it is only fitting to celebrate new star winner(s)! This month we will recognize Ida Zuniga, RN and **Philip Greco** (RMH volunteer). The families who shared about Ida and Philip described them as “respectful of the patient’s needs first” and “genuine and caring”. I don’t know about you, but to me that sounds awfully familiar...like straight from WakeMed’s pyramid! Putting the patient and family at the top of the pyramid and embodying the WakeWay behaviors are central to who we are and what we do each day here. We should be proud of the care and caring that we show all of our patients, their families, and each other. I look forward to continuing to serve our community with all of you in 2019! Happy new year! Thanks Ida and Phil!

Karen Chilton
Chief Quality Officer
Quality & Patient Safety

Thinking of you

WakeMed Raleigh Campus

Erin Ryals
Karen Spiven
Marcus Harrington
Mary Johnson

WakeMed Cary Hospital

Diane Boyer
Thomas Jackson

Our Sympathies to

WakeMed Raleigh Campus

Sheila Hightower - loss of loved one
Sharon & Norman LaRusch - loss of loved one
Teresa Scofield - loss of loved one

WakeMed Cary Hospital

Susan Streeter - loss of loved one

In Memory of Our Volunteers

We express our deepest sympathy to Theresa Scofield, the loving owner of Tank Scofield who departed this life in January, 2019. Tank was a Bouvier des Flandres and he began his service at WakeMed Raleigh in 2012. He also added WakeMed North to his visits in 2017. Tank and Theresa contributed over 300 hours. We will miss Tank greatly as he will always be in our hearts.

Also, we express our deepest sympathy to Sharon and Norman LaRusch, the loving owners of Luther LaRusch who passed away on March 18. Luther was a Giant Schnauzer and began his service at WakeMed Raleigh in 2011. Luther and Sharon contributed over 600 hours. We will miss Luther greatly as he will always be in our hearts.

Sewing Contributions / Donations

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, adds a dimension of care and comfort that is second to none.

WakeMed Raleigh Campus

Cary Senior Center
 Deb Pederson
 Heart2Heart Ministry
 Isiah Gaspar
 Jan Lattimer
 Janet Jennings
 Jessica Glendenning
 Kate Davison
 Lorik Wellborn
 Merrilyn Allen
 Mildred Chavis
 Nazarene Church
 North Raleigh Country Club Stitchers
 Palar Mack
 Patricia Edwards
 Pearl Fowler
 Project Linus
 The Comfort Project
 Threads of Love

Generosity
 changes everything



WakeMed Cary Hospital

Andee Lane
 Ann Foster Group
 Anne Erteschile
 Carolina Preserve Yarn Spinners
 Cary Blanketeers
 Cindy Larsen
 Colonial Baptist
 Comfort Circle United Methodist Church
 Cornerstone Presbyterian Church
 Debbie Wood
 Garner Senior Center
 Hindu Society of North Carolina Seniors
 Joye Wise
 Kraft YMCA Sewing
 Linda Zazzeri
 Marilyn Knittel
 Marilyn Mitchell
 On The Mend Garner Senior Center
 Rose Byrd
 Sondra Winters
 Susan Tapp
 Windsor Point

Donations
 are GREATLY
 appreciated!

Please help us keep your groups current. If there has been a change in membership of your particular group, please inform your respective offices.

Calendar of Events

WakeMed Raleigh Campus

Professional Shoe Sale

Thursday, June 13, 2019
Andrews Center, 7 am - 4 pm

1st Uniform

Thursday, August 1, 2019
Andrews Center, 7 am - 4 pm

WakeMed Cary Hospital

Professional Shoe Sale

Wednesday, June 12, 2019
Conference Center, 7 am - 4 pm

1st Uniform

Thursday, August 29, 2019
Conference Center, 7 am - 4 pm

WakeMed North Hospital

1st Uniform

Wednesday, August 28, 2019
3rd Floor, 7 am - 4 pm



WakeMed Raleigh Campus Tour Dates

Tuesday, May 21, 2019
Volunteers Services, 1 pm

Tuesday, June 18, 2019
Volunteer Services, 1 pm

Tuesday, July 16, 2019
Volunteer Services, 1 pm

To register, please call 919-350-8293

WakeMed Cary Hospital Tour Dates

Thursday, May 23, 2019
Volunteer Services, 6 pm

Monday, June 10, 2019
Volunteer Services, 6 pm

Thursday, June 27, 2019
Volunteer Services, 10 am

Monday, July 8, 2019
Volunteer Services, 10 am

To register, please call 919-350-2363





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