



January—March 2021

This edition of the HeartBeat is dedicated to - Susan Alvey

Updates from the Director

Greetings WakeMed Volunteers,

I hope this edition of our newsletter finds you doing well and enjoying the Spring season. We are excited for the upcoming National Volunteer Week April 18-24 and have planned several ways to show our appreciation for your service. While we recognize that many of you have not been able to provide onsite services during the pandemic, we know how dedicated you are and look forward to welcoming you back as soon as it is safe to do so in each area of service. Please know that we appreciate you following safety guidelines that protect you and our community as we continue to move forward from the situation. This is always a special time of year for us; therefore, we have made the best of the situation and anticipate a token of our appreciation to be delivered to you both through the mail and electronically. There is a lot of great information in the rest of this newsletter and keep an eye out for further communications from us in the near future.

Sincerely,

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

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Quote of the Quarter

“Volunteers Do Not Necessarily Have The Time; They Just Have The Heart.”

~ Elizabeth Andrew

Happy National Volunteer Week!



During National Volunteer Week, April 18-24, 2021, WakeMed Health & Hospital celebrates the extraordinary service WakeMed

Volunteers provide to our patients, families, and staff. This is a time for us to say thank you to the 1,326 WakeMed volunteers. We are fortunate to have The Volunteers as part of our WakeMed family! Deepest thanks for helping us deliver our mission to improve the health and well-being of our community. We could not do it without you. Below is a small sample of the accomplishments we had this past year!

- 145,814 hours served; 137 departments supported
- \$54,516 raised through fundraising efforts
- 3,639 Hospitality Pet visits to patients
- 19,158 community sewers items received. (masks, blankets/quilts, baby caps, huggables and more)



Join The Volunteer Boards



Request for Nominations to Join the WakeMed Raleigh Campus or Cary Hospital Volunteer Board!

Many of you may not realize that you have a board of directors that represents you as a volunteer for WakeMed. The board serves to provide direction for monies we raise and foster the ways we serve the needs of WakeMed. We are requesting names for nominations of volunteers who may have an interest in joining and/or learning more about serving on the WakeMed Raleigh Campus or Cary Hospital Volunteer Board of Directors.

Do you have a desire to be more involved, a heart for leading, strong interpersonal and relationship building skills, and an interest in increasing your awareness of Volunteer Services and WakeMed initiatives?

If you answered yes to one or more of these questions, we encourage you to nominate yourself or the name(s) of another active volunteer for consideration. Nomination can be sent to Jackie Kennedy, Manager Volunteer Services at jkennedy@wakemed.org

The Raleigh President's Report



Greeting,

WakeMed is slowly ramping up volunteer scheduling, which is exciting to see. I know many of us have missed serving our community in our various roles at the Raleigh and North hospitals.

Volunteering at a community hospital is an enriching experience as we serve our neighbors in Raleigh and surrounding areas. Because of your role as a volunteer, you may be asked questions about how to get vaccinated for COVID-19. You can let them know about the following options:

- *WakeMed Vaccine Clinic* – WakeMed is offering the Pfizer Bio-N-Tech vaccine. A WakeMed MyChart account is needed to register for the vaccine, and your friends & family do not need to be a WakeMed patient to open one. They can visit mychart.wakemed.org to open an account and register for a vaccine as appointments become available.
- *Wake County Department of Health* – Registration to “get in line” for a vaccine is available at covid19.wakegov.com/vaccine or by phone at (919)250-1515.
- *Other Counties, Hospitals & Pharmacies* – visit websites of other counties, hospitals and pharmacies for vaccine appointment information.

In addition to the increased availability of vaccines, there is a special enrollment period that allows people to enroll in a health insurance program through the Health Insurance Marketplace through May 15, 2021. Please let your friends & family who need insurance know about this opportunity. They can visit healthcare.gov to find eligibility & enrollment information. WakeMed participates in these marketplace plans: Ambetter, Bright Health, Cigna.

Our recent fundraiser with Retail Concepts was an online sale with a variety of items available – including silly socks! Twenty percent of the proceeds from the sale benefit our volunteer organization here at the Raleigh hospital. We use these funds to fulfill grant requests like these, which have been approved since our last newsletter:

- *Perinatal Bereavement Cremation Assistance* – We provided \$3,000 in funds to assist bereaved families of infants.
- *Donor Milk Bridge to Breastfeeding* – A \$5000 grant was provided to the Mother's Milk Bank to provide bottle bundles for our uninsured and Medicaid neighbors at both the Raleigh Campus and North hospitals.

Our WakeMed Raleigh Volunteer Board meets on a monthly basis to discuss fundraising, grant requests and to learn about the various programs offered at WakeMed. If you are interested in becoming a Board member, please contact Jackie Kennedy, Manager Volunteer Services or Rosemary Driver, Chair of Nominating Committee for more information about the process.

If you're like me, you have “spring fever.” However, it is important for us to remember that the COVID-19 pandemic isn't over and we need to be diligent for a while longer. Take care of yourselves and your families and as always, follow the “Three W's” – wash your hands, wear a mask, and wait from each other 6 ft. apart.

Respectfully Submitted,

Ann S. Brown, Chair
WakeMed Raleigh Volunteer Board

The Cary President's Report



Greetings. It is great to see familiar faces as volunteers return to their placement areas. Additional individuals will be on-boarding over the next few months as defined by the Volunteer Phase Back Plan that returns volunteers to outpatient areas first followed by in-patient. The volunteer application portal is scheduled to open around June 1 to accept applications for new volunteers.

The opening of the new expansion floors is planned for April 20. There will be 40 new patient rooms on Floor 5 West. When the new unit is opened, repairs will be made on Floors 1 East and 2 East. After repairs are completed, these beds will be re-opened. When complete, Cary will have 208 licensed beds.

The volunteer board continues to meet with in-person and virtual options. The Events Committee is busy with initial planning for the return of Trunk or Treat on October 29 with a rain date of October 30. The board asks that you save the date, consider hosting a trunk, or signing up to help the night of the event. The Threads Committee continues to communicate with our Community Volunteers that provide handmade items through calls, emails, and a newsletter. Groups and individuals continue to provide donations of numerous knitted, crocheted and sewn items. A Threads Pop-Up Sale is being planned for Wednesday, December 1. Selected items will be sold with all proceeds going to fund the purchase of yarn, fabric, stuffing, and other items for our contributors as needed. This will be an excellent opportunity to purchase some special, one-of-a-kind items so add that date to your calendar. The Nominations Committee will be soliciting nominations for potential FY22 board members and officers. The board positions will be one- or three-year terms that will begin in October 2021. If you know a volunteer that has strong leadership skills and wants to assume additional responsibilities, the committee would like to know. Be thinking about individuals and watching for the forms in a couple months.

We continue to host vendor sales in an online format. The 1st Uniform Sale was held in March. The Retail Concepts Sale was held April 12-18. Revenues from these sales support hospital needs. The Cary board in partnership with the Raleigh board voted at their March meeting to assist WakeMed Children's and Women's with a Donor Milk Bridge program to fill the gap between birth and nursing for our uninsured and Medicaid patients.

Thank you to the Volunteer Services staff for their continuing support! As you return to your placement areas, you will see a new and welcoming face in the office. We are thrilled to have Pennie Graham join the staff as our Volunteer Services Representative. She has already become a key part of our Threads initiative along with many other roles. If you need information about your placement area or need a new placement assigned, be sure to contact the office staff.

Thanks to all our wonderful volunteers both in-house and community, board members, and staff that have gone above and beyond to maintain programs.

Beth Turner, Chair

WakeMed Cary Volunteer Board

Volunteer Services Updates

A New Face In Cary

Volunteer Services at the Cary Hospital would like to introduce our new Volunteer Services Representative, Mrs. Pennie R. Graham. Pennie is married and has two grown daughters. Pennie joins us with a background in HR, Training and Development and Customer Service. Pennie enjoys working with people and is looking forward to working with our volunteers.



Welcome Pennie!



Thinking of you:

WakeMed Raleigh Campus

Fred Jamison

WakeMed Cary Hospital

Tony Scrimenti

Our Sympathies to:

WakeMed Cary Hospital

Dan Kamykowski
Jan Kretzschmar
Lisa Dove



In Memory of Our Volunteers

Susan Alvey started as a volunteer on December 8, 2004. During her 15 years of service she has contributed a total of 3,385 hours. She started in the Emergency Department serving in the front area from 2014 - 2016. She also volunteered in the Ronald McDonald Room from 2011-2015 and a Guest Ambassador from 2013 until her resignation in November 2020. In addition she also served as the Cary Volunteer Board President 2017-2018 and 2018 - 2019.

If you knew Susan and wish to make an online donation to Feed The Kids in her memory you can do so at <https://www.feedthekids519.org/>. Or, by check mailed to the Apex UMC, 100 S. Hughes Street, Apex, NC 27502.

Thank You COVID Clinic Volunteers

COVID Clinic—We have seen over 60,000 people at the Andrews Center vaccination clinic.

Manna Aoi
 Ethan Armour
 Lauren Barrett
 Karin Beaty
 Anthony Conner
 Denise Feighery
 Karen Gaine
 Hayley Giordano
 Tracy Marks
 Ally Mitchell
 Holly Newman
 Marilyn Pezzullo
 Taylor Pope
 Linda Rogers
 Shahryar Samir
 Kimberly Siler Rosado
 Tener Starling
 Binita Sura
 Debra Yorke



Here are just some of the wonderful things our community members have shared about their experience at WakeMed while receiving their COVID-19 vaccine:

“WakeMed employees, physicians and volunteers are all unique, talented and contribute so much to this community every day.” ~WakeMed Community Health



Hello,

I wanted to give a special shout out to one of your volunteers that was at Andrews Center this morning.

I took my mother to get her first dose of the Covid vaccine at 9:30am. While walking to the observation area with her, we were greeted by a volunteer that explained the observation process. I stayed behind in the lobby and watched everyone else come to the observation area. The volunteer that greeted folks was an older gentleman. He was so kind, cheerful and warm. I listened to him greet the folks that were walking towards him and he congratulated people on their second dose. I am sure he did not notice that I was watching or listening, but I appreciate him for being so nice. Each person that walked towards him was greeted in such a cheerful manner. My mother was nervous about this process and it was incredible to be around such nice people. His name is Anthony Conner and I would like to give him a huge kudos.

As you know, many people have experienced difficulty in being able to get their vaccine. My mother and father in law sat in a line for hours just to get near the front of the line to learn there are no more vaccines. I am fortunate enough to work for a WakeMed specialty practice and was able to assist my in laws, mother and husband to schedule at WakeMed to get their vaccine. We have been so impressed by the organization at Andrews Center. You all should be so proud for the work you are doing to help folks get vaccinated.

Kudos!
 Thank you!
 Ashley

Volunteer Spotlight

WakeMed Cary Hospital



Celebrating a BIG Milestone with a Serious Knitter:

Grace Adams of the Colonial Baptist group celebrated her ninetieth birthday in August 2020!!

Her mother taught her to knit when she was young. When she was in high school, she knitted scarves with her fellow classmates. After her marriage and first-born daughter, Grace wanted to knit a baby sweater. In 1951 the owner of the shop helped her select the yarn and a pattern. Two days a week Grace went to the shop to knit and get any help she needed. She only paid \$1.25 to have the sweater blocked and said, "it looked like it could have been in Macy's." She continued to knit sweaters for her two daughters - and even one for her husband! Then there was a period without knitting until she discovered that there was a volunteer ministry at her church, Colonial Baptist. She has knitted many baby blankets, shawls, lap robes since joining the group! She is a busy woman with all the cooking she does for the church. She is also one of a few volunteers that works in the church library to put contact paper on about twenty thousand books for added protection. Thanks for all you do for others!



WakeMed Raleigh Campus



Nancy Stokes began volunteering for WakeMed in 2016. Now that volunteers are able to return, Nancy is thrilled to be back in the Spiritual Care office and looks forward to visiting with patients.

Nancy chose WakeMed to volunteer after a conversation with a friend who had been volunteering and said it was such a meaningful experience. "WakeMed is welcoming, positive, and full of remarkable people." Nancy brings to our patients her compassionate listening skills, and she is accepting of what people say and gives them the opportunity to share whatever is important to them.

Nancy offers spiritual care in person, but now is also offering that care by phone to those who have experienced the death of a loved one at WakeMed. "I've had the privilege to sit at the bedside of a person near the end of life and offer words of comfort or sing quietly to them. It is an honor when I call family members now and they share dear stories of the person who died or share some of their feelings of grief."

Nancy brings her work ethic to WakeMed and believes "respect for people" is the WakeWay every-time behavior that best describes her. She believes all people matter and shows that in her words and actions. "I'm so grateful to WakeMed Spiritual Care for the opportunity to care deeply for people."

When Nancy is away from WakeMed, she spends time with her husband of nearly 40 years, and with her two daughters and son-in-law. She also volunteers at her church, and she enjoys gardening and being outside.

Thank you for all you do, Nancy, for our patients, families, and staff of WakeMed Health and Hospitals!!

Community Sewers Spotlight

WakeMed Cary Hospital

During the pandemic, WakeMed Cary Volunteers made handmade masks, mask extenders and headbands for WakeMed employees to wear off duty or, when approved, for in the hospital. In addition, Cary volunteers made masks for our community nursing homes and palliative care facilities. Our clinical and support staff would like to say....

Thank You



2,078 Handmade Masks Made
709 Extenders/Headbands Made

WakeMed Raleigh Campus



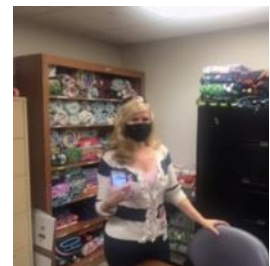
Help make the world a better place with small acts of kindness. The Comfort Project is a local program created to help children in the hospital find comfort.

www.thecomfortproject.org

The Comfort Project NC is a local organization founded by Noel Tucker from Morrisville, NC. Over the last three years, The Comfort Project has grown to provide approximately 350 stuffed animals and 150 children's books each month to comfort children at local hospitals. Noel also collects books, pajamas, high quality bubbles, kid-friendly DVDs, magic markers, new board games, coloring books, crayons, and more. ~Every volunteer is doing what they love, and we never know how each life is touched.



"It really is a pay it forward," Noel said. "I think it's teaching the children in our community that there is more than just them. That simple act of kindness can really change the world."
~Noel Tucker



Calendar of Events

Dillard's Pre-Shop/Pick Up Sale

(3 Individual Sales for Raleigh, Cary & North Hospitals).

Choose your hospital pre-shop date and visit the Dillard's in Raleigh's Triangle Town Center (5959 Triangle Town Blvd)

Pre-shop/pick up dates for each hospital listed below:

WakeMed Raleigh Campus

Dillard's Pre-Shop/Pick Up Sale

May 27th —June 2nd Pre-Shop Week
Pick up merchandise on June 4 at Raleigh Campus Andrews Center, 7 am - 4 pm

WakeMed Cary Hospital

Dillard's Pre-Shop/Pick Up Sale

May 25th—May 31st Pre-Shop Week
Pick up merchandise on June 2 at Cary Hospital Conference Center, 7 am - 4 pm

WakeMed North Hospital

Dillard's Pre-Shop/Pick Up Sale

June 2nd—June 8th Pre-Shop Week
Pick up merchandise on June 10th at North Hospital Conference Room, 7 am - 4 pm



Fundraisers

1st Uniform Sale 2/19/2021—3/1/2021

WakeMed Raleigh Campus

Contribution to Volunteers - \$2,752
Gross - \$22,704.01

WakeMed Cary Hospital

Contribution to Volunteers - \$883.32
Gross - \$7,051.45

The Volunteers hosted an online 1st Uniform Sale 2/19/2021 - 3/1/2021. Proceeds from the sale allow the Volunteer Boards to provide funding to support programs and services at WakeMed Health & Hospitals.

Announcement:

Healthworks Open For Volunteers!

Healthworks is now offering open gym hours for WakeMed volunteers and employees. Members will be able to utilize the Fitness Center Monday -Thursday from 5:00 am to 7:00 pm and Friday from 5:00 am to 6:00 pm. "Before 6:45 am and after 4:30 pm, employees and volunteers must use an employee entrance into the hospital and come through the main hallway to get into Health Park.

Membership can be setup via phone 919-350-6336 or in person during limited staff hours only (call for these hours). Our monthly rate is \$30 and includes exercising on your own and Group Exercise classes (modified schedule). Guest are still able pay by the visit or purchase a Fitness Pass for \$40 (includes 10 visits within a 6 month timeframe).

Call the front desk x06336 for more information.

WAKEMED
VOLUNTEER
SERVICES



TALK ABOUT
GRATEFUL

WakeMed 
Volunteer Services



Department of Volunteer Services
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Raleigh, NC 27610-4465