

# Heartbeat



October - December 2015

This edition of the  
HeartBeat is produced in  
memory of Evelyn Spivey

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## Updates from the Director

*Start by doing what's necessary;  
then do what's possible; and suddenly,  
you are doing the impossible.*

Francis of Assisi

We hope this newsletter finds you and yours well today. As we are approaching the holiday season, I want to say a special thank you to all of the WakeMed Volunteers, who give so generously of themselves throughout the year to help us on our journey to improve the health and well-being of our community. The time and talents that you share with us are truly amazing and so greatly appreciated. I hope you are able to take time to enjoy your friends and family during the upcoming holidays.

The Volunteers of WakeMed Cary Hospital recently held the 17<sup>th</sup> Annual Charity Golf Outing on October 19, 2015 at McGregor Downs Country Club. This event is a great example of the remarkable efforts of WakeMed volunteers and how you help us achieve our mission.

We enjoyed having over 60 golfers come out and participate in this year's event. Despite a slight chill in the air, the sun came out and enabled us to have a wonderful day on the golf course. The day's events included an 18 hole team event; as well as putting, hole-in-one, longest drive, and closest to the pin challenges. Lunches were provided by Jersey Mike's for golfers to enjoy while out on the course. The golf committee oversaw raffle drawings for prizes and winners were announced at the end of the event during dinner.

## Updates from the Director continued

This event requires significant effort throughout the year to plan and prepare. Our team of dedicated volunteers on the golf committee did a great job pulling it off in an organized manner. Special thanks to this year's co-chairs Jim Schultz and Al Port for their leadership of the event, as well as, the golf committee who worked to gain vital sponsorships, secure prizes for the winners and raffle, and provided assistance with all of the needs during the day of the event. This event would not be successful without the generous support of our sponsors. We gratefully appreciate each of our volunteers, participants, and sponsors as the funds raised from this event will help us improve the patient and family experience at WakeMed Cary Hospital.

### 2015 Sponsors:

- Double Eagle
  - Medline Industries
- Eagle
  - Overstreet Signs
  - The Volunteers of WakeMed Cary Hospital (Board of Directors)
    - Denise Galloway
    - Helen Chang-Tsui
    - Sue Busa
    - Bunny Thompson
    - Nancy Riefenhauser
    - Timothy Shoriak
    - Beth Turner
    - Susan Recorr
    - Diane Boyer
- Beverage Cart
  - Hendrick Toyota of Apex
  - Sterling Capital Management

- Birdie
  - Wake Emergency Physicians
  - Valic
  - Hendrick Cary Auto Mall
  - RR Donnelley
  - Jersey Mikes
  - Canteen Vending
- Tee Box
  - Owens & Minor
  - Daniel R. Turnbull
- Pin Flag
  - SBS Management
  - Wayne M. Beavers, DDS, PA
  - Cary Gastroenterology
  - CAI Background Checking
- Putting Green
  - Timothy Scott Barlow
  - New Age Dermatology
  - The Schultz Family
  - Tom Gough
  - Cary Cardiology

### AND THE **WINNERS** WERE.....

1st Place – Matthew Latham and Cici Wiggins  
 2nd Place – Tim Cox, Trey Hulse, Andy Hill, Dennis Garver  
 3rd Place – Chad Morgan, Dustin Rosa, Pete Manuckas, Bruce Bizub  
 4th Place – Dan Koenigshofer, Tom Cavendar, Rich Beale, Dwayne Tranbarger  
 5th Place – Chris Taylor, Scott Denhard, Jonathan Childress, Dennis Dunn

Closest to Pin – Matthew Latham  
 Longest Drive – Men – Matthew Latham  
 Longest Drive – Women – Deb Laughery  
 Putting Contest – Jim Palombaro

Sincerely,  
 Chris Gage, MBA, CAVS  
 Director, Volunteer Services & Retail Services  
 919-350-8005

# Updates from the Director continued

Photos of 17<sup>th</sup> Annual Charity Golf Outing on October 19, 2015 at McGregor Downs Country Club



## FY15 ANNUAL REPORT

Over the past year, The *Volunteers* 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

In Fiscal Year 2015 - 1,410 active volunteers worked more than 117,456.00 hours.

Adult Programs	54,516.75 hours
Junior Volunteers	8,976.00 hours
Sewing Individuals/groups –	53,963.25 hours

The 1,410 volunteers participating this year included:

Adult In-House	644
College Students	140
Junior Volunteers	223
Sewing Individual/groups	403

These volunteers represent the equivalent of an average of 57 full time employees each month.

There are a total of 182 volunteer placements supporting 136 departments across the hospital system. This number includes placements within Raleigh Campus, Cary Hospital, North Hospital but also at other WakeMed facilities, including WakeMed Apex Healthplex, WakeMed Brier Creek Healthplex, WakeMed Garner Healthplex, Clayton Medical Park, WakeMed Physician Practice offices at Fuquay-Varina and Garner, WakeMed Business Center, WakeMed Corporate Center and Rehabilitation Services at Kraft Family YMCA.

### Fundraising Activities

The *Volunteers* promote a number of special fundraising events and manage other sources of income. These activities produced a total of \$84,438 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 27, 2014 the 16<sup>th</sup> annual golf outing was held at MacGregor Downs Country Club with 62 golfers participating. A hardworking committee of volunteers raised over \$13,326 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 \$1,555 from October 2014 to mid-September 2015.

#### Vendor Sales

The *Volunteers* hosted 11 vendor sales (uniforms, jewelry, accessories and shoes) this past fiscal year and raised a total of \$44,041.

### Additional Revenue Sources

#### Infant Photo Contract

Working with Charlie's Angels, The *Volunteers* received \$13,898 from sales of baby photos to new parents and grandparents.

## FY15 ANNUAL REPORT continued

### Uniform On-Line Sales

Working with 1<sup>st</sup> Uniform, Inc., The *Volunteers* received \$7,144 from sales of uniforms to WakeMed employees thru online sales.

### WakeMed Gives

From the annual campaign The *Volunteers* received \$929 from employees to support Healthy Lifestyles and other programs.

### Special Projects and Donations

Funds from annual fundraising events, donations and other revenue sources allow the *Volunteers* to support a number of important initiatives across the hospital system. Efforts for FY 2015 included:

Baby Packet Supplies: *The Volunteers at WakeMed Raleigh Campus* provided \$2,462 for the purchase of onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give new moms with immediate needs some newborn gifts/supplies at discharge.

Children Activity Packets: *The Volunteers at WakeMed Cary Hospital* provided \$2,513 to create children diversionary activity packets for children who are in the hospital for extended periods of time visiting, waiting in the waiting rooms or with parents and family.

Congestive Heart Failure (CHF) Scales: *The Volunteers at WakeMed Raleigh* provided \$924 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.

Huggables/Memory Quilts/Hats: The *Volunteers* provided \$3,215 towards the purchasing of supplies to support the efforts of sewing individuals/groups to make handmade huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, preemie booties, preemie caps, baby gowns, bereavement blankets and more to be distributed to patients and families. These gifts are distributed via the Friendly Face Cart, volunteers and by staff to patients.

Healthy Lifestyles - Cardiac Rehab Scholarships: The *Volunteers* provided \$4,570 in scholarships funds 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.

Magazine Subscriptions: *The Volunteers at WakeMed Raleigh Campus* provided \$264 for subscriptions of Spanish and African American magazines to be shared with patients. The magazines are distributed via the Friendly Face Cart, volunteers and by staff to patients.

Parents Time Together: The *Volunteers* provided \$1,747 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.

## FY15 ANNUAL REPORT continued

Reach Out and Read (ROR): *The Volunteers at WakeMed Raleigh Campus* provided \$2,479 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 Physician Practice Pediatric Clinic. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

Special Infant Care Clinic: *The Volunteers at WakeMed Raleigh Campus* provided \$708 for the purchase of infant car seats, supplies, transportation vouchers and medication for infants and their families when no other monetary resource is available.

Spinal Cord Injury Program: *The Volunteers at WakeMed Raleigh Campus* provided \$1,342 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.

Tea for the Soul: *The Volunteers at WakeMed Cary Hospital* provided \$230 for Spiritual Care Services to offer refreshments in a quiet, calming locations for all caregivers to take a break.

WakeMed Foundation (Society of 1961): A membership donation in support of the *Society of 1961*. *The Volunteers at WakeMed Cary Hospital* contributed \$2,500.

WakeMed Foundation: *The Volunteers at WakeMed Cary Hospital* made their final payment of \$5,575 towards their \$31,000 pledge to the WakeMed Cary Hospital restricted fund. This pledge supports future initiatives for expansion, programs or services at WakeMed Cary Hospital. *The Volunteers at WakeMed Raleigh Campus* contributed \$10,000 towards their \$30,000 pledge to the renovation of the Labor & Deliver rooms at WakeMed Raleigh Campus.

### Other Funding Support:

#### *WakeMed Cary Hospital*

- Magnet Conference (sent 2 staff nurses) \$3,408
- Help Program \$ 498
- Professional Membership Dues for Volunteer Staff \$ 220

#### *WakeMed Raleigh Campus*

- 4E Pediatrics Child Life \$3,388
- Children's Emergency Department Child Life \$2,542
- Endoscopy Department Child Life \$1,961
- Surgical Services Child Life \$1,161
- Energize Program \$1,927
- Professional Membership Dues for Volunteer Staff \$ 235

### Community Outreach

Hospitality Pets Program: The pet visitation program is thriving at WakeMed Health & Hospital. This year 36 teams averaged 389 visits a month for a grand total of 4,665 visits to patients. More than 73,025 visits have been made since the program started in 2000.

Health Career Pathfinders: *The Volunteers at WakeMed Raleigh Campus* and *The Volunteers at WakeMed Cary Hospital* each sponsored a career exploration group that is open to individuals 14-20 years of age. Raleigh Campus had 26 participants and Cary Hospital had 37 participants. All 63 of our future healthcare providers enjoyed speaker presentations and tours of WakeMed.

Huggables/Hats/Quilts: This year our Sewing volunteers contributed 59,963.25 hours to complete baby hats, huggables and many other handmade items. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year.



## Volunteer Services Updates

Veterans Day - November 11, 2015

We would like to recognize and honor our WakeMed volunteers who have proudly served or are serving in the United States Military.

Your selfless service for our country is admired and much appreciated

### WakeMed Raleigh Campus

John Agurs – U.S. Air Force  
 Tyrone Allen – U.S. Navy  
 William Bell – U.S. Air Force  
 Budd Coggins – U.S. Navy  
 Reid Craft – U.S. Air Force  
 Cynthia Cruell – U.S. Army  
 James Davis – U.S. Army  
 Paul Fausneucht – U.S. Army  
 Robert Gelinas – U.S. Air Force  
 Bert Gilliam – U.S. Army  
 ED Goetz – U.S. Army  
 Philip Greco – U.S. Marine Corps  
 Bruce Hamilton – U.S. Marine Corps  
 Frank Johnson – U.S. National Guard  
 George Kolar – U.S. Air Force  
 Susan Legatowicz – U.S. Air Force  
 Holly McCoy – U.S. Army  
 Bill Miller – U.S. Army  
 Jesse Murphy – U.S. Army  
 Roy Pettyjohn – U.S. Air Force  
 Robert Pollard – U.S. Air Force  
 Kathy Tucker – U.S. Navy  
 Bob Wertis – U.S. Army  
 Josiah Whitehead – U.S. Army

### WakeMed Cary Hospital

Bill Ayars – U.S. Navy  
 Ronald Bostick – U.S. National Guard  
 DeSharn Bunch – U.S. Navy  
 Budd Coggins – U.S. Navy  
 Dave Davenport – U.S. Marine Corps  
 Joe Esmond – U.S. National Guard  
 Prentice Faircloth – U.S. Air Force  
 Robert Gelinas – U.S. Air Force  
 John Grau – U.S. Army  
 David Greybill – U.S. Army  
 Bert Gilliam – U.S. Army  
 Larry Hemmings – U.S. Navy  
 Sol Holcher – U.S. Army  
 Bob McAllister – U.S. Air Force  
 Bill Park – U.S. Army  
 Ernie Parker – U.S. National Guard  
 Calvin Parks – U.S. Army & Air Force  
 Al Port – U.S. Army  
 William Pugliese – U.S. Marine Corps  
 Bob Rafferty – U.S. Navy  
 Jim Ryals – U.S. Air Force  
 Mike Schuler – U.S. Navy  
 Drew Smith – U.S. Air Force  
 Thomas Trochum – U.S. Army  
 Carolyn Wiggins – U.S. Navy



## Volunteer Services Updates continued

### WOW! What a Volunteer

Kudos to WakeMed Raleigh Campus volunteer Bernice Parker, Children's Emergency Department for being recognized for delivering unsurpassed service!

*"I would like to acknowledge Bernice our volunteer. She is always going above and beyond for our department and our staff. She not only keeps our nutrition stocked and cleans rooms before any of us can even get to them; but she notices when we haven't had time to stock rooms and does it without us knowing. She is AWESOME!! and we are very lucky to have her!"* Thank you,

Kim Barnard  
Nurse Tech



We would like to thank the Page Family for their donation of stuff animals to children while they are patients. Aura's daughter, Jesse also wanted to raise money to help cancer patients with medical expenses. Presently, her family and friends have raised \$8,000 by growing their hair only to receive a haircut for the donations. Aura was so proud of her children that she allowed each child to color their hair differently: Aura-purple; Caleb-white; Micah-gold; Jesse-orange; and Leah-green.

### Thank You!

Susan Recorr, Gift Shop volunteer, through her employer Bank of America donated \$500 to The Volunteers at WakeMed Cary Hospital in recognition of her support and contributions.



Gale Yanes, Guest Ambassador volunteer, through her employer AgCarolina Farm Credit donated \$500 to The Volunteers at WakeMed Raleigh Campus in recognition of her support and contributions.

*Gayle Dworkin, Hospitality Services Representative and Guest Ambassador Site Supervisor for volunteers, accepted the \$500.00 donation from Gale Yanes.*



## Volunteer Services Updates continued

Dear Raleigh HPP Team,

We received a lovely thank you note from the family of a patient who received several pet visits during her stay. While each of you may not have had the opportunity to visit her, we know that you have a similar impact on the patients and families you do visit. I have typed out the card for your viewing pleasure. Please read this and be encouraged - you are making a difference! Thank you for sharing your sweet pets with us! We are grateful for each of you and how you enhance the WakeMed patient and family experience.

*“Thank you so much for the special visits from your furry friends. Our Mom, Joyce Peoples, was a recent patient and looked forward to these visits. I think as a family we look forward to them also. This is a wonderful outreach program at WakeMed. Please continue to do your good work...it matters.*

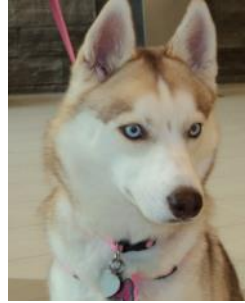
*Sincerely, The Peoples Family”*

Best,  
Natalie

Harley  
Owner, Marti Brookie

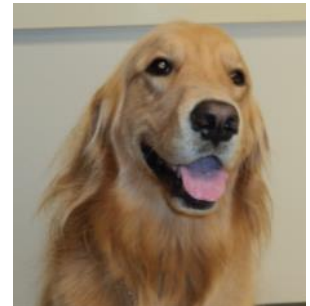


Rin  
Owner, Lynn Rasmussen



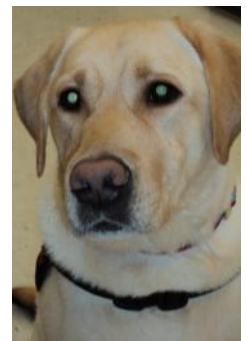
Daphne  
Owner, Michael Taylor

Sadie  
Owner, John Langhum



Petey  
Owner, Sandy Heeter

Mufasa  
Owner, Chad Flowers



Rudy  
Owner, Clarisse Holmes

## WakeMed Updates

Update

October 2, 2015

### Denise Warren Named Executive VP & COO

We are pleased to announce that Denise Wilder Warren will join WakeMed as executive vice president and chief operating officer on October 19. Warren comes to WakeMed from Capella Healthcare, Inc., a Nashville, Tenn., based company that provides clinical, operational and financial leadership to community hospitals nationwide. For the past 10 years, she has served as Capella's chief financial officer, responsible for a wide range of strategic, financial and operational functions. She was promoted to executive vice president in 2014, having served as senior vice president for eight years.

A native of Johnston County, N.C., Warren brings more than 25 years of diverse operational and financial leadership experience. She began her career with Ernst & Young in Raleigh and then worked for a series of financial firms and investment banks before transitioning into health care in 2005. Since then, she has worked closely with hospitals throughout the United States, providing strategic support and leadership.

"We are excited to bring someone with Denise's depth and leadership experience to our team. Her background and skills will round out the exceptional leadership team we have here at WakeMed," comments Donald Gintzig, president and CEO. "Please join me in welcoming Denise back home to the Raleigh area."

As executive vice president and chief operating officer for WakeMed, Warren will be responsible for the overall performance of all WakeMed enterprises (i.e. WakeMed Raleigh Campus, WakeMed Cary Hospital, WakeMed North, WakeMed Physician Practices/Ambulatory facilities) with particular emphasis on planning and operational performance in support of our 10 aspirational goals.

"I have had the privilege of working with hospitals throughout the country and it was immediately clear to me that WakeMed is a unique organization with an incredible legacy. I am excited about the opportunity to work with employees and physicians to continue serving the Wake County community," commented Warren. "On a more personal level, I was born at the former WakeMed hospital in Zebulon so it is exciting for me to 'come home' to WakeMed."

Warren holds a master's degree in business administration from Harvard Business School in Boston as well as a bachelor's degree in economics from Southern Methodist University in Dallas. She is an active member of several community organizations including the American Heart Association and the Tennessee Hospital Association. She is married and has a teenage daughter.



## WakeMed Updates continued

Update

October 27, 2015

### **Charles Harr, MD Named Raleigh Campus Executive Medical Director**

We are pleased to announce that Charles (Chuck) D. Harr, MD, will join WakeMed in January 2016 as the executive medical director at WakeMed Raleigh Campus. Dr. Harr will be the dyad partner for Vicki Block, senior vice president & administrator, Raleigh Campus.

As dyad partners, Block and Dr. Harr will be responsible for the strategic performance, operations and growth of the Raleigh Campus enterprise. Working closely with our Chief Physician Executive John Piatkowski, MD (interim); and Chief Quality Officer West Paul, MD, PhD; Dr. Harr will also serve as the leader for medical affairs for the enterprise. In addition, Dr. Harr will also continue serving as a practicing surgeon, bringing more than 25 years of experience performing state-of-the-art cardiac, thoracic and vascular surgical procedures with a special focus on minimally invasive and robotic-assisted thoracic surgical approaches.

“On behalf of the Raleigh Campus team, I want to extend a warm WakeMed welcome to Dr. Harr. I look forward to working with him as we engage our physician partners and staff in developing a strategic operations plan for our enterprise to continue meeting the growing needs of our community,” said Vicki Block.

An experienced cardiovascular and thoracic surgeon, Dr. Harr joins us from Charlotte, where he has worked since 1991 with both Carolinas Medical Center Mercy and Novant Health Presbyterian, holding a number of leadership roles. A retired Rear Admiral in the U.S. Navy, Dr. Harr has served on the staffs of the Surgeon General of the Navy and Commandant of the Marine Corps as The Medical Officer of the Marine Corps.

“I am pleased to welcome Dr. Harr to WakeMed. His level of leadership experience, clinical expertise, and fit with our mission and culture set him apart from the many qualified candidates we interviewed. Bringing him on board brings us one step closer to completing the dyad partnership structure across the system,” commented Donald Gintzig, president and CEO.

Dr. Harr attended medical school at the Wake Forest School of Medicine and holds a bachelor's degree in science from East Tennessee State University in Johnson City, Tenn. He is currently pursuing a master's in business administration at Wake Forest University. Dr. Harr is involved in numerous professional medical associations and is currently the president-elect of the Wake Forest University Board of Medical Advisors.



## The President's Spotlight – Raleigh Campus



As the summer closes and we are enjoying the fall colors, it is easy to reflect on how thankful to be. Memories of summer trips, laughter with family and friends and the anticipation of the coming holidays can bring a smile and a warm feeling inside. As members of the WakeMed family, we have much to be thankful for as well. I want to take a moment to thank the board for their service and those who have stepped up to serve as officers for the coming year. From left,

President – Sharon LaRusch; Vice President – Rosemary Driver; Treasurer – Steven Yee; and Secretary– Denise Feighery.



In addition, a BIG Thank You to **YOU!** This past year we volunteered almost 118,000 hours! That would be impossible without the hearts of those who volunteer their time and talents. What an incredible testament to how valuable you are. You will be the one to bring a smile and warm feeling to someone you haven't even met yet!

Our fiscal year 2016 budget has been discussed and approved. We enter this next fiscal year thankful for the new friends we will make, the opportunities to serve and the memories we will make. Planning for the Annual Volunteer Appreciation luncheon is underway and the board and I look forward to that fellowship.

Let's make this year the best year yet!

Respectfully Submitted,  
Sharon LaRusch

## The President's Spotlight – Cary Hospital



Hello all. As your current WakeMed Cary Volunteer Board President, I would like to let you know a little about myself. I am a married father of three sons and I live in Fuquay-Varina. I have been a WakeMed Cary volunteer since the fall of 2006. I tell people I do this job to keep me out of trouble; but in truth, I really enjoy volunteering and interacting with patients, families, visitors, employees and other volunteers.

Fall is here and pretending it is winter. Both seasons play host to a big family oriented holiday. With Thanksgiving just past, and Christmas arriving soon, I hope you are able to enjoy time with your family and friends.

The 17<sup>th</sup> Annual Charity Golf Outing was held on October 19<sup>th</sup> at McGregor Downs Country Club. Although the event did not have the success of previous years, all attendees enjoyed themselves on the crisp fall day in support of the many initiatives that the Volunteer Board funds. The golf event contributed \$9,700 to our treasury this year.

Mr. Tom Gough, Senior Vice President and Administrator, Cary Hospital, presented at the November volunteer board meeting. He outlined how he hopes to work both with the board, as well as, come to the board for financial assistance with line items not able to be approved within the budget otherwise. We anticipate a wonderful working relationship to meet the needs of our patients and families.

Ms. Jeanne Martin, Senior Vice President, Human Resources also presented at the November meeting, providing an overview of the Wake Way 2 Excellence program which will soon be presented to all employees and volunteers.

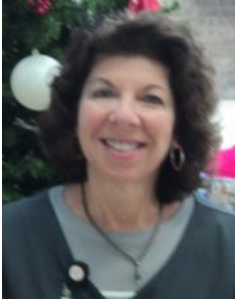
In closing, I would like to wish all volunteers' happy and safe holidays and look forward to working with you in the coming year.



Respectfully Submitted,  
Joe Esmond



## Volunteer Spotlight WakeMed Raleigh Campus ~ Anita Boonen



A native of New Jersey, I relocated to Cary in August 1989 to be closer to my sister. In 2007, I made the move to Raleigh. Most of my career has been in the pharmaceutical industry as an administrative assistant for upper management. I live with my wonderful partner George. George and I have been together for nine years, along with our very spoiled, but much loved cat, Buddy.

WakeMed is nearby and volunteering gives me an opportunity to give back to my community. In addition, volunteering helped me make the transition from full-time employment to retirement. I realized I wanted to spend my days doing something that was both rewarding and meaningful. As a WakeMed volunteer, I deliver mail to the patients. It's very satisfying to see the patient's spirits lift as I hand them cards and notes. It is really heartwarming to see their smiles.

Additionally, I volunteer at the Governor Morehead School for the Blind in Raleigh. I help the teachers prepare materials for their daily lessons with the children they work with. For example, I might put together a short-story book with felt letters, animals, or other figures.

In my spare time I enjoy reading, working crossword puzzles, painting, gardening, walking trails, dancing, trying new restaurants, traveling and getting together with my friends.

## Volunteer Spotlight WakeMed Cary Hospital ~ Tandra Burson



My name is Tandra Burson and I'm originally from Liberty, Missouri. I am a retired elementary teacher. Larry, my husband, and I will celebrate 31 years together this month. Our family consists of yours, mine, and ours. Our son, Garrett, is in the United States Navy. Garrett and his wife, Spencer, have three children and live in Virginia Beach, Virginia. I absolutely adore my grandkids!

In 2005 I had open heart surgery at WakeMed Raleigh. My nurse for that early morning surgery was nothing short of a true guardian angel. She inspired me to become a volunteer and work with patients, because I know from experience a smile, a kind word, or a touch of a hand can make all the difference.

Several volunteers including myself were chosen to start the Patient Relations Ambassador program. I am still enthused to be in this program. I want to be that someone with a smile or kind word to help a patient. I enjoy training volunteers because I will always be a teacher and feel that I learn from others as well.

Wishing everyone a wealth of blessings for the holidays!





## Guest Ambassador

Guest Ambassadors are recognized by customers at the WakeMed Raleigh Campus through comment cards. Congratulations to the following volunteers for their outstanding services:

Kyra Best – “Kyra is super happy and was glad to help me.”

Kyra Best – “I liked her because she was so nice and a beautiful attitude!”

Dymond Lawrence – “Dymond was so helpful to stop and get my dinner from the café!”

Dymond Lawrence – “Thanks for being so meticulous and attentive in handling myself and my mobility needs.”

Desiree Ofodile – “Desiree was nice company and was super nice.”

Jeelan Rahhal – “Jeelan was very nice and very helpful.”

Ireny Sharkawy – “Great job with a wound care person on Friday 10/15, 3:30pm. Wound Care was locked and she stayed with the patient and family while a staff member helped resolve the issue.”



**CONGRATS to all GA's who were mentioned . . . !!!**

**. a job well done!**

## Exit Comments

Sumera Ansari – Office Support, Physician Practices. “Volunteering at WakeMed was a wonderful experience.”

Sonyi Arafat – Guest Ambassador. “It was an honor for me to volunteer at WakeMed. Wonderful coworkers. It was a great opportunity for me.”

McKenzie Botts – Cardiovascular Intensive Care Unit. “I loved it!”

Therese Chando – Guest Ambassador. “I loved meeting the other volunteers, they made it a great experience.”

Sandhya Joshi – “It was a pleasure working and volunteering at WakeMed. I will love to volunteer if my schedule allows me.”

Alexandra Kim – Ronald McDonald Family Room. “I really enjoyed volunteering at WakeMed. The stuff is nice. Everything is well planned and organized.”

Seif Seif – Guest Ambassador. “I loved it! I gained meaningful experience and it was a very engaging process in terms of social communication aspects.”

Anna Shelton – Patient Registration Desk. “I enjoyed my time and the people at WakeMed. Thank you so much for the opportunity to volunteer.”

Ebenezer Shyngle – AED, CED & Patient Relations. “By volunteering in Patient Relations, CED and AED, my understanding and the appreciation of healthcare has been dramatically enhanced. Because of my experience here at WakeMed. I shall continue to volunteer in my new location. “

Theresa Velez – Guest Ambassador. “A great place to volunteer. A great staff!”

## Our Thoughts . . .

### In Memory of Our Volunteers

We express our deepest sympathy to the families of our recently passed volunteers. Those of us who had the privilege of knowing these individuals will greatly miss their presence. Thank you for sharing your loved ones with us.

Our condolences to the family and friends of Evelyn Spivey. Evelyn was a community volunteer for the Garner Senior Center for over 7 years. During her time with us, Evelyn served 700 plus hours towards handcrafting a variety of items to be shared with our patients and their families. We appreciate her time, caring, and support.

### Our Sympathies to:

#### WakeMed Cary Hospital

Bethel Bullock – loss of family member  
James & Rosa Davis – loss of family member  
Keshia Gates – loss of family member  
Anne Joyner – loss of a family member  
Zee Smith – loss of family member

### Thinking of you

#### WakeMed Raleigh Campus

James Davis  
Yvonne DeWald  
Patricia Hobbs  
Jessica Verdonik

#### WakeMed Cary Hospital

Audrey Addo  
Darrel Anderson  
Maria Avendano  
Sissy Bianchi  
Brigitte Binda  
Vivian Collins  
Kay Cummings  
Rhetta Davis  
Joe Esmond  
Bob Gelinas  
Judith Klotz  
Snickers Lang  
Lynn Lewis  
Brenda Stutts



If you would like for us to add your special remembrance, anniversary, births, etc., please call your Volunteer Services department.

WakeMed Raleigh Campus  
919-350-8293

WakeMed Cary Hospital  
919-350-2363

## Donations

### WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at Raleigh Campus & Cary Hospital offer magazines, 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 would be greatly appreciated.

#### Criteria:

- 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.

Donations can be delivered to Volunteer Services during regular business hours  
Monday - Friday, 8 am – 4:30 pm.

Thank you to Melanie Johnson and the 4H for their donation of 18 craft kits for our Pediatric patients.



Thank you to Sharon Barrow and the Wee Stitch Creations for their donation of 11 travel packs for children.



Thank you to Cory Lockamy (young lady holding crayons), her family and the efforts from Intentional Love Baptist Church in Fuquay-Varina for their donation of crayons, pencils, coloring books and stickers.



Thank you to Mehan Pettet and the Moms-to-Moms group for their donation of 25 goody bags for new mothers whose babies are in the NICU.



Thank you to Corinna Miller and United Health Care for their donation of 15 knapsacks for our Pediatric patients.

## 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 care and comfort that is second to none.

### WakeMed Raleigh Campus

All Crafts 4 Charity  
 Betty Whitley  
 Debra Lambert  
 Donna White  
 Dottie Vester  
 Gail Rasdorf  
 Heart 2 Heart  
 Lynn Kauffman  
 Merrilyn Allen  
 NRCC Stitchers  
 Project Linus  
 Sue Ridsdale  
 Terry Simmons  
 Threads of Love



### WakeMed Cary Hospital

Ann Foster Group  
 Barbara Williams  
 Carolina Piecemakers  
 Carolina Preserve Yarn Spinners  
 Cheryl Thompson  
 Cindy Larsen  
 Deanna Babyak  
 Elegant Stitchers  
 Garner Senior Center  
 Georgia Rothschild  
 Grace Adans  
 Holly Springs Newcomers  
 Jerralie Peterson  
 Kalpana Nath  
 Madeline Hamady  
 Marilyn Mitchell  
 Pam Ayars  
 Sue DeKeyser  
 Susan Recorr  
 Vivian Collins  
 Winter's Group

## Calendar of Events

### WakeMed Raleigh Campus

#### Volunteer Board Meetings

Tuesday, January 12, 2016  
Conference Dining Room, 10 am - 12 pm

Tuesday, February 9, 2016  
Conference Dining Room, 10 am - 12 pm

Tuesday, March 8, 2016  
Conference Dining Room, 10 am - 12 pm

#### 1st Uniform Sale

Thursday, February 4, 2016  
Andrew Center, 7 am - 4 pm

Volunteer help is needed  
Please call 919-350-8066 to sign up.

#### WakeMed Raleigh Campus Tour Dates

Tuesday, January 12, 2016  
Volunteer Services, 1 pm

Tuesday, February 19, 2016  
Volunteer Services, 1 pm

Tuesday, March 8, 2016  
Volunteer Services, 1 pm

Tuesday, April 12, 2016  
Volunteer Services, 1 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

#### Volunteer Board Meetings

Wednesday, January 27, 2016  
Conference Center 10 am - 12 pm

Wednesday, March 23, 2016  
Conference Center 10 am - 12 pm

Wednesday, April 27, 2016  
Volunteer Services Office 10 am - 12 pm

#### 1st Uniform Sale

Tuesday, February 2, 2016  
Conference Center, 7 am - 4 pm

Volunteer help is needed  
Please call 919-350-8066 to sign up.

#### WakeMed Cary Hospital Tour Dates

Monday, January 11, 2016  
Volunteer Services 10 am

Thursday, January 21, 2016  
Volunteer Services 6 pm

Thursday, February 11, 2016  
Volunteer Services 6 pm

Monday, February 22, 2016  
Volunteer Services 10 am

Monday, March 7, 2016  
Volunteer Services 10 am

Thursday, March 17, 2016  
Volunteer Services 6 pm

To register, please call 919-350-2363

## Placement Opportunities

### WakeMed Raleigh Campus

#### **Patient Registration Desk**

Seeking adult/college volunteers who are able to serve regularly one day a week for one of the following shifts:

Monday 8 am - 11 am or 2 pm - 5 pm

Wednesday 8 am - 11 am

Friday 8 am - 11 am or 2 pm - 5pm

Patient Registration Desk volunteers assist visitors with locating their patient. Volunteers successful in this position interact well with others, are able to easily learn new computer skills, remember username and password information, and provide a cheerful greeting to all who come through our door.

#### **Volunteer Tour Guide**

Thursday evening

1 night per month

6 pm - 7:30 pm

We are currently recruiting one volunteer who is available one Thursday evening per month to conduct hospital tours when we have interested volunteers. Adult/college volunteers who have served or are currently serving as Guest Ambassadors have a great foundation to be successful in this position.

#### **Ronald McDonald Family Room**

Open 7 days a week from 8 am - 8 pm

Ronald McDonald Family Room volunteers greet parents and families of our smallest patients who are looking for a place of respite. The room offers free washer/dryer, drinks, food, internet access, and a place to step away from the chaos. Volunteers lovingly convey the room's guidelines and assist the families as needed.

### WakeMed Cary Hospital

#### **Gift Shop**

Mondays 6 pm - 8 pm

Thursdays 4 pm - 6 pm

Volunteers assisting with the Gift Shop primarily assist customers with the checking out process. In addition, volunteers also put out new merchandise and light cleaning.

#### **Cardio Rehab/Kraft YMCA in Apex**

Tuesdays 6:15 am - 8:15 am

For the early bird who is interested in assisting mentors and cardiac rehabilitation participants. Volunteers set up exercise equipment for rehabilitation classes, greet patients, assist with wayfinding, and data entry.

#### **Guest Ambassador**

Wednesdays 9 am - 1 pm

Wednesdays 12 pm - 3 pm

Fridays 8 am - 12 pm

Volunteers provide customer service by acting as greeter and way finder at the main entrance, and providing basic wheelchair transport as needed







# Happy Birthday!

## WakeMed Volunteers

### Raleigh Campus

#### October

Donna Lamm, 10/1  
 Cailley Michaud, 10/1  
 Yvonne DeWald, 10/2  
 Robert Itotia, 10/2  
 Kalee Albert, 10/3  
 Traci Jewell, 10/5  
 Emily Cox, 10/6  
 Vijaya Nithianandarajah, 10/6  
 Tanga Radford, 10/6  
 Kenneth Shorsher, 10/7  
 Diana Villanueva, 10/7  
 Linda Cuthrell, 10/8  
 Angela Luddy, 10/8  
 Lina Assan, 10/11  
 Joan Melroy, 10/11  
 Lynda Prediger, 10/11  
 Chelsy Zavala, 10/11  
 Norma Ward, 10/13  
 Anke Chignell, 10/16  
 Kristin Ng, 10/16  
 Rosa Davis, 10/17  
 Rosemarie Rose, 10/17  
 Sharlene Frazier, 10/18  
 Sandra Schmitt, 10/18  
 Amy Fair, 10/19  
 Zachary Laurer, 10/19  
 Elaine Plummer, 10/19  
 Lois Brush, 10/23  
 Maggie Gill, 10/23  
 Marion Greaux, 10/23  
 George Kolar, 10/23  
 Marlen Leyva Jimenez, 10/26  
 Ricardo Martinez, 10/26  
 Debra Pedersen, 10/26  
 David Williams, 10/26  
 Kristin Yanes, 10/26  
 Bridget Collins, 10/27  
 Rachel Mahr, 10/27  
 Ellen Kissiah, 10/28  
 Norma Meath, 10/30  
 Cheryl Pettyjohn, 10/30  
 Elizibeth Noles, 10/31  
 Nancy Mietz, 10/11  
 Douglas Peck, 10/21

#### November

Christine Bohmerwald, 11/1  
 Marie Brid, 11/1  
 John Leahy, 11/1  
 Alexis Galang, 11/2  
 Lydia Jobe, 11/2  
 Carol Bailey, 11/3  
 Delta Prince, 11/3  
 Marge Hoffmann, 11/4  
 Tracey Carlin, 11/6  
 Leslie Sniegowski, 11/6  
 Linda Bonin, 11/7  
 Gianna Catania, 11/7  
 Ramesh Fofaria, 11/7  
 Tamika Leverette-McCall, 11/8  
 Clara Gay, 11/9  
 Elaine Hoffman, 11/9  
 Althea Page, 11/10  
 Jakeb Phillips, 11/10  
 Kiyaniah Tilghman, 11/10  
 Reneta Mitchell-Smith, 11/11  
 Rose Altintop, 11/12  
 Alean Graves, 11/12  
 Karen Jensen, 11/12  
 Janet Wahlmeier, 11/12  
 John Rivers, 11/13  
 Cynthia Cruell, 11/14  
 Gail Robbins, 11/14  
 Kathy Tucker, 11/14  
 Molly Grant, 11/15  
 Tara Meadows, 11/15  
 Tiffany Kay, 11/16  
 April Sansevieri, 11/17  
 Katrina Akins, 11/20  
 Teresa Scofield, 11/20  
 Christopher Smith, 11/21  
 Nathan Baker, 11/22  
 Lisa Watkins, 11/22  
 Douglas Blake, 11/24  
 Brittany Hardy, 11/25  
 Juanita Lesley, 11/25  
 Barbara Yu, 11/25  
 Ricole Jenkins, 11/27  
 Ishani Kapoor, 11/27  
 Donna King, 11/27  
 Gail Owen, 11/27  
 Debbie Willmschen, 11/28  
 Holly McCoy, 11/30

#### December

Anita Boonen, 12/1  
 Leslie Espinoza, 12/1  
 Munawar Sultana, 12/1  
 Mary Day, 12/3  
 Kobla Mususu, 12/3  
 Bilal Sheikh, 12/4  
 Janet Campbell, 12/6  
 Mara Comas, 12/8  
 Cory Harrison, 12/9  
 Madeline Desrosiers, 12/12  
 Annie Poe, 12/12  
 Patrice Dunn, 12/13  
 Dorothy Oakman, 12/13  
 Barbara Sigmon, 12/13  
 Pamela Stelmack, 12/13  
 Diana Bell-Smith, 12/15  
 Monica Campos, 12/17  
 Stephanie Moyles, 12/17  
 Minerva Clarke, 12/18  
 Ly Nguyen, 12/18  
 Seunghee Jang, 12/19  
 Sharon LaRusch, 12/20  
 Nicola Thomas, 12/20  
 Olubunmi Doherty, 12/21  
 Genevieve Layman, 12/21  
 Charles Perlette, 12/21  
 Ashley Trexler, 12/21  
 Martha Thornton, 12/22  
 Rieva Bowers, 12/24  
 Catherine Tapp, 12/24  
 Whitley Morrison, 12/25  
 Lashunda Steed, 12/27  
 Dolores Alonso, 12/28  
 Ashley Hanes Penrod, 12/28  
 Ada Menser, 12/28  
 Janelle Brown, 12/29  
 Kayla Fuller, 12/29  
 Tiffany Long, 12/29  
 Carina Reyes Serrano, 12/29  
 Donna Norwood, 12/30





# Happy Birthday!

## WakeMed Volunteers

### Cary Hospital

#### October

Vishrut Luhadia, 10/1  
 Jackie Cicora, 10/4  
 Kay Cummings, 10/5  
 Annetjie de Waal, 10/5  
 Yvonne Tucker, 10/6  
 Priscilla Smith, 10/7  
 Kenneth Shorsher, 10/7  
 Brenda Rand-Crumel, 10/9  
 Tracie Sanders (Mcdowell), 10/10  
 Maanasa Thyagarajan, 10/11  
 William Eberbach, 10/11  
 Donna Mullen, 10/13  
 Chad Pressley, 10/13  
 Ellen Onofrio, 10/13  
 Brenda Flood, 10/13  
 Christena Pitsikoulis, 10/14  
 Alexis Abraham, 10/15  
 Ruth Taresco, 10/17  
 Ernest Parker, 10/18  
 Amy Fair, 10/19  
 Phyllis Womble, 10/19  
 Alfred Joseph, 10/20  
 Sue Busa, 10/20  
 Patricia Hajian, 10/20  
 Alfred Port, 10/21  
 Natalie Kandinata, 10/26  
 Ann Foster, 10/26  
 Chun-Hong Ho, 10/27  
 Donald Patty, 10/29  
 Gwendolyn Echavez, 10/31

#### November

Vidya Kumar, 11/1  
 Chin-Jang Lin, 11/1  
 Terri Mattran, 11/1  
 Suma Dunham, 11/2  
 Michaela Peppers, 11/4  
 Michele Sund, 11/6  
 Iryna Sukhadolskaya, 11/7  
 Barbara Hood, 11/8  
 Mary Cobb, 11/9  
 Robert Hutzler, 11/10  
 Brenda Stutts, 11/11  
 Judy Smith, 11/11  
 Donicia Brown, 11/12  
 Edward Gunter, 11/12  
 Lauren Lebeau, 11/12  
 Barbara Holbrook, 11/12  
 Julie Cochran, 11/12  
 Benjamin Atkinson, 11/12  
 Karel Standish, 11/13  
 Marj Wordell, 11/14  
 Namisha Goel, 11/19  
 Elizabeth Kruszewski, 11/19  
 Carol Milld, 11/20  
 Christopher Mazzara, 11/21  
 Oluchi Okafor, 11/22  
 Kathy Moreschi, 11/22  
 Joan Woodrick, 11/23  
 Jarred Lobo, 11/23  
 Joyce Coats, 11/24  
 Constance Bell, 11/25  
 Maureen Sanner, 11/25  
 Siobhan Cuffe, 11/27  
 Barbara Harrington, 11/28  
 Patricia Keeley, 11/28  
 Jane Lands, 11/29  
 Judith Smith, 11/29  
 Dianne Slaughter, 11/30  
 Cindy Larsen, 11/30

#### December

Julia Glass, 12/2  
 Hazel Slocumb, 12/3  
 Denise Galloway, 12/4  
 Judy Moore, 12/4  
 Mavis Almeida, 12/5  
 Joan Bonti, 12/5  
 Nola Boezeman, 12/6  
 Rachel Delange, 12/6  
 Sheila Rudin, 12/10  
 Syed Ali, 12/11  
 Pavani Katamreddy, 12/11  
 Julee Beebe, 12/12  
 Sandra Venson, 12/13  
 Brandon Luong, 12/14  
 JoAnn Bethel, 12/14  
 Marilyn Knittel, 12/15  
 Sol Hochler, 12/19  
 Anameeka Singh, 12/19  
 Cindy Wiseman, 12/22  
 William Helton, 12/22  
 Megha Ganatra, 12/23  
 Diane Mccann, 12/23  
 Mary Dell'Angelo, 12/24  
 Tina Goodwin, 12/24  
 Nancye Slagle, 12/24  
 Dee Keene, 12/24  
 Mary Burrus, 12/26  
 William Pugliese, 12/26  
 Shivani Patel, 12/27  
 Josephine Correia, 12/27  
 Carolyn Wiggins, 12/28  
 Barbara Mineiro, 12/29  
 Mary Jo Cercy, 12/29  
 Sharon Watson, 12/29  
 Mary Szymkowski, 12/29  
 Nancy Riefenhauser, 12/31  
 Marion Erwin, 12/31  
 Thomas McFadden, 12/31  
 Naga Nunna, 12/31  
 Rohan Prabhu, 12/31



## Welcome New Volunteers

### Raleigh Campus

Sarah Abdallah  
 Asiyah Ahmad  
 Gabriela Almaguer  
 Dolores Alonso  
 Tina Brady  
 Ann Brown  
 Davide Bruno  
 Matthew Crittenden  
 Jesus Cruz  
 Emilia Dacanay  
 Dolores Darby  
 Kathy Diemer  
 Omana Divakaran  
 Patrice Dunn  
 Thomas Fair  
 Taylor Ferguson  
 Drew Fleming  
 Michael Foley  
 Yussef Guerrab  
 Nadeen Hamdan  
 Gale Hartline  
 Tara Herrschaft  
 Latoya Hudley  
 Johnsie Jefferys  
 Shannon Johnson  
 Zaid Jones  
 Mackenzie Lamb  
 Thomas Lankster  
 Bernardo Linares Gutierrez  
 Tam Mataka  
 Reneta Mitchell-Smith  
 Matthew Moss  
 Iman Najafie  
 Divakaran Omana  
 Felicitas Papasin  
 Kimberly Paris  
 Valerie Perry  
 Audrey Pope  
 Davis Ranson  
 Harith Ratnahan  
 George Rhyne  
 Hayden Slater  
 Christopher Smith  
 Angela Tall  
 Calef Taylor  
 Patricia Taylor  
 Hayley Thornton  
 Martha Thornton

Maui Thornton  
 Ashley Trexler  
 Estrella Ventura  
 Felix Vivongsy  
 Janet Wahlmeier  
 Kiki Wahlmeier  
 Evelyn Washington  
 Tammy Watts  
 Ebony Williamston  
 Ruth Yeh  
 Kaila Young

### Cary Hospital

Aida Al-Akhdar  
 Auda Bartsch  
 Donicia Brown  
 Bethel Bullock  
 Huriyyah Chaudhry  
 Jackie Cicora  
 Margaret Crutchfield  
 Rachel Delange  
 Gwendolyn Echavez  
 Christina Gay  
 Deric Gentry  
 Namisha Goel  
 Annie Holloway  
 Kayleigh Jernigan  
 Pavani Katamreddy  
 Rachel Keeter  
 Vivien Koronet  
 Helga Krug  
 Sara Lafontaine  
 Robert Lukaszewski  
 Brandon Luong  
 Erin Nortonen  
 Anna Paschall  
 Christena Pitsikoulis  
 Anna Polokow  
 Wei Qi  
 Sakhi Ray  
 Deborah Saelens  
 Tracie Sanders  
 Alesandra Seal  
 Jameela Shafiullahkhan  
 Seema Singh  
 Dayalal Vacchani  
 Linda Ward  
 Joan Zamojoin



## WE NEED YOUR EMAIL ADDRESS!

### Email Update Form:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Email Address

### PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!

Mail to: WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610  
Or  
WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Road, Cary, NC 27518

## KEEP MAILING ME THE HEARTBEAT!

Complete the form below & return to your Volunteer Services department

### I prefer to continue to receive the HeartBeat by US Mail

\_\_\_\_\_  
Name

Mail to: WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610  
Or  
WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Road, Cary, NC 27518

## 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 & events. Recognition of the *Blossoms for Life* donors, memorials & honoraria are on display in the Cary Hospital Conference Center. All gifts received by *Blossoms for Life* are used to fund programs & services throughout the hospital. If you are interested in making a contribution, please complete the form below & return to the Volunteer Services department at Cary Hospital.

### BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

\_\_\_\_\_  
Donor Name

\_\_\_\_\_  
Address

AMOUNT OF DONATION: \_\_\_\_\_ In Memory/Honor of: \_\_\_\_\_

Acknowledgment to be sent to: \_\_\_\_\_  
Name Address

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

Mail to: The Volunteers at WakeMed Cary Hospital, 1900 Kildaire Farm Road, Cary, NC 27518

**All contributions are tax deductible to the fullest extent that the law allows.**



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