



September 2011



## Stay Well and Stay Safe

**This edition of the HeartBeat  
is produced in memory of:  
  
Fred Duthie**

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Recently all WakeMed volunteers received notice that WakeMed is implementing a new policy requiring volunteer screening for immunization compliance, a requirement of The Joint Commission and of Occupational Safety and Health Association. This is a best practice for healthcare provider organizations as complex as hospitals are today. The immunization policy has previously been in place for employees and physicians.

No later than September 30, 2011 all employee and volunteer staff must provide written documentation from a physician regarding having had

- **Measles/Mumps/Rubella (MMR):** 2 MMR vaccines, or positive titer for Measles, Mumps, Rubella
- **Diphtheria/Tetanus or Tdap** - recommended within past 10 years; Tdap is required for assignments in Women & Children's or the Emergency Departments
- **Chickenpox (Varicella):** Positive titer or 2 vaccines  
OR an official copy of immunization records for the diseases listed below,  
OR Health Department records regarding information associated with having had the diseases listed below,  
OR previous serology records to provide proof of information about having had the diseases listed below.

You also have received information about the **2011 flu shot opportunities** that are being offered to all WakeMed staff. Again this year everyone is encouraged to take the flu shot to decrease likelihood of contracting the flu this season and to significantly minimize the impact should you get the flu. Below are a few facts about the flu -

- The flu is a contagious respiratory illness caused by influenza viruses.
- It can cause mild to severe illness, and at times can lead to hospitalization and death.
- Flu viruses are spread from person to person in droplets of coughs and sneezes. Influenza viruses may also be spread when a person touches respiratory droplets on another person or an object and then touches their own mouth or nose (or someone else's mouth or nose) before washing their hands.
- Most healthy adults may be able to infect others beginning 1 day **before** symptoms develop and up to 5-7 days **after** becoming sick. Children may pass the virus for longer than seven days.
- The flu shot cannot cause flu illness!
- The influenza virus contained in a flu shot is killed during the manufacturing process.
- People may have been exposed to the flu or other virus prior to receiving the vaccine, which may result in them becoming ill shortly after receiving the vaccine.
- It takes about 2 weeks to build up your body's immunity after vaccination.
- The flu shot will not prevent the flu in 100% of people. If you do get it, your symptoms won't be as severe and you are much less likely to die from it if you are vaccinated.
- Flu viruses change each year, so it is important to get vaccinated annually

It is critically important that we protect our patients and all staff from any disease that could potentially be introduced into the healthcare environment by non-immunized staff, physicians and volunteers. Be in touch with your Volunteer Services department or with Occupational Health and Safety department with any questions that you might have about these important requirements!

# The President's Corner

## WakeMed Raleigh Campus



Fall is fast approaching which signals the end of WakeMed and Volunteer Services fiscal year 2011. This is a time to look at what we have accomplished, how efficient and effective we were and did we stay true to our mission. It is also a time to look forward and plan our activities, our expenses and revenue for the next year. The Volunteer board of directors are currently working on fiscal year 2012 expense and revenue budget and reviewing all areas/events that we fund to maximize effectiveness of volunteer efforts and use of funds. A year-end report will follow in our next newsletter.

A reminder of Volunteer Services Mission Statement:

The Volunteers at WakeMed Raleigh Campus are dedicated to providing support for the care of patients at WakeMed Raleigh Campus through community awareness, active volunteer involvement within WakeMed Health and Hospitals and fund-raising as the system meets the need for safe, quality health care programs and services for citizens served by WakeMed Health and Hospitals.

Don't forget to call 1-877-746-8609 to make an appointment for you and your family to have portraits made by a professional photographer from Charlie's Angels. The event will be hosted by The Volunteers at WakeMed Raleigh Campus in Conference Dining, Rooms 1—4 on the Raleigh Campus located at 3000 New Bern Avenue. Bring your family and a smile.

**The dates and time are:**

**October 21<sup>st</sup> - 4pm - 7pm**

**October 23<sup>rd</sup> - 8am - 7pm**

**October 24<sup>th</sup> - 8am - 7pm**

I know you have heard about hand hygiene from me often in our newsletters. But it is so important, it bears repeating. You hear about hand hygiene every day on the news on TV, the newspaper and here at WakeMed. It is so important because effective hand hygiene removes/kills microorganism (germs) on the hands. When performed correctly, hand hygiene is the single most effective way to prevent the spread of communicable diseases and infections. In health care, hand hygiene is used to eliminate microorganisms (germs) that have been picked up in contact with patients, contaminated equipment or the environment. Hand hygiene may be performed either by using soap and running water or with alcohol-based hand gels. Let others at WakeMed see you "doing it right". Have an effective hand washing routine, be consistent, set a good example and be an infection control ambassador.

Please contact the Volunteer Services office for any questions or concerns.

My second term as president of your board of directors is ending. My last article will be October, 2011. I am so proud to have served such an awesome group of people. I have learned what true love, caring and compassion is. I have seen selfless service and consistent positive patient/customer interaction. I is evident you are dedicated to WakeMed and Volunteer Services mission. You are an essential part of the WakeMed family. I salute you and thank you for all you have done and all that you will accomplish in the near future and in the long term.

*Sally Perdue*

President, Volunteer Board

# The President's Corner

## WakeMed Cary Hospital



As we gratefully welcome Fall and its relief from the oppressive summer heat, please remember the 13<sup>th</sup> WakeMed Cary Charity Golf Outing scheduled for October 17<sup>th</sup> at MacGregor Downs Country Club. The rain date is October 31. It is the major fund raiser for The Volunteers, helping us support many programs to directly benefit WakeMed, patients and staff. Participate in any way you can. Buy (and sell) raffle tickets, be a sponsor (options range from just \$25 on up), donate a raffle prize, play golf, and/or volunteer to work at the event. Many thanks to the committee for the work they have put in thus far to insure a successful day.

By the time you receive this message most of you who are hospital based will probably have complied with the new volunteer immunization requirements. This is a staff safety issue as well as an expectation of The Joint Commission. For those of you who have not yet complied, please refer to the notification sent by the volunteer staff late July. Speak to Bethany or Dee in the Volunteer Services office if you have questions.

August was a busy month for the volunteer board. We began our monthly meeting with an informative tour of the Cardiac Rehab Center at the Kraft YMCA. Karen Thompson, RN was an excellent guide. The program is impressive and must surely benefit our cardiac patients who are able to participate. Once we reconvened back at WakeMed Cary the slate of officers for the term October 2011 to September 2012 was approved. The officers to be installed in October are President Denise Galloway, Vice President Bunny Thompson, Secretary Shelby Credle and Treasurer Beth Turner.

The 2012 budget was also approved at the August meeting. The Volunteers will continue to support many programs already in place to benefit the WakeMed community. The Comfort Care Unit (nursing) is in place for those terminally ill patients who are unable to leave the hospital. Tea for the Soul, a program providing respite to nurses and staff on all units of the hospital, and a bereavement program are overseen by Spiritual Care Services. We will continue to support familiar programs such as the Rainbow Fund which provides medication at the time of discharge for those eligible patients who have no funding, and the enormously popular home sewing programs that provide huggables, memory quilts and baby caps for our patients. In addition we will maintain the garden at the WakeMed Fuquay-Varina Skilled Nursing Facility, and provide scholarships for Cardiac Rehab and for Magnet Nursing Conferences. This gives you a glimpse of the wide scope of assistance the volunteers provide to many – all as a result of successful uniform sales, golf outings, Blossoms for Life Campaign, linen sales and more!

Mark your calendars for two upcoming events: A \$5 jewelry sale by Masquerade on November 14 and the Infinite Electronics sale on December 7. You can support the events by coming to shop and also by volunteering to work an event.

### REMEMBER:

- the importance of hand hygiene, for patient and staff safety.
- the Blossoms campaign accepts donations throughout the year, perfect for birthday/special occasion and holiday gift giving.
- Volgistics is in place and, at least to me, is easy to use and very convenient. We just have to remember to **click "O.K."**

Please join me in congratulating Dee Thompson on the birth of her first grandchild, Malachi, who arrived in August. Dee is truly a friend to all volunteers, and particularly kind and helpful.



## WakeMed Raleigh Campus—Volunteer Spotlight ~Susan Mitchell~



I'm Susan Mitchell, the other half (the one holding the leash) of a Pet Hospitality team. We had been making therapy dog visits at other hospitals & senior facilities in the area before deciding to volunteer at WakeMed in 2004. Sarah, a rescued Nova Scotia Duck Tolling Retriever, began in 2004 and visited with patients, staff and visitors on the Rehab., Intensive Care, PICU, and Pediatrics Units. She was very sweet and intuitive; always seeming to know which patients or staff needed the most TLC and attention. Sarah knew no stranger and especially enjoyed visiting with the younger kids. She'd snuggle with patients that needed some extra comfort, she'd gently introduce herself to kids that were being treated for dog bites, or she'd serve as a distraction for kids and adults while nurses gave injections or checked vitals. Sarah always smiled and wagged her tail when greeting everyone and freely gave 'leaning hugs' to her favorites

among the staff. In Spring of 2009, Luke, a rescued Flat Coat Retriever, joined as a hospitality volunteer and visited in pediatrics on a different day from Sarah. With Sarah's sudden death in July of 2009, Luke took her Tuesday night shift and has been visiting since. In December 2010, Jack, a rescued Golden Retriever, began volunteering in pediatrics and now in various units. The 'boys' vie (first out the door) for Tuesday night visiting at the hospital. It's so rewarding to see the smiles and enjoyment on the faces of all we visit. The dogs really serve as stress relievers and bring a touch of 'home' to the hospital. Since I work full-time, Luke & Jack really look forward to their "Spa" visits at WakeMed - where they get all the attention and give back unconditional love - I'm just the chauffeur & leash holder.... Say 'Hi' whenever you see us coming down the hall.

Other places in the community where we volunteer is Hospice of Wake County, See Spot Read Program and visits to numerous senior resident facilities.

My hobbies include nature photography, gardening, biking, kayaking, walking/hiking and reading.



## WakeMed Cary Hospital—Volunteer Spotlight ~Susan Alvey~



Susan Alvey relocated from Cleveland Ohio to Cary in 1995 where she has worked as a real estate agent, been deeply involved with her family and grandchildren and devoted a large portion of her time to benefit her community through her involvement in multiple charitable activities. Besides volunteering at WakeMed, she is particularly involved with the White Plains Methodist Church Food Pantry which has provided meal bags for over 1,000 families this year and the Horse & Buddy program, a therapeutic riding program for challenged children.

"I became associated with WakeMed in October 2004 and have volunteered in the Emergency Department since that time. I work two afternoons a week as an ED Liaison (front desk) volunteer. While attending a refresher orientation class in 2007, I became interested in learning more about the workings of The Volunteers at WakeMed Cary Hospital board of directors. I attended a meeting and learned they were looking for someone to chair the annual

Charity Golf event. I knew nothing about golf, but thought it would be a challenge so I offered to help. With Al Port as my mentor, I have chaired the event for 5 years and helped the organization raise over \$76,000. Over the years I have had a great group of committee members/friends who work very hard to make this happen. This is a major fundraiser for The Volunteers and the monies generated go directly back to the hospital to support needed programs and services for our patients.

After that first year of serving on the volunteer board as an appointed member and committee chair, Susan was officially elected to the board by the membership in 2008. She is currently serving her second term. Ever the recruiter and leader Susan's enthusiasm for what she does continues to shine through as she concludes... "You can join in this fundraiser by offering a sponsorship, playing golf, or participating in the raffle."

Pretty good for someone that doesn't know a thing about golf don't you think?



# Announcements and Volunteer Connection

## Are You A Hand Hygiene Superhero?

PLEASE don't pause to think about it when entering a patient room or patient care area. Don't wonder - ?Am I going to touch anything? - **Just do it.** Gel in, gel out (or wash)! AND, prompt the staff including physicians around you to do the same. Let's all be "hand hygiene superheroes" for our patients!

## Rounding Up Wheelchairs on the Raleigh Campus

All employees and volunteers:

If you see a wheelchair in a parking deck, parking lot or on the grounds, PLEASE return it to one of the following places:

**Patient Registration:**

E Tower Ground Floor, E Tower First Floor, Children's Emergency Department, Adult Emergency Department or the Heart Center lobby.

## The Volunteer Connection

The Volunteers at WakeMed Raleigh Campus and Cary Hospital sponsored a volunteer information booth at ECPI Technical College, for the Health Careers Information Fair and at Meredith College. Marie Johnson, Manager, Volunteer/Community Services, Raleigh Campus, hosted the information booth at ECPI, and Gayle Dworkin, Hospitality Representative, assisted with the booth at Meredith College. Information was shared with students regarding volunteer opportunities available to these future health care providers.

Dear Marie,

Thank you so much for the opportunity to volunteer at WakeMed this summer! I really enjoyed working with the hospital staff (especially everyone in volunteer services) and getting to meet patients. I plan on following your advice and volunteering at the local hospital during the semester. Hopefully they have people that are as easy to work for as WakeMed! Thanks again and I hope you have a great year!

Edward Poyo

P.S. Send my regards to Kim and Jackie!

## Exit Comments

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

### Raleigh Campus

**Cindy Hodge:** Intensive Care: Neuro: "Thank you for allowing me the opportunity to participate in the volunteer program. I met some very nice people and came away having had a rewarding experience. I would welcome the opportunity to return should my schedule permit."

**Wendy Dixon:** Patient Relations and Emergency Department: "I loved volunteering here. It was a great experience and I am saddened to leave due to scheduling conflict. You guys are great!"

**Monica Fernandez:** 3E "People on 3 East: charge nurse, nurse techs, staff were very kind and were generous enough to let me watch and tech me things that I will use later in my career."

**John Walsh:** Patient Relations: "WakeMed is a great place to volunteer. It builds people skills and open eyes to things not seen every day. Plus, Marie Johnson is awesome!"

**Diana Maier:** Children's ED: "Staff was excellent."

**Chad Logan:** 5A and Emergency Department: "I enjoyed my experience with WakeMed and have gained skills I will retain throughout my life."

**Shane Hedlund:** Patient Financial Services: "Thanks to everyone in the Volunteer Department for giving me the excellent opportunity and training"

**Katie Ulcickas:** WakeMed Clayton Rehab: "I am very grateful to be given this opportunity. Volunteering at the rehab office is what led me to pursue physical therapy in college at UNCW. Everyone in the office welcomed me with open arms and made me feel like family. I was glad I can be there to help them out and I hope I can come back in the summer time and continue to volunteer in that office."

**Janice Haywood:** Children's ED: "I couldn't have asked for a better experience. I loved the staff, patients, and even the other volunteers. I will be back!"

### Cary Hospital

**Debbie Barfield:** ICU: "I enjoyed volunteering in the ICU department. Everyone was very nice. I am glad I could be of assistance to them. Thank you for allowing me to volunteer for such a wonderful organization!"

(Cary Hospital continued)

**Diana Callender:** Tea Cozies: "My experience at WakeMed was rewarding and inspiring. The social interaction with the new mothers helped to lift my spirits during my challenging economic difficulties. ... I look forward to another opportunity to serve my community."

**Carol Giamario:** Day Surgery: "I felt very supported by WakeMed staff. Staff was always making sure I was satisfied and comfortable in my volunteer role."

**Gwendolyn Gore:** Women's Pavilion and Birthplace: "I enjoyed my experience as a volunteer at WakeMed Cary and if my schedule permits I will sign up at my local hospital."

**Lori Greenstein:** Women's Pavilion and Birthplace: "I enjoyed my experience. I am impressed with all that Dee and Bethany do for the volunteers."

**Nikki Hadley:** Emergency Department: "Sometimes near the end of the shift there wasn't anything for me to do. Staff was very helpful and welcoming."

**Carla Hankins:** Emergency Department: "I really don't want to give this up. I just don't have the time now with my new work schedule. Which I guess is a good thing. I enjoyed working with everyone and hope to come back in the future."

**Tyler Johnston:** Inpatient Physical Therapy: "Stacy Crudden has been a great person to follow. She was extremely nice and very informative about the injuries. I really enjoyed learning about physical therapy through Stacey. Also, other physical therapy staff was very friendly. I enjoyed this volunteer experience thoroughly."

**Kelsey Lewis:** Observation Unit: "I feel like I was able to gain a better understanding of the medical field and hospital setting by volunteering."

**Stephanie Lovett:** 3 West Medical/Surgical: "I enjoyed volunteering and meeting patients and employees at WakeMed. If my employment status becomes more stable, I would love to come back and volunteer again. Thank you for the opportunity to be a part of my local community and WakeMed."

**Katherine Reak:** Emergency Department: "Thanks so much for a good experience J."

**Taylor Sikes:** 2 East Medicine: "All of the staff are friendly and easy to work with. I really enjoyed my time here. Thanks for having me!"

**Krishan Sivaraj:** Emergency Department: "I have greatly enjoyed my time at WakeMed Cary and will forever appreciate the opportunity you guys in Volunteer Services provided me. Thank you so much."

## VOLUNTEERS ON THE MOVE

**Amishi Desai** is a rising senior at W.G Enloe High School where she is an active member of Science Olympiad, Key Club, Orchestra, and the VP of National Honor Society.

For almost 2 years she has been involved with Girl Scouts Troop #1437. In order to achieve the highest award possible for a Girl Scout Gold Award, she chose to do her project through Volunteer Services and WakeMed's Pediatric Clinic with the Reach Out and Read program to promote childhood literacy.

After her project was approved through the council, she was able to collect almost 500 books (for children of 6months-5 years of age) single-handedly from friends, family and throughout her neighborhood by placing paper bags and fliers out and collecting them a few days later.

In order to provide an interactive aspect to her project, she read to children in the clinic and many of the children learned from the books and asked for her to read more. The children who did not understand English, she read to them in Spanish. In addition to reading and collecting books she also sewed a few fabric bags and duct tape bags for the children to take home.

Quote from Amishi – “I would like to say that by doing this project I have gained a sense of different perspective of what life brings. It would be lovely if this project could be carried on by other teen volunteers to continue advocating literacy within the hospital, and around the community. The smiles on the children’s faces always brightened my day”!

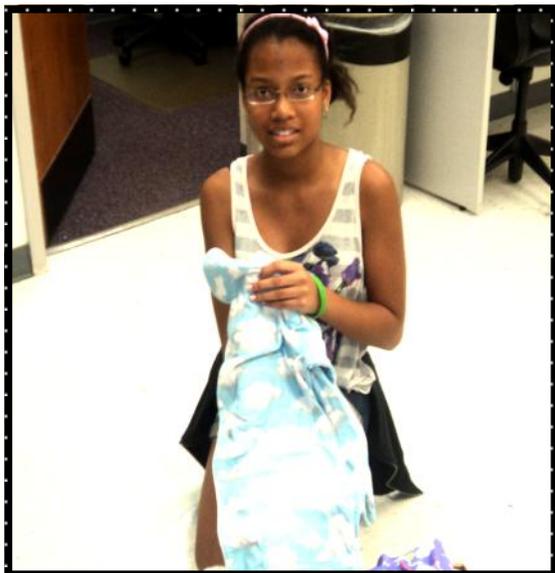
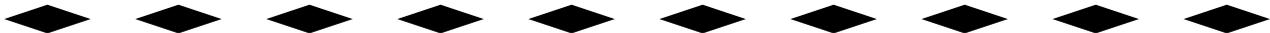


# DONATIONS



A HUGE thank you to the Parks and Recreation Teen Corps Camp for their donation of Build a Bear stuffed bears.

Teen Corps Camp, which is a camp for 14-17 year olds, donated the bears for a community service project. The bears were distributed to our pediatric patients and their families.



## Shelsey Hall

Loads of appreciation to Shelsey Hall for baby pajama's and clothing items that she and her mother Shayna donated to our Pediatrics departments. Those items were shared with our smallest patients and their families.

## Sewing Contributions

The efforts of our talented sewing volunteers benefit WakeMed Health & Hospitals by providing us with beautiful handmade items made especially for our patients – young, old, big and small. These gifts, made with such love and attention to detail, add a dimension of comfort and care that is second to none.

Many thanks to the individuals in our community that sew independently and deliver their treasures each month; to the individuals who sew and also participate in our in-house volunteer programs and to the sewing groups who meet on a regular basis.

### WakeMed Raleigh Campus

Cary Senior Center  
Chatty Yarns  
From Ewe to You  
Happy Hearts of Heritage  
Heart-2-Heart Pillow Ministries  
Hidden Lake Patchwork  
Needles Club of Heritage  
Project Linus  
Sunshine Seniors  
Threads of Love  
Wake Forest Quilting Friends

*Countless individual sewers  
not associated with sewing groups*

### WakeMed Cary Hospital

Carolina Preserve Yarn Spinners  
Carolina Preserve Piecemakers  
Colonial Baptist  
Fuquay Varina Presbyterian Church  
Garner Senior Center  
Spring Arbor Assistant Living  
Windsor Point

*Countless individual sewers not  
associated with sewing groups*

## Donations Needed for Volunteer Services — WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at Raleigh Campus and Cary Hospital offer magazines, comfort items, word puzzles, books and other select reading material to our patients. Donations of gently used or new magazines, novels (romance, mystery, westerns) and word puzzle books will be greatly appreciated.

### Criteria:

- **Magazines** – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- **Books** – Paperbacks are preferred. They must be clean and odor free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

**There is an urgent need at the Raleigh Campus for Spanish, African American, and men's magazines. There also is a need for crayons (large or small) and coloring pencils.**

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



# *Welcome New Volunteers*

## *Welcome New Volunteers*

### **WakeMed Raleigh Campus**

Johanna Alarco  
 Sheryl Bennett  
 Kristin Boyd  
 Linda Buchanan  
 Tanya Burnette  
 Laura Carlson  
 Shawn Carroll  
 Toby Christopherson  
 Joan Clarke  
 Stephen Cobb  
 Chris Daughtery  
 Katrina Fahie  
 Kevin Faverau  
 Susan Fortmuller  
 Linda Grimes  
 Olivia Hargrove  
 Demetria Harvey  
 Olivia Holden  
 Ayesha Holloman  
 Lucas Hunter  
 Salma Ibrahim  
 Emily Kamuabo  
 Heather Kashner  
 Hartzell Killen  
 Rebecca Kretchman  
 Christopher Lyerly

Charles Lyerly  
 Caitlin McKenna  
 Sarah McVay  
 Joseph Miller  
 Andrew Nuzum  
 Brooke Perrigo  
 Douglas Perry  
 Cheryl Pettyjohn  
 Donna Pulliam  
 Katie Reaves  
 Tracee Roberson  
 Kara Schneider  
 Marisa Sturza  
 Kelly Wade  
 Latrice Washington  
 Julie Whitfield

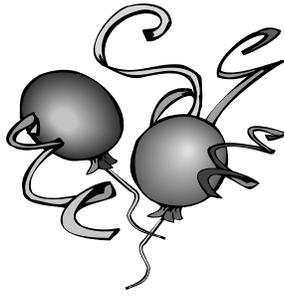
### **WakeMed Cary Hospital**

Matthew Austin  
 Jennifer Battaglia  
 Frances Benton  
 Linda Byard  
 Alice Cheng  
 Ajith Chethikattu  
 Bharti Desai  
 Luther Faircloth

Bryan Fink  
 Cindy Gross  
 Melanie Haddock  
 Elaine Hall  
 Patricia Hensley  
 Linda Hobgood  
 Abby Keller  
 Katherine Keller  
 Filza Khan  
 Judith Klotz  
 Kathleen Kragnes  
 Shashi Laroia  
 Breanne Long  
 Michael Mannion  
 Connie McClymonds  
 Dorothea Morefield  
 Nihar Paranjpe  
 Becki Pawlak  
 Emily Riefenhauser  
 Tana Taylor  
 Lorraine Thompson  
 Nadia Toma  
 Mandrel Tucker  
 Ashley Van Wormer  
 Briana Wang  
 Gertrud Wren  
 Jack Xia

### **In Memory**

Frederick William Duthie, 83, died August 15, 2011. Fred volunteered at WakeMed Cary Hospital from 1993 until 2006. Over the years he contributed 4,808 hours of service and volunteered his time and talents in a variety of areas including, but not limited to Patient Escort, Information Desk and Day Surgery. In addition, he participated in fundraising efforts and in partnership with the department of Spiritual Care championed a music program that helped soothe patients and enhance their stay. Fred also led the volunteer organization by serving as Vice President and Treasurer on The Volunteers at WakeMed Cary Hospital board of directors. Fred was loved by many and will be missed by all.



# Happy Birthday!

## WakeMed Raleigh Campus

### October

Mary Beth P. Alova 29  
 Leslie H. Badgett 4  
 Lois Brush 23  
 Ashley E. Chapman 13  
 Miriam F. Cook 4  
 Janice L. Cruse 25  
 Linda Cuthrell 8  
 Susan J. Fortmuller 28  
 Sharlene Frazier 18  
 Shirley J. Harkness 23  
 Robert K. Itotia 2  
 Luisa Jimenez 23  
 Jonathan M. Kay 18  
 Janet C. Kelleher 23  
 Elantra S. Kennedy 21  
 Ellen Kissiah 28  
 Donna Lamm 1  
 Kendall R. Liner 14  
 Caroline McClintock 21  
 Norma Meath 31  
 Joan Melroy 11  
 Elizabeth Noles 31  
 Cheryl A. Pettyjohn 30  
 Lynda L. Prediger 11  
 Kaitlin V. Robinson 15  
 Dorothy C. Ross 30  
 Eleanor J. Scharnagle 30  
 Jonathan Skowronski 1  
 Strickland Zella 19  
 Marisa L. Sturza 19  
 Donna M. Surber 20  
 Jonathan T. Tucker 6  
 Tonya J. Upchurch 23  
 Jo Ann Vaughn 18  
 Elizabeth Wakeford 19  
 Amelia M. White 4  
 Amy B. Wolfe 27  
 Gertrud Wren 27  
 Zenobia M. Yinger 28

### November

Hannah E. Aldrich 16  
 Nancy B. Bates 17  
 Mabel P. Bolivar 26  
 Jenna S. Boyd 13  
 Susan Bownstein 3  
 Willimena Campbell 14  
 Toby Christopherson 17  
 Mary Di-Francisco 17  
 Peggy Eberhart 24  
 Ramash G. Fofaria 7  
 Emma R. Friberg 8  
 Cynthia K. Gentilni 20  
 Molly Grant 15  
 Vincent A. Hall 27  
 Amanda L. Hammer 28  
 Rhodia Hawkins 11  
 Vera Heybroek 20  
 Evelyn N. Hinton 21  
 Elaine Hoffman 9  
 Lindsey Hurd 23  
 Salma M. Ibrahim 8  
 Thomas Jackson 1  
 Emily B. Kamuabo 17  
 Alex S. Karas 19  
 Robert L. Keely 30  
 Donna King 27  
 Susan M. King 9  
 Vanessa C. Klein 22  
 Mame Lemine 6  
 Juanita F. Lesley 25  
 Betty N. Lockleair 22  
 Anne Lunde 23  
 Tenisha D. McClain 15  
 Amanda McCutchin 6  
 Kendahl L. McIntyre 3  
 Vincinta R. Moody 3  
 Gail M. Owen 27  
 Althea Z. Page 10  
 Brooke N. Perrigo 20  
 Attealia Porter 30  
 Delta F. Prince 3  
 Annet R. Rajan 15  
 Janet A. Rajan 15  
 Mary Reardon 25

Tamara R. Richert 12  
 Virginia J. Sennet 16  
 Chase Shain 20  
 Gina M. Swiers 6  
 Shirley M. Taylor 27  
 Helen Tommola 13  
 Debbie Willmschen 28  
 Barbara Yu 25

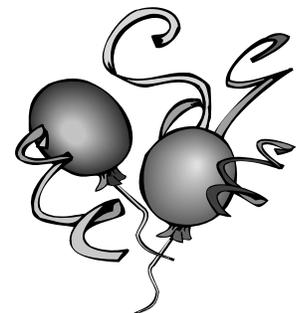
## WakeMed Cary Hospital

### October

Anne Andrew 18  
 Sue Busa 20  
 Joan Carson 17  
 Firdaws Chahrour 18  
 Alice Cheng 2  
 Deborah Dilalla 13  
 Douglas Dills 16  
 Peg Duffy 8  
 William Eberbach 11  
 Tama Ellington 27  
 Ann Foster 26  
 Vanessa Francois 14  
 Patricia Hajian 20  
 Scott Ippolito 18  
 Katherine Keller 31  
 Patricia Lee 31  
 Gunther Linde 22  
 Faye McDonald 10  
 Patricia Morton 16  
 Lasandra Mullins 18  
 Pat Olive 11  
 Ellen Onofrio 13  
 Stephen Penn 30  
 Alfred Port 21  
 Kate Song 15  
 Aishwarya Sriraman 12  
 Ruth Taresco 17  
 Yvonne Tucker 6  
 Norma Ward 13  
 Gertrud Wren 27

### November

Sandal Abid 23  
 Kelly Ashworth 13  
 Prasant Baratam 17  
 Betty Brown 11  
 Marla Carroll 19  
 Jeanette Castro 2  
 Jared Chiusano 21  
 Elizabeth Cummings 13  
 Indrajit Desai 6  
 Saill Fadhil 10  
 Princess Hargrove 3  
 Barbara Harrington 28  
 Frances Hemmings 29  
 Patricia Keeley 28  
 Kathleen Kragnes 11  
 Judy Lanahan 14  
 Jane Lands 29  
 Melissa Nafke 26  
 Darshita Parekh 24  
 Patricia Quick 13  
 Edith Rothschild 18  
 Dannelle Simon 1  
 Dianne Slaughter 30  
 Edgar Stacy 26  
 Lynda Strable 28  
 Brenda Stutts 11  
 Michele Sund 6  
 Charles Tabbi 7  
 Karen Uchacz 9  
 Shelley Wills 10  
 Joan Woodrick 23  
 Marj Wordell 14  
 Jack Xia 25



## Thinking of the Following Volunteers

### WakeMed Raleigh Campus

Barbara Pappas  
Etta Kimbrel  
Gina Abrams  
Marion Boissiere  
Rhodia Hawkins

### WakeMed Cary Hospital

Jane Bird  
Mary Chapman  
Pat Dorry  
Ann Early  
Sandy Klootwyck  
Lee Lowell  
Kathleen O'Sullivan  
Loretta Petraroia  
Kathy Remembrandt

## Congratulations

### WakeMed Raleigh Campus

Maria Antoinette (Woodson) Dann and Ted Dann were married on June 25.

Happy Anniversary to Shirley Bartee and Vincent. They celebrated 28 years of marriage 8/31/2011.

### WakeMed Cary Campus

Congratulations to Kim and Chris Masseth on the birth of their son.

## Our Condolences To:

### WakeMed Cary Hospital

Zen Yinger – loss of family member  
Peggy Lewis – loss of family member

### WakeMed Raleigh Campus

Denise Smith – loss of family member

## Thanks for Your Donations

### WakeMed Raleigh Campus

Ahmadiyya Muslim Women's Association—  
infant and toddler clothing  
Julie Poyer—activity books and crayons  
Linda Stander—bereavement envelops  
Laura Lancaster—bundle of magazines  
Shayna and Shelsey Hall—baby PJ's/clothing  
Tiffane Land—huggables  
Toned Helbert— 6 bags of beanie babies

### WakeMed Cary Hospital

Ahmadiyya Muslim Women's Association –  
infant and toddler clothing  
Susan King – books and crayons

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

WakeMed Cary Hospital  
919-350-2363

WakeMed Raleigh Campus  
919-350-8293





## PLACEMENT OPPORTUNITIES

### WakeMed Raleigh Campus

#### **Guest Ambassador:**

**If you can spare an additional 2 – 4 hours a week or would like to help recruit a friend, we are in need of additional Guest Ambassadors!**

Monday – Friday, 8 am – 8 pm or Saturday/Sunday, 11am - 5pm, 2 – 4 hour shifts

Volunteers enhance customer service by greeting patients and visitors at all portals of entry. Ambassadors provide assistance needed to assist patient and visitors wayfind effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

#### **Patient Relations: (Raleigh Campus / Zebulon Campus) Bilingual Volunteers Needed!**

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

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

#### **The Ronald McDonald Family Room :**

Sunday – Saturday: 9 am – 9 pm, 3 hour shifts

It is an oasis for the parents of children hospitalized in the inpatient pediatric units. Located just steps away from their children the Room offers computers, showers, snacks and a friendly volunteer who can listen with compassion. Skills:

Excellent verbal communication skills and personal interaction skills. Ability to work independently. Excellent human relations skills, including tact, diplomacy, open communication and the ability to relate to persons on an individual basis. Willingness to adhere to all aspects of confidentiality. Good organizational skills. Excellent listening skills.

#### **Sewing Individuals and Groups needed at both Raleigh Campus and Cary Hospital**

Do you knit, crochet, sew? Your talent is needed to assist with making gifts for patients and family members. Items include: huggables, bereavement quilts for adults, fetal demise gowns, lap quilts and many more items.

### WakeMed Cary Hospital

#### **Apex Healthplex – Radiology**

Monday, Wednesday and Friday mornings

Volunteers enhance customer service by greeting patients arriving for service. Also attends to comfort needs and provides assistance to ease flow of registration.

#### **Atrium Ambassador**

Monday, 8 am – 12 pm; Monday, Wednesday and Friday, 12 am – 3 pm

Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance needed to assist patient and visitors wayfind effectively and to provide

basic wheelchair transport as needed. Positive interaction skills a must!

#### **Emergency Department Back**

Wednesday, 4 pm – 7pm; Thursday, 12 pm – 5pm

Volunteers assist staff by with non-medical duties which include stocking supplies, running errands, attending to comfort needs of families and patients, cleaning stretchers and occasional assist with patient transport

#### **Feeding Partner**

Saturday and Sunday – volunteer scheduling is set to coincide with breakfast and lunch tray delivery. Volunteers are trained to assist staff on patient care floors with the set up and feeding of patients requiring assistance.

#### **Friendly Face Cart**

Flexible day time scheduling; Tuesday and Thursdays

Volunteers visit room to room to offer magazines or other diversional material to patients and/or families. Also stocks and straightens reading materials in waiting rooms.

#### **Gift Shop**

Wednesday, 9 am – 12 pm

Retail experience preferred, but not required. Strong customer relations skills and comfort level with computers a must. Duties include assisting customers, register check out, stocking and in-room delivery of gift items to patients.

## Volunteer Orientation

### WakeMed Raleigh Campus

- **Monday, October 1, 2011**  
Conference Dining, 5:30 pm - 9 pm
- **Wednesday, October 19, 2011**  
Conference Center, 9:30 am – 12 pm
- **Monday, November 7, 2011**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, November 15, 2011**  
Conference Dining, 8:30 am – 12 pm

### WakeMed Cary Hospital

- **Thursday, October 6, 2011**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, October 25, 2011**  
Conference Center, 8:30 am – 12 pm
- **Thursday, November 10, 2011**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, November 15, 2011**  
Conference Center, 8:30 am – 12 pm

## Tour Dates

### WakeMed Raleigh Campus

- **Thursday, October 13, 2011**  
Main Lobby Entrance, 6:00 pm—7:30 pm
- **Tuesday, October 18, 2011**  
Volunteer Services, 1:00 pm—2:30 pm
- **Thursday, November 10, 2011**  
Main Lobby Entrance, 6:00 pm—7:30 pm
- **Tuesday, November 15, 2011**  
Volunteer Services, 1:00 pm—2:30 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

- **Monday, October 10, 2011**  
Volunteer Services, 7 pm
- **Thursday, October 27, 2011**  
Volunteer Services, 10 am
- **Monday, November 7, 2011**  
Volunteer Services, 7 pm
- **Thursday, November 17, 2011**  
Volunteer Services, 10 am

To register, please call 919-350-2363

## Calendar of Events

### WakeMed Raleigh Campus

- **Ultimate Linen Sales**  
Wednesday, October 12, 2011  
Andrews Center, Rooms 6 & 7; 7 am-4 pm
- **Masquerade Sale**  
Friday, November 15, 2011  
Andrews Center, Rooms 6 & 7; 7am-4pm
- **Volunteer Board Meeting**  
Tuesday, October 11, 2011  
Conference Dining, 10 am-12 pm  
  
Tuesday, November 15, 2011  
Conference Dining, 10 am-12 pm

Volunteer help is needed -  
Please call 919-350-8293 to sign up.

### WakeMed Cary Hospital

- **\$5 Jewelry & Accessory Sale**  
Monday, November 14, 2011  
Conference Center, 7 am to 4 pm
- **Volunteer Board Meetings**  
Wednesday, September 28, 2011  
WakeMed Fuquay  
  
Wednesday, November 16, 2011  
Conference Center, Room B - 11 am to 1 pm
- **Heart Saver Class**  
Monday, November 7, 2011  
Cary Conference Center, 1 pm to 4 pm

Volunteer help is needed -  
Please call 919-350-2363 to sign up.





## **WE NEED YOUR EMAIL ADDRESS!**

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

**Email Update Form:**

\_\_\_\_\_  
**Name**

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

**PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!**  
(please refer article on page 2)

## **KEEP MAILING ME THE HEARTBEAT!**

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

**I prefer to continue to receive the HeartBeat by US Mail.**

\_\_\_\_\_  
**Name**

(please refer to article on page 3)

**WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610:**

**WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Rd, Cary, NC 27518**



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