



July 2011



This edition of the HeartBeat is produced in memory of:

**Jean Grubb**

**Leana Reinhart**

## VOLGISTICS

The Administrative Teams in the WakeMed Volunteer Services departments are pleased to announce that effective August 1, 2011 the system that tracks all of the volunteers' on-boarding compliance and daily attendance information has been converted to a new, very user friendly software program – Volgistics.

The benefits of using the Volgistics software include –

- \* Every volunteer will sign in and out on convenient computers at your placement site locations.
- \* Paper forms to record hours will no longer be necessary – saves trees and many hours of time associated with site contacts sending hours to a central office and monthly data entry of all hours.

Training dates for all volunteers were established to familiarize everyone with the process. If you were unable to attend one of the training sessions contact one of the administrative team in Volunteer Services for a one-to-one training session. During the training session you will receive instructions on where to find the link to access Volgistics on our WakeMed website to log in your hours of service. Training should take approximately 15-20 minutes.

Thank you for your support during our conversion process.



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### A Note From Bethany Kelly

"Thank you" is such an inadequate expression of appreciation when I think about the outpouring of care and support received following the fire that claimed Rich's and my home on June 2<sup>nd</sup>. The many cards, words of encouragement, gifts and gift cards, and especially the hugs have meant the world to me.

Many of you requested that I not send individual thank you notes, but I could not let your kindness go unacknowledged. My WakeMed family means the world to me and I will never forget the love and generosity of spirit you have given so freely during this difficult time of adjustment.

You are gifted, giving people and I am so fortunate to have you in my life. My heartfelt thanks to you, always.

Love,

*Bethany*

# The President's Corner

## WakeMed Raleigh Campus



It sure is hot! Spring didn't last very long. Please remember to keep hydrated and try to keep cool.

Please be aware that The Joint Commission can visit anytime unannounced. The last visit was 2009.

Your Volunteer Orientation Information Packet and your Volunteer Handbook are excellent resources to keep you up-to-date. Please address any questions, or if you need more information, to the Volunteer Services office staff. WakeMed had a Mock Survey the week of June 20, 2011 to measure preparedness. The feedback was excellent.

### Important reminders:

1. Hand hygiene is a must. You must wash your hands with soap and water or use the hospital approved/provided gel located outside and inside of every patient's room, also at many other locations throughout WakeMed. You must **gel before going inside a patient's room and gel when you leave the patient's room**. No exceptions! No excuses! Gel in! Gel out!
2. Volunteers must maintain patient confidentiality! We must protect the privacy and confidentiality of all confidential information during and after our active volunteer assignment. Patient and employee information from any source and in any form (paper, verbal, electronic) is confidential. Business and operational data in any form is confidential and may qualify for a "trade secret". Please do not ask for unauthorized private/confidential information or give out any private/confidential information. Be good ambassadors of confidentiality.

I hope every one attended the Volunteer Appreciation luncheon provided by WakeMed at the North Raleigh Country Club on May 4<sup>th</sup>. When we left the luncheon, we really felt appreciated! It was so good to get together as a group again. It's been a while! We work in so many different areas, we do not get to see each other often so I hope you had time to get acquainted with old friends and meet new ones. We have an awesome team!

Volunteers make such an impact on the WakeMed System with over 50,000 volunteer hours since Oct, 2010. You, as volunteers continually offer positive customer interaction: You listen! You Smile! And You Serve! Volunteers are a part of WakeMed's story, WakeMed's history of 50 years of care and caring. Volunteers are a part of WakeMed's success with your outstanding contributions of time, money and services to WakeMed. Volunteers have a special place and a part of WakeMed's vision for the future. Thank you for always being there to listen. Thank you for always smiling and being friendly to all you serve. Thank you for your many hours of selfless service, dedication and support to WakeMed. You do make a difference! You are an essential part of WakeMed's health care team. I hope you feel appreciated because you very much are.

Have a good/safe summer.

*Sally Perdue*

President, Volunteer Board

## The President's Corner

### WakeMed Cary Hospital



The 50<sup>th</sup> Anniversary Volunteer luncheon in May was a wonderfully generous gift to the volunteers. The setting was spectacular, the food delicious and it was a great opportunity to visit with old and new friends. Stan Yancey, from Spiritual Care Services gave a special all encompassing invocation which touched deep into the hearts of many of us. Dr. Atkinson was gracious and informative in his remarks.

As a recent "transplant" to NC I thoroughly enjoyed Sally Purdue's historical account of her decades long relationship with WakeMed. It began when she received a grant for nursing school from The Volunteers at WakeMed Raleigh Campus, then known as the

Auxiliary, and continued through her years of employment as an R.N. and Manager of PACU. Currently she serves as President of the WakeMed Raleigh volunteer board. Thank you to the many WakeMed administrators and staff members who made the day so enjoyable.

#### Reminders:

Hand Hygiene is an important part of the WakeMed goal of Patient Safety. For those of us volunteers who have direct patient contact it is important to remember to gel in and gel out every time a volunteer enters a patient room, regardless of purpose. It really matters. Some examples: to deliver a tray or fill a water pitcher, to deliver mail or flowers, or to visit in the role of Patient Ambassador.

If you have a little extra time, please consider asking Bethany Kelly about adding a shift as a substitute in your present placement, or taking on an additional permanent placement.

Donations to Blossoms (a GREAT memory or honor gift for others) and the Rainbow Fund (supports providing medications for immediate need patients) are always welcome.

#### Last and so important:

The 13<sup>th</sup> Wake Med Cary Hospital Annual Charity Golf Outing will take place Monday, October 17, 2011 at MacGregor Downs Country Club. Please help us make the event a success. It is our primary fundraiser. There are so many opportunities to participate, large and small. We are currently working to secure event sponsors, seeking large raffle prizes, soliciting golfers, and looking for volunteers to work the day of the event. As has become a tradition, a mailing will be sent out to you in the next few weeks with raffle tickets enclosed. Please help by buying/selling these tickets.

Through serving on the board of our volunteer organization, my co-members and I hear of the programs and services that need our financial support. Every penny raised directly benefits these services for Cary Hospital, and to expand pediatric services at the new WakeMed Children's Hospital. The need is great. Anything you do to help is so much appreciated.

If you are interested in any of the Golf Outing opportunities described above, please contact Susan Alvey (who has graciously agreed to chair the event for her 5<sup>th</sup> year), at 919 616-6469 or Susan Hester at 919 350-8005. Each subcommittee needs volunteers so please consider lending a hand. You would be most welcome.

Many, many thanks for all you do. May your summer be a lovely one.

*Denise Galloway*

President, Volunteer Board



## WakeMed Raleigh Campus—Volunteer Spotlight ~Jean Maull~



My name is Jean Maull. I was born and raised in Brooklyn, New York. I am blessed to have a daughter and two step-sons. My mother was born in Oxford, NC, and when I retired in 2002, I relocated to Raleigh, N.C. hoping that I would meet with relatives. After relocating, I soon realized that retirement was not for me.

The high school I attended in Brooklyn encouraged seniors to get summer jobs. My first summer job was working in a hospital as a Kitchen Aide. Serving food trays in the hospital gave me access to patients. I enjoyed talking and laughing with them while I served trays. It made me feel good knowing I was a part of the healing process. I worked as an Executive Secretary for many years making "real" money, and giving up the dream of becoming a nurse. I received a Bachelor of Science Degree in Business Administration.

Once again, I attempted to retire but that idea lasted three months. I decided to volunteer my services at WakeMed. I find that most hospital employees are a different breed. They have a caring attitude; they acknowledge and respect everyone. "You go WakeMed staff."

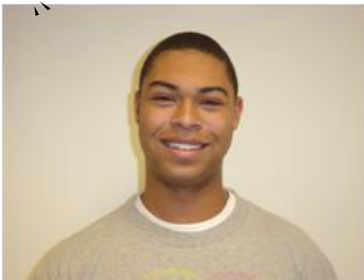
I have been assigned to work in the Heart Center Reception area, the Patient Relations Ambassador program, the Employee Health Department, the office of the State Medical Assistance Team, and I am presently assisting in the Volunteer Services department.

Some of my hobbies include crocheting, music, singing, solving mysteries, and caring for my pet, Ebony (a black and beautiful long-haired mixed Chow-Lab). Ebony and her fur keep me pretty busy these days, so not too much else is getting done. However, I joined the choir at my church, and although that has been totally enjoyable, it is not enough for me.

God has given all of us a special gift. I know that helping others is my gift, because it feels right. I volunteer because It makes me feel good knowing I am helping; plus, It gives me a reason to get up in the morning.



## WakeMed Cary Hospital—Volunteer Spotlight ~Avery Young~



My name is Avery Young, and I am a rising senior at W. G. Enloe High School where I am a member of the National Honor Society, Medical Bio-Science Academy, Varsity Tennis Team and a Marshal.

For two years I have participated in the Project SEED Program. Project SEED places students interested in math and science in local university laboratories where they conduct research, prepare a research paper and a poster for state, national and international competitions.

Currently, I am conducting cancer research at North Carolina State University. The title of my research is "Characterization of Small Molecule Activators of Procaspace-3 from Zebra fish (Danio rerio)".

I have won several awards for my research and recently competed in the Intel International Science and Engineering Fair in Los Angeles, California where I won a 4 year scholarship for my research.

I live in Cary with my parents, Reuben and Pamela Young. I enjoy spending time with my family, traveling and of course volunteering at Wake Med Cary Hospital.



## Raleigh Campus and Cary Hospital Fundraisers

Thank you to the following volunteers who participated in fundraising activities at both Raleigh Campus and Cary Hospital in June and July.

### Uniform 2U Sale – Raleigh Campus, July 13, 2011

Shirlee Bartee   Jordan Sutton   Charlotte Luke  
Leslie Badgett   Antora Troublefield   Ndella Njie  
Kay Green   Althea Page   Mickey Gault  
Cheyenne Korneygay

The day resulted in \$7,311.77 in profits for The Volunteers to use to support Raleigh Campus programs such as scales for Congestive Heart Failure patients, Spinal Cord Injury patient supplies, Child Life Specialists, Music/Pain Therapy and more!



## Raleigh Campus and Cary Hospital Fundraisers

### Greg's On-Site Shoe Sale – Cary Hospital, June 13, 2011

Princess Hargrove  
Katie Mis  
Kim Nguyen  
Ellen Onofrio  
Wendy Paciorek  
Kathy Rembrandt  
Loretta Petraroia  
Pat Quick  
Bunny Thompson  
Beth Turner



**Profit realized by The  
Volunteers at WakeMed  
Cary Hospital totaled  
\$2,160.90.**

Funds raised from these events will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community such as the Rainbow Fund (meds for immediate need patients), the Meditation Chapel, scales for Congestive Heart Failure patients, Tea for the Soul, supplies for Huggables and more!



## 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

Frances Navas: Intensive Care – STICU: “I highly enjoyed working in the STICU unit, everyone I came in contact and worked with were helpful to me.”

Marcie Reinhard: Hearing Screening: “I thoroughly enjoyed my experience in WakeMed. Volunteer Services has an outstanding way of helping one feel comfortable. I can’t say enough about WakeMed and my six years with the organization.”

Linn Lineberry: Children’s Emergency Department: “I looked very forward to each time I volunteered. Just giving my time and help to the staff, nurses, doctors and patients was more positive and rewarding, knowing that I was helping someone else. I look forward to a time in the future, that I can return as a volunteer again. WakeMed is an outstanding hospital.”

Desire Reid: Pediatric/Emergency Department: “I had a very interesting time while I was at the ER.”

JoAnn Vaughn: Patient Relations: “It has been a wonderful experience to volunteer at the WakeMed Raleigh Campus and WakeMed Zebulon-Wendell. I always looked forward to helping others in any way I could. I hope that I have made a difference. I will miss all of you and will cherish your friendship. You are a great group of volunteers! Keep up the good work.”

Ashvi Patel: Friendly Face Cart/Rehab/Guest Ambassador: “I enjoyed it very much.”

Angela Owokoniran: OBGYN: “Very nice co-workers and people to work with.”

Stephanie Brabec: Physical and Recreational Therapy: “I very much enjoyed working in both physical and recreational therapy. Both were priceless experiences and I have learned a lot.”

Katie Sharpe: Reach Out and Read: “I know constructive criticism can be helpful but my placement duties were simple and straight forward. I enjoyed my time there!”

René Graham: Volunteer Services: “Really enjoyed the entire team. I thank you all for making my experience a memorable one. Thank you for the experience in general.”

Sonveall Cobb: Pediatric Receptionist: “Everyone was so nice and was so willing to help when I needed it. I felt very welcome and my volunteer work was greatly appreciated in the Pediatric department.”

### Cary Hospital

Tammy Best: Women’s Pavilion & Birthplace: “I loved every minute. Everyone was so nice to work with. I will miss it.”

Michael Ferrara: Patient Relations Ambassador: “I loved working with the patients.”

Frank Frausto: 2 East/2 West Patient Services: “All the volunteer services staff was extremely helpful and friendly.”

Laura Hirschbein: Day Surgery Information Desk: “I had a very rewarding and positive opportunity volunteering in the Day Surgery department. The entire staff was extremely helpful and friendly. To observe their professionalism and kindness to the patients and their families was an amazing experience. Thank you to Bethany Kelly and Delinda who make you feel very appreciated as a volunteer.”

Nicholas Schumann: 3 West Patient Services: The time I spent volunteering was extremely rewarding, fulfilling and educational for me. I believe I have acquired a solid foundation, new skills and an amazing experience.”

Anuyuga Sampathkumar: Fuquay-Varina Out Patient Rehab: “Volunteering was a learning experience for me. I was privileged to help the therapist and the office assistant at my placement. I would like to continue as a volunteer but unfortunately, due to family reasons I need to quit.”

Andrea Stevens: Emergency Department Back: “Enjoyed every moment. I suggest volunteering to many in my community.”

Kay Taylor: 3 West Patient Services: “The staff was professional and helpful.”

Whitney VandenRaadt: Fuquay-Varina Out Patient Rehab: “Volunteering at WakeMed was a wonderful experience. It is what allowed me to see my passion for physical therapy.”

Tracey Wiwatowski: Women’s Pavilion & Birthplace: “This was a very wonderful experience and working with the staff was rewarding. Once my schedule clears up, I would really love to come back.”

## DONATIONS



The Volunteers and Staff at WakeMed Raleigh Campus, would like to say thank you to Ann Stark and St. Andrews Presbyterian Church for the contribution of stuffed animals, which were shared with our youngest of patients in the Pediatrics Department.



Brigit and Trevor Nierson collected and donated books for the Reach Out Read program. This generous gift was shared with our Pediatric patients and their families.



Girl Scout Troop 640 donated handmade baby hats to WakeMed Raleigh Campus Pediatrics department. In the process the Girl Scout Troop also was able to earn their Silver Award!

Logan Taylor (middle), Ashlyn Hill (right), Shelby Anderson (left center), Caleigh Norris (far left), Brianna Hennch (right center).



# 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.

**A special thank you** to Jennifer Clifton and the students of River Oaks Middle School for a job well done!  
Their contribution of handmade activity books and huggables were distributed to our pediatric patients and their families.



**Special Thank You**  
A special thank you to Gwen Baker for the 18 handmade baby hats. The contributions of handmade baby hats were distributed to our smallest patients and their families. Your act of volunteerism has brightened the lives of our smallest patients and their families.  
Kay Wrigglesworth contributed 5 handmade blankets. These generous gifts were shared with our Pediatric patients and their families.

**A Family's Special Thanks To the Sewing Volunteers**  
I would just like to send a thanks to share with the sewing volunteers.  
This past weekend my 4 year old grandson was taken by ambulance to WakeMed Hospital and given a stuffed dinosaur that was sewn by the volunteers. That dinosaur meant so much to him! He said "This is my prize for being sick" and he hung onto it for his entire stay. He loved it!  
Thanks so much for what you do!  
Sincerely,  
Eddi Boucher

## 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  
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

Abiding Presence Lutheran Church  
Carolina Preserve Yarn Spinners  
Colonial Baptist Church  
Fuquay Varina Presbyterian Church  
Garner Senior Center  
Helen Kelner Workshop  
St. Paul's Knitting

*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**

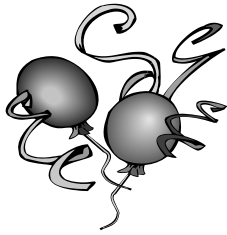
Dorian Alston  
 Shauna Altman  
 Michele Amato  
 Andrea Arnold  
 Drew Barber  
 Jackie Battles  
 Shawn Berigan  
 Carol Borgerson  
 Michelle Borges  
 Lynn Bowman  
 Carolyn Brake  
 Rebecca Breese  
 Ashlee Bullard  
 Lynn Campbell  
 Laura Carrico  
 Mirian Cook  
 Jameshia Cooper  
 Crystal Cotton  
 Janice Cruse  
 Brittany Curry  
 Linda Cuthrell  
 Mark Dalgetty  
 Huyen Dang  
 Daniel Joylyn  
 Dean Amanda  
 Sydney Decker  
 Erin Donovan  
 Kathy Duckett  
 Grayson Eubanks  
 Tracey Freeman  
 Julia George  
 Caffery Gilly  
 John Gilner  
 Andrea Green  
 Misty Gunter  
 Amanda Hammer  
 Glen Harmon

Chrissy Hedrick  
 Eduardo Hernandez  
 Valerie Horton  
 Thomas Jackson  
 Michael Jannicelli  
 Sangeeta Kapoor  
 Antonnesha Kearney  
 Thetra Kelly  
 Etta Kinbrell  
 Cheyenne Kornegay  
 Vivian Kwabia  
 Shelley Lee  
 Pamela Lee  
 Mbalu Lissa  
 Kelli Magill  
 Sonia Marx  
 Laurie Mason  
 Jennifer McClain  
 Caroline McClintock  
 Joshua Mitchell  
 Caroline Monson  
 Alilssa Moody  
 Meredith Moyer  
 Laura Myers  
 Avery Pace  
 Lauren Phillips  
 Kimberlee Poole  
 Mary Queen  
 Sydney Riggsbee  
 Virginia Sennet  
 Chase Shain  
 Robert Shelds, IV  
 Halie Shipley  
 Emily Sluzas  
 Megan Sneed  
 Eddie Song  
 Adam Spinks  
 Crandall Story

Phelisa Sujat  
 Gina Swiers  
 Ornita Turnage  
 Janisha Wagner  
 Tonya Walker  
 John Walsh  
 Al-Mounawara Yaya  
 Lucinda Yuille

### **WakeMed Cary Hospital**

Oam Bhate  
 Beverly Chapman  
 Vanessa Francois  
 Barbara Hartsfield  
 Rhonda Hoffman  
 Solange Ikula  
 Scott Ippolito  
 Tyler Johnston  
 Bhupinder Kaur  
 Noor Kazmi  
 Caroline Kraft  
 Kelsey Lewis  
 Betty Mangum  
 Alejandra Ochoa  
 Darshita Parekh  
 Christina Plummer  
 Erica Pockell  
 Kimberly Preuss  
 Denise Smith  
 Anh Trinh  
 Michelle Turner  
 Vyanh Vo  
 David Wynne



# Happy Birthday!

## WakeMed Raleigh Campus

### August

Mary Kate P. Alova 17  
 Steve Barat 1  
 Drew Barber 9  
 Dorothy A. Blount 23  
 Summer J. Breal 21  
 Iyona S. Bridges 12  
 Ashlee B. Bullard 29  
 Benjamin Citero 15  
 Betty Costello 23  
 Claire E. Cote 20  
 Nell Critcher 8  
 Dajuan Cunningham 18  
 Mark H. Dalgetty 16  
 Josephine Daversa 9  
 Diane Dewid 5  
 Wendy Dixon 30  
 Yu C. Fan 22  
 Donald Gibbons 14  
 Ed Goetz 21  
 Ashleigh A. Graham 30  
 John Griswald 4  
 Barbara F. Gutknecht 30  
 Berice N. Gynamfi 7  
 Janine L. Hamlin 24  
 John P. Hite, Sr. 14  
 Lexis L. Hohman 13  
 Florence M. Huebner 7  
 Jana L. Jefferys 18  
 Kaeshia M. Johnson 23  
 Aniley M. Kelemework 22  
 Thetra Kelly 17  
 Etta S. Kimbrell 5  
 Paul F. Kruchesky 20  
 Emily M. LaBonte 19  
 Wendy Lamm 5  
 Mary Lehman 13  
 Arnulfo Longa 22  
 Sahiti S. Marella 30  
 Sara E. Marino 8  
 April Y. McCormormick 20  
 Joshua V. Mitchell 22  
 Claudia J. Mormino 1  
 Helen Murdock 1  
 Jesse Murphrey 22  
 Melissa B. Nausch 17

Jessie N. Nelson 17  
 Trevon A. Nelson 10  
 Daniela Pardedes 15  
 Kristin C. Petersen 4  
 Amy S. Pope 26  
 Stephen M. Quinn 5  
 David B. Raper 6  
 Jasmine R. Riggsbee 12  
 Adonna Simpson-Lewis 22  
 Melissa E. Singleton 11  
 Gail Smith 5  
 Mary Jane St. Lawrence 4  
 Treva Thompson 26  
 Vanessa N. Totten 9  
 Antora L. Troublefield 14  
 Janisha M. Wagner 1  
 Angela Walton 1  
 Kathy Weischedel 1  
 Hazel V. Wesche 27  
 Steve Yee 21

### September

Tyrone V. Allen 22  
 Andrea A. Arnold 23  
 Joanna Baitinger 1  
 Justin T. Baldwin 12  
 John A. Bardin 4  
 Ashton E. Barker 9  
 Lita Barr 3  
 Barbara E. Brooks 30  
 Gertrude Burse 22  
 Jose Chavez 30  
 Paul J. Cook 11  
 Jameshia Cooper 21  
 Rachel E. Coopersmith 11  
 Joyce A. Davis 22  
 Lynette R. Davis 4  
 Demetra Dixon 29  
 Carolyn Duncan 12  
 Cody Eden 23  
 Monica B. Fernandez 20  
 Julia D. George 14  
 Faith A. Godwin 30  
 Brittany A. Greene 18  
 Sandra L. Hall 2  
 Mary B. Helmink 19  
 Salena Hernandez 22  
 Savannah C. Hinnant 20

Kiara S. Kelly 24  
 Sidney C. Lemus-Delcid 9  
 Charlotte K. Luke 3  
 Robert Marness 25  
 Caitlin M. Maughan 10  
 Mildred Morrison 2  
 Cydney J. Nicholson 30  
 Lisa T. Ourtane 7  
 Michael P. Schwab 17  
 Ariel N. Shaw 24  
 Emily M. Sluzas 22  
 Ian T. Stancil 23  
 Phelisa Sujat 8  
 Katie M. Ulicickas 23  
 Josiah R. Whitehead 25  
 Courtney M. Whorf 13

## WakeMed Cary Hospital

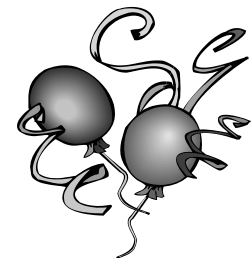
### August

Grace Adams 11  
 Kristen Baker 11  
 Gretchen Best 16  
 Anne Brock 5  
 Louise Brown 19  
 Wilma Caldwell 17  
 Mary Chapman 26  
 Sandra Favro 2  
 Phyllis Fox 9  
 Augusto Francisco 10  
 Selamawit Girmay 14  
 Lori Greenstein 6  
 Linda Haley 9  
 Blair Hatcher 1  
 Judy Hayes 11  
 Linda Hobgood 8  
 Judith Hyman 15  
 Gerry James 2  
 Linda Junk 13  
 Craig Landau 15  
 Kelsey Lewis 8  
 Melody Mangum 11  
 Orly Margolis 30  
 Rushi Marthala 28  
 Martha McLaurin 24  
 Judy Millar 14  
 Mary Mitchum 26

Lee Nelson 22  
 Nam Nguyen 23  
 Rohan Parekh 3  
 Melvin Perkins 24  
 Shaila Prabhu 29  
 Jill Rusche 23  
 Michael Schuler 26  
 Tina Seagroves 18  
 Della Staub 24  
 Jodi Stevens 18  
 Catherine Thomas 13  
 Gerry Werner 21  
 Beverly Williams 17  
 Inna Zboichyk 9

### September

Joe Boggs 4  
 Sandra Chalk 21  
 Beverly Chapman 1  
 Linda Craft 12  
 Gail Davis 11  
 Donna Doherty 29  
 Judith Duerr 12  
 Roja Garimella 21  
 Rohin Gawdi 18  
 Cassidy Heisler 28  
 Patricia Hyman 18  
 Diane Kuzdrall 30  
 Nina Olive 11  
 Kathy Rembrandt 13  
 Emily Riefenhauser 14  
 Darlene Roth 14  
 Ann Rush 17  
 Taylor Sikes 17  
 Drew Smith 18  
 Brenda Willoughby 10



## Thinking of the Following Volunteers

### WakeMed Raleigh Campus

Shirley Barteo  
Marion Boissiere  
Kathy Duckett  
Inez Forte  
Elaine Hoffman  
Alicia Lee  
Mbalu Lissa  
Lydia Phillips  
Margaret Potter

### WakeMed Cary Hospital

Diane Boyer  
Pat Dorry  
Lee Lowell  
Kathleen O'Sullivan  
Loretta Petraroia  
Ida Williams

## Our Condolences To:

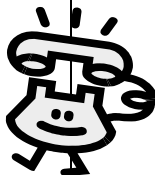
### WakeMed Cary Hospital and WakeMed Raleigh Campus

Alicia Lee—loss of family member

Bob Gelinas—loss of family member

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



## Congratulations

### WakeMed Raleigh Campus

Congratulations to Shanaz Carper on graduating from Wake Tech and obtaining her CNA (Certified Nursing Assistant License) May 6, 2011.

Congratulations to Robert and Korey Shiledon who were wedded on 7/23/11.

### WakeMed Cary Campus

Congratulations to Jodi and Todd Stevens on the birth of their baby boy.

Congratulations to Bill Eberbach celebrating the birth of a grandbaby.

Congratulations to Vicky Irvine celebrating the birth of a grandbaby girl.

Congratulations to Dr. Bill celebrating the birth of another great-grandchild.

## Thanks for Your Donations

### WakeMed Raleigh Campus

Betty Alfred – Toiletry Items  
Kathleen Poorman (Children's Wish) –  
Ribbons and Glue Sticks  
Samantha McLeod – Case of toothpaste

### WakeMed Cary Hospital

Bernadette Brown—Magazines



## 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, August 1, 2011**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, August 17, 2011**  
Conference Dining Room, 9:30 am – 12:30 pm
- **Monday, September 12, 2011**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, September 14, 2011**  
Conference Dining Room, 1 pm – 4 pm

### WakeMed Cary Hospital

- **Thursday, August 4, 2011**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, August 16, 2011**  
Conference Center, 8:30 am - 12 pm
- **Thursday, September 51, 2011**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, September 20, 2011**  
Conference Center, 8:30 am - 12 pm

## Tour Dates

### WakeMed Raleigh Campus

- **Thursday, August 11, 2011**  
Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, August 16, 2011**  
Volunteer Services, 1 pm – 2:30 pm
- **Thursday, September 8, 2011**  
Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, September 20, 2011**  
Volunteer Services, 1 pm – 2:30 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

- **Monday, August 8, 2011**  
Volunteer Services, 7 pm
- **Thursday, August 18, 2011**  
Volunteer Services, 10 am
- **Monday, September 6, 2011**  
Volunteer Services, 7 pm
- **Thursday, September 22, 2011**  
Volunteer Services, 10 am

To register, please call 919-350-2363

## Calendar of Events

### WakeMed Raleigh Campus

- **Blood Drive**  
Tuesday, September 7, 2011  
Andrews Center, Rooms 1 & 2; 7 am - 4 pm
- **Volunteer Board Meetings**  
Tuesday, August 9, 2011  
Conference Dining Room, 10 am - 12 pm  
Tuesday, September 13, 2011  
Conference Dining Room, 10 am - 12 pm

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

### WakeMed Cary Hospital

- **Uniforms 2U2**  
Friday, September 23, 2011  
Conference Center, 7 am to 4 pm
- **Volunteer Board Meetings**  
Wednesday, August 24, 2011  
Conference Center, Room B, 11 am - 1 pm  
Wednesday, September 28, 2011  
Conference Center, Room B, 11 am - 1 pm

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

- **Heart Saver Class**  
Tuesday, September 20, 2011  
Cary Conference Center, 1 pm to 4 pm

Please call 919-350-2488 or 350-2192 to register.



## NURSING EDUCATION FUND CONTRIBUTION OPPORTUNITY

The Melissa Brown Memorial Nursing Education Loan Fund was established in memory of Melissa Brown, Great 100 Nurse and daughter of Peggy Brown, former manager of 3C Urology/Renal/Cardiology. The Volunteers at WakeMed Raleigh Campus have administered this fund since 1991. The fund provides financial assistance to individuals seeking nursing degrees from North Carolina colleges and universities. Please consider a contribution to this fund to support nursing education and career development. For more information contact: Susan Hester, Director of Community Services at 350-8005. Complete the form below and return to the Volunteer Services department at WakeMed Raleigh Campus.

MELISSA BROWN MEMORIAL NURSING EDUCATION LOAN FUND	
Donor Name	Address
AMOUNT OF DONATION: _____ In Memory/Honor of: _____	
Mail to: The Volunteers at WakeMed Raleigh Campus Attn. Susan Hester, CHVM Director Community Services P.O. Box 14465 Raleigh, NC 27620-4465	Acknowledgment to be sent to: _____ <div style="text-align: right;">Name</div> _____ <div style="text-align: right;">Address</div>
<b>Please make your check payable to: The Volunteers at WakeMed Raleigh Campus</b>	

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

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY	
Donor Name	Address
AMOUNT OF DONATION: _____ In Memory/Honor of: _____	
Mail to: The Volunteers at WakeMed Cary Hospital WakeMed Cary Hospital 1900 Kildaire Farm Rd Cary, NC 27518	Acknowledgment to be sent to: _____ <div style="text-align: right;">Name</div> _____ <div style="text-align: right;">Address</div>
<b>Please make your check payable to: The Volunteers at WakeMed Cary Hospital</b>	



## **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**