Updates from the Director

Greetings WakeMed Volunteers,

I hope this edition of our newsletter finds you healthy and doing as well as possible during this unprecedented time for our community and nation as we respond to COVID-19. Information continues to change rapidly as new details become available and processes are put in place.

WakeMed Health & Hospitals is responding to the COVID-19 situation with the Wake Way in our approach with compassionate care to all. Our goal, as always, is to protect the health and well-being of our volunteers, employees, our patients and the community we serve.

WakeMed Physician Practices is now offering telehealth services through WakeMed MyChart and we are utilizing WakeMed MyChart to share important messages with our patients. We have visitor restrictions and screening processes in place for those entering our facilities; and have created an Employee Support Center to assist our employees during this time.

We appreciate everyone’s efforts to comply with social distancing, limited travel, and handwashing standards to reduce the spread of virus. Please know that we miss our volunteers presence within our facilities and certainly want everyone to remain as healthy and well as possible until we are able to see you again!

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

In This Issue

COVID-19 Update
The President’s Report
Volunteer Spotlights
Cary Community Highlight
Donation Appreciation
Quote of the Quarter

"The miracle is this: the more we share the more we have."

– Leonard Nimoy
Dear WakeMed Volunteers,

We appreciate your patience and understanding as we continue to navigate through the impact of COVID-19. Jackie Kennedy, Manager of Volunteer Services, asked me to extend her deepest gratitude for all the cards and well wishes that you have sent to her since her car accident. She misses everyone and hopes to be back as soon as she can. Below are some volunteer updates that we have put together, do not hesitate to reach out to us with any questions:

- We ask that all volunteers stay current with their annual orientation compliance and TB screening. If your TB and your Orientation are up to date you will be emailed a COVID-19 Training that you may complete electronically and submit.

- While weekly volunteer service is still suspended, we do have several special project opportunities for volunteers. You may participate only if your TB, Orientation and your COVID-19 Training is complete. If you opted out of emails, you may not be receiving special project notifications. If you sign up for a special project, notify via email:
  
  Laura Riach: lriach@wakemed.org or Dawn Sykes: dsykes@wakemed.org

  We will ensure that you have special projects added to your service page and that you have logged in your hours either remotely or onsite.

- Based on the recommendation from our WakeMed Infection Control Department donations can now be accepted with a few new guidelines. Please contact the Volunteer Office for detailed information.

- A friendly reminder that Catherine Durham is retiring as the Raleigh Volunteer Representative on Friday, August 28th. After that date, please email new Volunteer representative, Dawn Sykes: dsyskes@wakemed.org. We are lucky to have Dawn join our team. We will miss Catherine and we are truly grateful for her time at WakeMed!

- The Volunteers at WakeMed are sponsoring their first online sale/fundraiser Friday, August 21st through Monday, August 31st. The sale will feature uniforms and shoes for WakeMed employees. We will also be hosting a presell only Belk sale in October!

We miss our volunteers and we hope to see you all again soon!

Warm Regards,
Laura Riach, Volunteer Development Specialist
Comings & Goings

To our wonderful volunteers and staff at WakeMed:

After having the opportunity to work for WakeMed for the past 7 years, it is with sad thoughts and a tender heart that I will be resigning from my position as Volunteer Services Representative.

Although I look forward to spending time with my new husband, my volunteers and staff will be greatly missed. David and I were married on September 21, 2019 and we look forward to our retirement and our many adventures together.

I wish to thank the volunteers and staff for their friendship and making WakeMed such a happy place to complete this chapter of my life.

Kind Regards,
Catherine Durham

Hi, my name is Dawn Sykes and I am taking over the position of Volunteer Services Representative for Catherine Durham.

I want to thank the Volunteer Services Department for placing their confidence in me to keep up the good work that Catherine has been doing for years, she will be missed!

WakeMed has been my home since 2014 and I look forward to serving you now in this important new role for me. My door is always open and please feel free to email me at dsykes@wakemed.org or call my office anytime at 919-350-8293.

WakeMed is very blessed to have such friendly staff and compassionate volunteers and I can't wait to get to know you even more!

With regards,
Dawn Sykes

Chrisy Joyce, Raleigh Volunteer Development Specialist, has recently married and moved to Wyoming. She wants you to know she will miss the Raleigh and North volunteers!
The President’s Report

With the summer days well underway, we are continuing on our unexpected journey with our community efforts to slow the spread of the Covid-19 virus by practicing social distancing. As part of this effort, volunteer assignments at WakeMed continue to be suspended. Those who volunteer on-site, like me, probably miss serving our patients and staff with the gift of time. To those of you who serve by creating many blankets and other items for our patients, thank you for continuing to serve and I know our patients appreciate all that you are creating for them. Thank you for the gift of your talents and time.

Since our last newsletter, we have had one on-site sale with First Uniform, which occurred in February. Thank you to all the volunteers that helped at the Raleigh campus and at the North Hospital. Our summer sale is underway online. We look forward to one day resuming our successful on-site fundraising sales.

The proceeds from our sales, as well as from infant portraits, allow us as volunteers to fund some amazing projects at our Raleigh campus. Take a look at what we have accomplished so far this year:

- **Healthy Lifestyles Cardiac Rehab Program** – Funded scholarships for patients who are uninsured or who are Medicaid recipients. This program provides opportunities for recipients to exercise safely in a medically supervised environment, improve their health & well being, and reduce their risk of future cardiac events.

- **Healthworks Fitness & Wellness** – Provided funding to decrease the cost for low-income participants. This enables them to begin or continue an exercise regime in a supervised and safe environment that will help them have a better quality of life. Many participants come directly from outpatient therapy programs such as Healthy Lifestyles or through referrals from physical and occupational therapists.

- **Behavioral Health Services** – We have granted funds to provide items for the Comfort Kits for this unit. These items will be used to assist with calming patients, providing distraction, normalcy and stimulation to patients with developmental disabilities or delays and to those with unique sensory needs.

- **Rehab Hospital** – Provided training funding for the Amputee Peer Support volunteers & other members of the community to attend Amputee Coalition Certified Peer Visitor Training. This training will enhance the support the volunteers provide to those who have experienced limb loss in order to improve their quality of life.

- **Case Management 4B & 4C** – This grant assists the social workers as they work to meet the socio-economic needs of our patients & families. By providing an initial supply of diapers, clothing & blankets, these funds help relieve some financial stress for qualifying families.

- **Cardiovascular Education** – In providing funds for the purchase of scales, we are assisting heart failure patients as they work with cardiovascular educators, learning to manage their condition at home, learning to recognize symptoms that indicate they should see their physician. Doing so decreases hospital readmissions and healthcare costs.

As the world has slowed down a bit, I hope you are all able to take some time to read a book, do some gardening or other activities you enjoy. Be well!

Respectfully Submitted,
Ann S. Brown, Chair
Raleigh Volunteer Board
Greetings on behalf of the Volunteers at WakeMed Cary Hospital Board. I hope that everyone is doing well and coping with our unprecedented and difficult COVID-19 situation. We all look forward to the time that we can safely return to our volunteer activities. Our surroundings at Cary will look different when we return. The construction project adding Floors 4 and 5 West to Cary Hospital is progressing on schedule. The new floors are expected to open late spring – early summer of 2021. Thank you to our in-house and junior volunteers that provided extra assistance and wayfinding during construction and renovation projects.

The President’s Report

The Medical Park of Cary located off Ashville Avenue will be a 5-story building to house many of the WakeMed Physician Practitioner’s (WPP) and outpatient services. The Health Park at Kildaire across from the hospital will house many WPP primary care and urgent care offices. Both buildings will have adjoining parking decks. These projects are on-track to open in the Fall of 2020.

The board committees continue with event planning, communicating with our community groups, fundraising, and funding hospital projects.

- Trunk or Treat 2020 that was scheduled for October 29 has been canceled.
- The Threads Committee published newsletters in February and May and communicates regularly with group leaders to keep our community groups and individuals informed on current needs, how their items are utilized, and possible new projects. Cary Quilting has partnered with the volunteers to publicize our need for incubator quilts and to serve as a collection point. Thank you, Cary Quilting and your customers, for the overwhelming donations of beautiful, keepsake quilts.
- Acceptance of handmade items was reinstated on July 1 according to a drop-off and storage protocol. Recently received items are now being provided to patients.
- The events and fundraiser committees are joining forces to explore additional options for increasing revenue that can be returned to the hospital for various projects. Current fundraising is primarily through on-site vendor sales. Sales scheduled for April and June were canceled.
- The Board recently approved funding requests for the Emergency Department (ED), Volunteer Services and 2 East. The ED received funds to purchase a table-top blanket warmer for the C Bay. This addition will allow staff to provide warm blankets without leaving the area. Funding was approved for volunteer services staff to attend state and national meetings that were subsequently canceled. In July, the board approved the purchase of small lockers for the 2 East break room. This will allow for extra floor space in the small area as well as provide staff with storage for personal belongings.

Our Volunteer Services staff manages many projects including patient and family comfort care items that are utilized throughout the hospital, fundraisers, and volunteer communications. We are so appreciative of all they do to make our projects run smoothly.

Thank you to all our volunteers for your commitment to WakeMed, outstanding service, and numerous contributions to the success of our volunteer programs system wide. Hopefully, we will return to logging hours soon. In the meantime, remember the 3 W’s: wear a mask, wait at least 6 feet apart, and wash your hands frequently! Stay safe!

Respectfully Submitted,
Beth Turner, Chair
Cary Volunteer Board
My name is Fred Jamison. I put myself through college working as a night-time Orderly in a community hospital. I trained in several medical areas (Medical, Surgical, the Emergency Department, etc.) - which proved valuable experience for later patient care work as a volunteer.

After college, I went into healthcare administration, worked as a hospital administrator and, after further training in public health, served as a health department director for many years. I finished my career as a state public health emergency preparedness manager. After retirement, I wanted to work again in hospitals to “give back” to hospital healthcare staff, patients, and families by assisting them as a hospital volunteer.

Why do I Volunteer?
I volunteer to help people needing hospital care, to support healthcare staff, and provide practical assistance and positive encouragement to patients and families.

In addition, it allows me to use my past hospital and public health work experience to make a contribution to the hospital, its staff, and patients.

Lastly, my life is truly enriched by helping others, and am truly grateful each day I get to volunteer at WakeMed.

This issue of the Heartbeat is dedicated to Robert Flederbach. Robert was a volunteer at the Cary Hospital from 2000 to 2014, contributed almost 2600 hours. He volunteered at the main Information Desk.

In addition, we would like to dedicate this edition to Sawyer McDonnell who passed away earlier this year. Sawyer was a Golden Retriever and volunteered with his owner Cathy McDonnell from 2013 to 2019 visiting patients, families and staff. Sawyer will be greatly missed.
My name is Jershayla Johnson and I am a WakeMed volunteer.

As a graduate from the University of Houston, I completed a Bachelor of Science in Psychology and a double minor in Biology and African American studies.

After relocating to Raleigh, North Carolina a year ago I found an opportunity to volunteer in the Neurology department of WakeMed. This has been a life-changing experience that has helped shape my future career goals and my passion for providing care to individuals.

As a WakeMed volunteer, I have the opportunity to work closely with nurses and provide patients with comfort care. As a volunteer, not only do I get to restock important medical supplies, talk with patients, and provide direct support to nursing staff; I've had the opportunity to create a rapport with long-stay patients that need extra support.

WakeMed is a phenomenal hospital that upholds the values of “respect for people, communication, teamwork, commitment and accountability” - these values are reflected in staff interactions and the work I do as a volunteer. I am honored to work with such dedicated staff. Over the last six months, I have learned so much and am so thankful to the staff and volunteers at WakeMed that make everything I do possible.

The Dogs of WakeMed

Daisy the Yellow Labrador Retriever
A proud WakeMed Raleigh volunteer since 2016, Daisy stays very busy bringing smiles to floors 2A,B,C, & 6A,B,C, and still makes time to chase tennis balls after!
Cary Community Sewers WinterFest and Holiday Pop-Up Sale

Mid-year in 2019, the Cary Threads Volunteer Sewing Committee asked Cary's Community Volunteer sewers if they would like to donate items that could be sold at WakeMed's Winterfest sale to raise money to purchase fabric, yarn and stuffing for patient comfort items. We were overwhelmed with your generosity! We received numerous, beautiful handmade afghans, sweaters, quilts, hats, baby hats, adult hats and other specialty items. On November 14th, the sale was held in the WakeMed Cary Conference Center and we raised $760.88.

On December 19th, the balance of the items were sold at a pre-holiday Pop-Up Threads sale in the hospital lobby across from the Gift Shop.
Through your donations, we were able to assist excited staff, volunteers and visitors with shopping for special, one-of-a-kind items, and we raised an additional $1,124.19. We also provided special heirloom items to 3 families in the Women’s Pavilion and Birthplace (WP&WB) who were waiting the arrival of their newest family members. Total proceeds from both sales were $1,885.07! Thank you so much for sharing your priceless time and talents with our patients, families, staff and community.
Cary Community Volunteer Highlight

The BeeFF’s gather to work on quilting projects. Six of the nine members are pictured (L to R): Tess Griffin, Karen Comstock, Anné Bowman, Joyce Bubar, Melody Bubar, Kim Skelding

Members of the HSNC (Hindu Society of North Carolina) with Volunteer Susan Recorr

Ann Foster’s Workshop at their December work session. This group makes huggables and heart pillows
Cary Community Volunteer Highlight

The Cary Blanketeers celebrated their 9th anniversary with a morning of food and fun at Macedonia United Methodist Church in Cary. During 2018 the Blanketeers donated over 200 blankets and shawls to patients at WakeMed Cary Hospital. Using yarn, quilting fabric, and fleece their goal is to provide comfort and warmth to all ages.

The Woodland Terrace group has been providing handmade articles for 17 years and has contributed more than 5,200 hours. Pictured (L to R) are: Betty Lake, Norma Christopher, Carol Flack, Diane Boyer (WakeMed Threads volunteer), Barbara Faber
This group is the Elegant Stitchers of Cary, a chapter of the Smocking Arts Guild of America (SAGA). It was started 19 years ago by a group of four friends who wanted to further their knowledge of fine, heirloom quality sewing. “The purpose of the Smocking Arts Guild of America is to preserve and foster the arts of smocking and related needlework for future generations through education, service, communication, and quality workmanship.” The purpose of Elegant Stitchers is to foster friendship and learning through their shared love of needlework and to share their skills with their community through sewing-related service projects. The beautiful garments below are for our littlest ‘angels’.
With the generosity of comfort items donated and the efforts of our talented sewing volunteers, providing us with beautiful handmade items made especially for all our patients, WakeMed Health & Hospitals is able to add a dimension of care and comfort that is second to none.

**WakeMed Raleigh Campus**

Alina Jugan  
Alissa & Ethan Meyerhoffer  
Ann Jagger  
Anne Parker  
Atria Oak Ridge  
Bertie Cox  
Cary Senior Center  
Cristina Allen  
Danna Freeman  
Deb Pederson  
Debbie Johnson  
Deborah Lambert  
Delta Prince  
Girl Scout Troop 679  
Henry Stevens  
Hpeak Charter Academy  
Jamari Tyson WEC  
Janet Hoffman  
Karen Gainey  
Kingdom Crafters  
Linda Perry  
Linda Shaddix  
Lisa Scott  
Michele Boyce  
Mildred Chavis  
Partnership Magnet Elem  
Project Linus  
Rebecca Kasbeek  
Rhonda Batt  
Suzanne Wilkinson  
Thales Academy Apex Elementary  
The Little Gym
With the generosity of comfort items donated and the efforts of our talented sewing volunteers, providing us with beautiful handmade items made especially for all our patients, WakeMed Health & Hospitals is able to add a dimension of care and comfort that is second to none.

WakeMed Cary Hospital

Ann Foster's Group
Ashley Hancock
Carolina Preserve Yarn Spinners
Cary Blanketeers
Cary Quilting
Cary Senior Center
Cindy Larsen
Colonial Baptist
Comfort Circle - UMC
Compassion Knit Hearts
CP Yarn Spinners
Craft Blessings NHBC
Darlene Herring
Deanna Babyak
Debbie Wood
Elegant Stitchers
Garner Senior Center
Gerri Osenga
Grace Perey
Harriet Kelner Group
Herta Roeloffs
HSNC
Janice Pope
Juliet Mallory
Kraft YMCA
Margaret Crutchfield
Marilyn Knittel
Marilyn Mitchell
Michelle Lane
Nancy Romano
Pam Ayars
Pat Praet
Project Linus
Rebecca Kalsbeek
Rohan Talluri
Sonika Puvvada
Sue ReCorr
Sue Terjesen
Susan Tapp
Windsor Point