



2024 Winter Edition

## Updates from the Director

We hope this edition finds you doing well after a busy holiday season. We had very successful toy drives at our hospitals this year and appreciate volunteer support of these events to benefit our pediatric patients. In particular, I want to thank Ann Brown, Trent Rhyne, Kim Mathan, Haley Thomas and Larry Ellis for stepping up to serve as volunteer leaders for these events; as well as, Jackie Kennedy, Volunteer Services Manager, for her work in planning and executing these so well for us.

We are excited to share with you the wonderful outcomes of all of your efforts over the past year in the Volunteer Services Annual Impact Report. You will be receiving this in the next few weeks, please take a few minutes to review this when possible. We are so grateful for the many ways you have impacted our patients, family, staff, and fellow volunteers in incredibly meaningful ways. Our Volunteer Board of Directors has gone through a newly designed orientation process, and we look forward to continued improvements in our processes as we work together this year. Articles from the Cary and Raleigh Chairpersons are included further in this newsletter and are a great way to stay informed of their happenings. We continue to remain an active and engaged component of our system and thank you for being an integral part of the WakeMed Team!

Thank you,

Chris Spurgeon, MBA

Director

Guest, Retail, & Volunteer Services

WakeMed Health & Hospitals

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### Volunteer Quote

**TO MAKE A DIFFERENCE  
in someone's world, you  
don't have to be amazing,  
rich, talented, or beautiful.  
You just have to be you  
and CARE.**

**—Rebecca Fox**

## Raleigh's Chair Report

I trust that each of you had a wonderful time over the holidays. It seems that the winter cold is keeping its grip on us for a little longer, but spring will be here quicker than we realize. Despite changing weather and seasons, I appreciate the consistent warmth that each volunteer gives in each area of responsibility. This is the "WakeWay" that sets us apart from other organizations. Thank you for being a tangible evidence of care and compassion!

You may have heard that the WakeMed has launched an internal audit of the Volunteer Board financial transactions. Often when we hear or see the word "audit," we tend to think negatively about an organization. Periodic audits are a good function that makes sure our policies and procedures are within the scope of our purpose and guidelines. I know that we will all benefit from this.

Ann Brown continues to be a leader in helping Volunteers and Board Members plug into their abilities through continuing education, so we become more effective in our roles at WakeMed. If you have not attended one of these training sessions, *Impacting Others Through Your Behavior* (2024), or *Creating a Strengths Based Culture* (January 2025), I highly encourage you to sign up for both sessions listed below:

***The 7 Habits of Highly Effective People***, March 4, 2025, 8:30 am - 3:30 pm

***Conflict Management***, April 24, 2025, 9:00 am - 11:00 am

Here is the link for the first training on March 4<sup>th</sup>:

<https://www.signupgenius.com/go/10C0B4CA4A62EA7FE3-54487932-the7habits>

If you have any questions about either of these opportunities, please contact Ann at: [asbrownapex@gmail.com](mailto:asbrownapex@gmail.com) or 919.656.5957.

I wish there was more space in this article to recount success stories I hear from volunteers, patients, and staff. Let this be a reminder that what may seem a small contribution of your part can make a huge difference to the person you serve!

Finding joy in serving,

Sherman Driver, Raleigh Volunteer Board Chair  
Raleigh Campus Volunteer Board of Directors



## Cary's Chair Report

Welcome to 2025! It is that time of year where we all set our resolutions and goals. Some people have goals to be healthier (get more exercise, drink more water, sleep 8+ hours, etc...), while others want to get more involved in their community. Congratulations - you can already mark the second one off your list and...thanks to the Volunteer Board, you can also drink more water with our recently installed water bottle filling stations at Cary Hospital.

You are true gifts to the hospital, its staff, patients and each other and even though the official season of giving is over, you continue selflessly giving of your time. You might get tired of hearing it, but we never tire of saying THANK YOU.

This year we really want to hone in on what you want from volunteering at WakeMed Cary Hospital and how we can make your volunteer time more impactful. The Volunteer Board plans to send a survey out early this year. We are interested to learn what you want to hear from us. Are you interested in getting more involved with the Board? Do you want to know what the Board's mission and focus is? Would you like to be involved in some of our activities or projects? We offer a variety of ways to get involved from fundraising to planning events, like our wildly successful Trunk or Treat. We are your representatives and want to make sure we do the very best we can.

The Board and I look forward to making this the best year yet and we look forward to connecting with you.

Thank you,

Cary Hospital Volunteer Board of Directors



## VOLUNTEER SERVICES “LIKES TO KNOW”

### We Remember Rusty

Rusty and his owner, Donna, were a pet therapy team at WakeMed Cary Hospital and also visited many off-site locations. Rusty passed away in mid-November after having multiple seizures the past few months. Both Rusty and Donna will be missed by staff and patients. Here is a news video of Rusty at WakeMed Cary Hospital:

<https://www.wral.com/story/dog-tor-rusty-is-in-golden-retriever-helps-patients-through-sickness-owner-through-loss/20556684/>



### RONALD MCDONALD FAMILY ROOM

#### ACCOMPLISHMENTS IN 2024!

In 2024, WakeMed Volunteer Services is proud to report that the Ronald McDonald Family Room received a record number of visitors. These visitors could not possibly be properly served without the assistance of every dedicated volunteer. We honor the work each of you do, and hope that you truly feel appreciated. The impact is immaculate!

*Thank You!*

#### **WakeMed Family Room 2024**



**13,350 Visits**  
3,109 Families Served

2,453+ Hours Open



981 Pots of Coffee  
(5,886 Cups)

478 Loads of Laundry



21 Family Lunches  
provided for NICU

20 Active Volunteers  
Served 2,823+ Hours over  
559 Shifts  
5 New Volunteers joined



Program Manager  
Covered 54 shifts (9%)

## VOLUNTEER SERVICES “LIKES TO KNOW”

### CARDS OF APPRECIATION TO VOLUNTEERS AND COMMUNITY SEWERS

“I was recently in WakeMed for a couple days. It was a pleasant experience despite having to go to the hospital. The staff were exceptional, including a wonderful volunteer who came to visit and gave me a beautiful purple hand knitted blanket. I have used it every day upon returning home. WakeMed is blessed to have such lovely volunteers representing the hospital! Thank you so very much for your kindness!”

“Binita come by today with a blanket and hat for my husband made by the volunteers from WakeMed. She touched my heart with her warmth and sincerity, and her appreciation for the volunteers who use the talents to give to others not knowing who their gifts are going to and they expect nothing in return.”

“How gracious you are and what a wonderful thing to lift people’s spirits with your loving kindness. You surely brought joy to my life. Thank you. May you have a lovely year.”

“Thank you so much for the quilt. I know making a quilt is a labor of love. Also the person who brought it was a spot of joy in my day. Thank you so much!”

“Thank you for your caring spirit!”

“Hello, I was given one of the blankets you made. I just want you to know the love you put into these blankets is greatly appreciated and made my stay so much better with a lot of comfort. May God bless you!”

“Thanks so much for the beautiful blanket and thoughtful words. You all have made my stay here a little easier. The dedication is unmatched! I truly believe that you are doing this because you genuinely want to and that makes all the difference in the world! Thanks for being a positive ray of sunshine!”





## VOLUNTEER SERVICES “LIKES TO KNOW”

### HOLIDAY TOY DRIVE

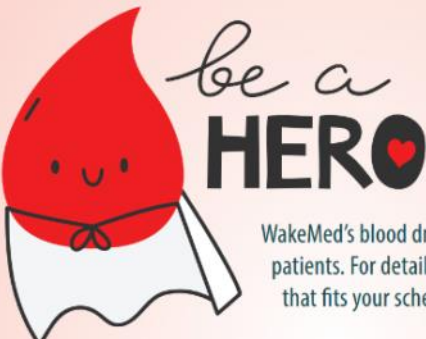



*Thank You!*



## VOLUNTEER SERVICES “LIKES TO KNOW”


### Blood Drives in February


WakeMed's blood drives can directly impact our patients. For details and to sign up for a time that fits your schedule, visit MyWakeMed.

<b>RALEIGH CAMPUS</b> Tuesday, February 11 7:30 am to 5 pm Wednesday, February 12 7:30 am to 5 pm Bloodmobile in Courtyard	<b>NORTH HOSPITAL</b> Wednesday, February 12 8 am to noon Bloodmobile  <b>OPERATIONS CENTER</b> Tuesday, February 11 7:30 am to noon Bloodmobile	<b>GARNER HEALTHPLEX</b> Tuesday, February 11 2 to 6 pm Bloodmobile  <b>APEX HEALTHPLEX</b> Wednesday, February 12 2 to 6 pm
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**CARY HOSPITAL**  
 Tuesday, February 11  
 7:30 am to 5 pm  
 Bloodmobile



As a token of appreciation, all donors will receive a \$50 e-gift card.




### *Volunteer Appreciation Luncheon* **May 1, 2025** *Crabtree Marriott*

SHARING TALENTS • GIVING BACK



### Contribution

### Belk's Sale :

**Raleigh \$69,030.04**  
**Commission: \$9,650.78**

**Cary: \$25,179.86**  
**Commission: \$3,521.66**

**Total Commission: \$13,172.44**

**Proceeds from the sales allow the Volunteer Boards to provide funding to support programs and services at WakeMed Health & Hospitals**



## VOLUNTEER SERVICES UPDATES

### Partnership with Four Paws NC

WakeMed Volunteer Services has recently been fortunate enough to foster a partnership with Four Paws NC. The organization has agreed to refer therapy dog teams to us. This has significantly spiked the traction we are receiving to increase our number of HPP dog teams. Please let us know if you or anyone you know is interested. Please also let us know if you know of any other organizations that may also be interested in potentially partnering with us!



### VOLUNTEERS IN ACTION





## Sewing Donations for Winter 2024

### Raleigh Hospital

<p>Abigail Sullivan Adisynne Henley Ann Kebabian Ann Shields Avery Campbell Barbara Dickerson Cadence of Raleigh Capital City Church of God Capital Quilter's Guild Cary Stitchers Christina Allen Columbiettes Dana Whitehead Deanna Carr Elizabeth Durand Ellie Wentzell Erin Karl Evelyn Luna-Ramirez Gabrielle Sciaudone Jan Holt Janice Wright Jean Plante Karen Gainey Kathryn Clarke Kathy Stewart Kathy Turner Lorraine Short Lynn Lye Meg &amp; Grace Crochet Meredith McKinney Michele Boyce Needling Around @ Creekside Nina Honeycutt Olivia Poole Patricia Gay Patty Kribbs Paula Ziolkowski Project Linus Quilts for Kids Robin Valle Rocky Chapel Missionary Baptist Church Sewing and Crocheting Rolesville Baptist Church</p>	<p>Rosemarie Gattuso Sharon Barrow Sheila Henderson Sherri Ingersoll Sherrill Boyce Sherry Schulz St. Matthew Missionary Baptist Church St. Raphael Women St. Stephen's Episcopal Church Stephanie Shipman Steve O'Donnel Stitches of Love Susan Swift Suzie Franzheim Threads of Love Wake Forest United Methodist Church William Ditenhafer Xenia Pigford</p> <p><b>Raleigh Community Sewing Groups contact Pennie at pegrham@wakemed.org or 919-350-8293 to update member status.</b></p>
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### Cary Hospital

<p>Alyssa Zhao Anna Gilman Ann's Huggables Arlene Bunker Aubriana Burch Avrie Lanning Barbara Allen Barbara Buchanan Bareen Halim Brier Pointe Ladies Brooke McNeeley Caprice Cox Carol S. Miller Carolina Preserve Yarn Spinners Cary Blanketeers Cary Quilting Cary Stitchers Catherine Blalock Chapel Hill HS Crochet &amp; Knitting Club Cindy Larsen Compassion Knit Hearts Connecting with Threads Deanna Babyak Debbie Egbert Debe Deangelo Denise Walker Donna Rudy Elizabeth Milazzo Faye McGuire First Reform Church Women for Children Fujifilm Diosynth Biotechnologies Finance Depart- ment Gale DeBinder Gayle Marko Gerri Osenga Gurmit Rai Harriet Kelner's Group Hindu Society of NC Seniors</p>	<p>Jaime Ramsbottom Janet Jennings Jeannine Hobbs Jerralie Petersen Jody Cefola Judy Latham Kaleen Holdaway Karen Castle Karen George Leanna Bensinger Linda Jandura Liz Plane Maria Blewitt Marlene Jordan Mary Lou Hodges McClaren Pine Megan Baran Nancy Romano Norma Keyes Piecemakers Pine Tree Quilting Quilts for Kids Sandy Bearrows Sandy Cerretti Sewing Seeds in Hearts Shreva Shastri Stephanie Pond Stitch Together Susan Rathbun Terrie Reidy The Caring Crafters The Needlers The Shepherd's Church The Templeton Threads Tongyan Chen Woodland Terrace KnitWits Yvonne Braswell</p> <p><b>Cary Community Sewing Groups contact Suzanne at surean@wakemed.org or 919-350-8293 to</b></p>
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**Department of Volunteer Services  
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