



2025 Spring Edition

Volunteer Appreciation Week **National Health Care Volunteer Week | April 20 – 26**

This week, we proudly recognize and celebrate all WakeMed volunteers for their countless hours of service, compassion, and those endless smiles that brighten our halls. Your selfless dedication and unwavering support do not go unnoticed — by our staff, our patients, their families, and the entire community we serve.

You continually go above and beyond, offering your time and talents to make a meaningful impact. We are incredibly fortunate to have so many devoted individuals as part of the WakeMed family. Your contributions are invaluable to our health system, and we simply could not do what we do without you.

Thank you for all you do — today and every day!



In this Issue

- Raleigh Board Chair Report page 2
- Cary Board Chair Report page 3
- Education Committee Update page 4
- Volunteer Services Updates pages 5 - 7
- Volunteer Spotlight page 8
- Sewing Donations page 9

Quote of the Quarter

“As you grow older, you will discover that you have two hands—one for helping yourself, the other for helping others.”

— Audrey Hepburn

RALEIGH'S CHAIR REPORT

It is my hope that you are looking forward to the WakeMed Volunteer Lunch on May 2nd as much as I am! This is a great time for us to reconnect with volunteers who we only see once a year. It is also an opportunity to meet new members of this **ALL-IMPORTANT TEAM!** We will hear updates from Volunteer Services and Board Chairs. I look forward to seeing you!

One of the exciting aspects of my work is watching dedicated volunteers doing the work with real interest in those they serve. Whenever I can, I love to hear success stories of how you have had an impact on a patient, a visitor, a staff member, or departments. With permission, I want to share one of these accounts.



Byron Stallings, Stroke Peer Supporter, received an award from Triangle Aphasia Program (TAP) recognizing his outstanding contribution to volunteerism with their organization. He was recognized also for his work as Peer Supporter. Byron recommends this TAP program to patients he visits who have aphasia.

There are an endless number of stories like this that could be told and would fill many books. Each one is special and will be retold over and over by those who received the care and attention of our volunteers.

On a very personal level, my wife and I have a granddaughter with Down Syndrome and Autism that needed a procedure at WakeMed. Because of her age and condition, the Child Life team assisted during the procedure which reduced her anxiety and those of her parents. Their whole experience proved the exceptional quality of care, compassion, and skill that runs through every level of treatment and care, every department, and every person in this special organization, contributing to the wellbeing of our patients.

Without your part in this system of compassion, there would be a void and needs not met. Thank you for being the link that meets the critical needs of others in selfless service.

Sherman Driver, Chair
Raleigh WakeMed Volunteer Board

CARY'S CHAIR REPORT

Welcome to Spring!! The Cary Volunteer Board had a busy winter focusing on goal development, including ways to communicate with and involve our Cary volunteers in the work of the Board. A new mission statement directs our work, and several committees have been formed to help carry out our mission.

MISSION: To support hospital projects that foster opportunities with an immediate and lasting positive impact on patients, families, staff and our volunteer colleagues. This is accomplished through active volunteer involvement and financial support from local fundraising and donations. We strive to connect volunteers to each other, the broader hospital mission, and the Cary community.

To jump-start our efforts a survey was sent in early April to all Cary volunteers. The results will help us determine ways to connect with volunteers, to connect volunteers with each other, and to involve more volunteers in the work of the Board and our projects. If you are interested in learning about opportunities to volunteer on projects or being a part of the Board, please let us know.

Wondering how to make contact with the Board? Here are the answers.

- Let the Cary Volunteer Services office (Jennifer/Suzanne) know and a Board member will contact you
- Send an email to me and I will make sure you are connected with a member of our Board (davtkoch@gmail.com)
- Look for a volunteer with a red tag on their name badge that says Board member and let them know your interests and questions.

As part of the Board's mission, we are pleased to provide funding for an exciting new effort, A Matter of Balance. This is an evidence-based program designed to reduce the fear of falling and increase the activity level of older adults who have concerns about falls. Sessions are led by trained coaches from WakeMed Outpatient Rehab. The first series of sessions already started in early April.

Mark your calendar for Monday, May 12 and plan to get a meal at the Shake Shack in Waverly Place, Cary. The Shack is supporting our Board efforts by donating 25% of your meal purchase that day to us!!

Thank you for all you do as a volunteer at WakeMed Cary! You are an important part of the Cary WakeMed team. I look forward to reporting on our efforts in each issue of HeartBeat.

Dave Koch, Chair
Cary WakeMed Volunteer Board



Volunteer Education Committee Update

Registration is open for our upcoming seminar, **Conflict Management**. Conflict is an inevitable part of life, yet when it is handled in a healthy way, it's an opportunity for learning and growth. Join with other volunteers in this seminar and learn how to identify your own preferred conflict style, and how to navigate the various styles of people you might see every day. Using the Thomas-Killman Conflict Model, participants learn about the dimensions of conflict, as well as the five forms of conflict resolution: Competition, Avoidance, Collaboration, Accommodation and Compromise. This free seminar is brought to you by the WakeMed Volunteer Education Committee and is presented by the WakeMed Organizational Development Team. Contact Ann Brown at asbrownapex@gmail.com with any questions. All volunteers are welcome to attend.

Date: April 24, 2025

Time: 9:00 am - 11:00 am

Location: Medical Office Building, Raleigh Campus, Classroom 1

Register Here: [Continuing Education: Conflict Management Seminar](#)

Or <https://www.signupgenius.com/go/10C0B4CA4A62EA7FE3-55887495-conflict>

The Volunteer Education Committee would like to recognize the following people who attended classes recently:

Leading from Strengths: Ann Brown, Michelle Boyce, Danny Fanning, Amy Krieger, Skip Roy and Pam Thompson

7 Habits of Highly Effective People: Ann Brown, Vernon Burkhart, Kathryn Cox, Danna Freeman, Karen Livingston, Michelle Portee, Skip Roy, Sherry Schubert, Binita Sura and Anne Marie Vandezande

Save the dates:

June 26, 2025 Stop the Bleed, 1:00 – 2:30 pm, Simulation Center, Raleigh Campus

October 23, 2025 Heartsaver CPR/AED, 12:30-4:30 pm, Classroom TBD, Raleigh Campus

If you're interested in helping with the Raleigh Education Committee contact Ann Brown at asbrownapex@gmail.com for details.

VOLUNTEER SERVICES UPDATES

The WakeMed Sewing Program Recognized

Recently, the Volunteer Sewing Program was recognized at the Society for Healthcare Volunteer Leaders Annual National Conference. WakeMed's Volunteer Sewing Program was selected as a finalist for the Impact Award. The Impact Award recognizes a Volunteer Services Program for outstanding contributions and professionalism in the field of Healthcare Volunteer Administrations.

We are very proud of the wonderful handmade items and the impact they make on our patients, volunteers, and hospital. Last year alone, over 600 volunteers donated over 26,000 handmade items to our patients! Items that we accept include sewn, knitted, and crocheted blankets for adults and children, shawls, huggables (stuffed animal dolls), fidget sleeves, memory quilts and veteran's blankets, surgical caps, chemo hats, and for babies – blankets, burp clothes, hats and booties, incubator quilts and infant memory gowns. Each one of these items are specifically used while the patient is at the hospital, but is also used after they are discharged.

Patients are often surprised that somebody made something *just for them*. Sometimes, a patient will shyly say they do not have money to pay for the item and are brought to tears when they find out these items are free and made by community volunteers. Our volunteers say it is very rewarding to see a smile on a patient's face when they receive a gift of a handmade item. It breaks the stress and brings some colors to a sterile patient room as well as their world.

A handmade gift shows thoughtfulness, crafted with love, attention and care. The gifts reflect the time and effort the artisan put into creating something truly unique. Time and time again, patients, who really have nothing when lying in a hospital bed, are brought to tears, and touched by a one-of-a-kind handmade gift. There is an emotional connection to the blanket, and a story behind each gift. The story adds a personal touch to their hospital experience and makes the patient feel very connected to others.

The impact of a handmade item ripples throughout the hospital and greater community. It enriches the lives of the sewers, the patients, the in-hospital volunteers that visit with patients and give these gifts, the patient's medical team, and even the patient's families.



VOLUNTEER SERVICES UPDATE

Magazine Donations

We are looking for new magazines to distribute to our patients. If you have any gently used or new (last 3 months), popular magazines (People, Time, Women's Health, Men's Health, Home, and Garden, etc.), please feel free to drop them off in the Raleigh or Cary Volunteer Services Office.



Photos of Families Volunteering/Working at WakeMed

We are interested in sharing photos of family members that volunteer or work at WakeMed in an upcoming newsletter. If this is you, please send us a photo together, preferably at WakeMed location, to Jennifer Gibbs at jegibbs@wakemed.org.

WakeMed Volunteers are cordially invited to the WakeMed Annual Volunteer Appreciation Luncheon

When: Friday, May 2, 2025, 11:30am – 1:30pm

Where: Raleigh Marriott Crabtree Valley
located at 4500 Marriott Drive, Raleigh, NC 27612

RSVP by: Thursday, April 24th



WakeMed 
Volunteer Services

RSVP for your attendance and meal preference by clicking here—
[WakeMed Volunteers: Annual Volunteer Appreciation Luncheon](#) or contact your Volunteer Services Office directly for more information. When you register online be aware it is a two-step process and you should receive an email confirmation once completed.

If you have a special dietary need that is not listed online, please email Jackie Kennedy at jkennedy@wakemed.org.

We will see you there!

VOLUNTEER SERVICES UPDATES

One Day Volunteer Opportunity at Cary Hospital

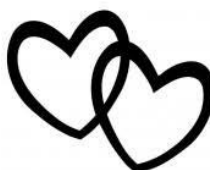
The WakeMed Mothers' Milk Bank is hosting its 3rd Annual World Human Milk Donation celebration on Saturday, May 17th. This will be a community event with vendors, crafts, and games for families to enjoy.

Volunteers are needed to help cart participants, assist at the check-in desk, and cover the craft stations. A total of ten volunteers are needed on May 17 from 9 am—1 pm. If you are able to volunteer, please sign-up here: [World Human Milk Donation Day Event](#). If you have questions, contact Kerrie Gottschall, WakeMed's Milk Bank Manager, at kgottschall@wakemed.org.

To learn more about WakeMed's Mothers Milk Bank, go to wakemed.org and search "Milk Bank".



WakeMed Volunteers in Action



VOLUNTEER SPOTLIGHT

Volunteer Spotlight: Zhiyu Cao

Congratulations to Junior Volunteer, Zhiyu Cao for receiving two volunteer service awards recently. Zhiyu received The Triangle Non-Profit Volunteer Leadership Award and The President's Volunteer Service Award through AmeriCorps. Zhiyu volunteered over 125 hours in the Coffee Bistro at Cary Hospital and we asked her to tell us more about herself and her volunteer experience at WakeMed Cary Hospital.

Tell us a little bit about yourself *outside of WakeMed*?

Outside of WakeMed, I am a student at Green Hope High School. I am very passionate about medicine and want to work in healthcare in the future! I love doing rhythmic gymnastics and listening to music.

What does this experience mean to you?

This experience provides me opportunities to help patients and staff in the hospital setting. During my time here, I not only contributed my effort in my community but also learned many things about hospitals. This experience facilitated my passion in healthcare and awarded me happiness in those small moments of helping people and alleviate their concerns.

Can you describe a particular time you felt you were making a difference in the lives of others at WakeMed?

During a Christmas break, I volunteer to distribute lunch in the cafeteria during the busy hours. Receiving multiple thanks from people and providing them lunches warm my heart during the cold weather, making me feel that I am impacting people with my small acts of kindness.

Tell us more about your awards. How did you decide to apply for them and what do they mean to you?

I want more people to know about this opportunity at WakeMed. These awards leave me memories of the WakeMed volunteering experience. They represent the connections I built, the lessons I learned, and the difference I was able to make in patients' lives.

Thank you Zhiyu for all your support at WakeMed!



2nd Quarter Sewing Donations

Raleigh Campus

Alicia Reiner
Ann Kebabian
Ann Shields
Barbara Dickerson
Capital City COG
Capital Quilter's Guild
Cary Stitchers
Celeste Zippetelli
Christ Bowyer
Dana Whitehead
Dawn Tarzia
Deanna Carr
Elizabeth Durand
Emma's Anderson
Church
Erin Karl
Haley McAvoy
Janice Wright
Jeanette Gray
Jennie Patel
Joy Young
Karen Gainey
Kathy Stewart
Kristie Jones
Laquana Drayton
Lynn Lye
Maggie Vitali
Marsha Hast
Meredith McKinney
Michele Boyce
Michelle Faulkner
Naomi Dial
Needling Around at
Creekside @
Bethpage
Nina Honeycutt
Oliva Poole
Pamela Ponton
Patricia Gay
Patty Kribbs
Pearl Fowler
Project Linus
Rachel Anderson
Robin Valle
Rosemarie Gattuso

Sharon Barrow
Sharon Burney
Sheila Henderson
Sherri Ingersoll
Sherrill Boyce
Sherry Schubert
St. Matthew
Missionary Baptist
Church
St. Raphael the
Archangel
Columbiettes
Stephanie Shipman
Susan Breslin
Susan Katz
Susan Swift
Threads of Love
Wake Forest
Wendy Athanas
Xenia Pigford

**Raleigh Community Sewing
Groups contact Pennie
Graham at
pegraham@wakemed.org
or 919-350-8293 to update
member
status.**



Cary Hospital

Abigail Berhanu
Alicia Reiner
Alyssa Zhao
Anna Gilman
Anna Regina Viola
Annie DeFour
Ann's Huggables
Apex Senior Center
Stitch & Hook
Aubriana Burch
Barbara Allen
Barbara Buchanan
Caprice Cox
Carolina Preserve
Yarn Spinners
Caroline King
Cary Blanketeers
Cary Presbyterian
Cary Quilting
Cary Stitchers
Catherine Blalock
Cindy Larsen
Compassion Knit
Hearts
Cynthia Chakkravarthy
Deanna Babyak
Debbie Egbert
Denise Walker
Donna Rudy
Elizabeth Milazzo
Gale DeBinder
Garner on the Mend
Gayle Marko
Gurmit Rai
Hannah King
Herta Roeloffs
Hindu Society NC
Jaime Ramsbottom
Jessica Hunter
Jody Cefola
Judy Latham
Karen Casian
Karen Castle

Karen George
Leanna Bensinger
Lee Moore
Lilah Pastoor
Linda Jandura
Linda Stander
Liz Plane
Marlene Jordan
Mary Lou Hodges
McClaren Pine
Pine Tree Quilting
Randolyn Emerson
Rosemary Dahlberg
Sahasra Gandavarapu
Sandy Cerretti
Sara Al-Shoaibi
Sewing Seeds in
Hearts Group
Shreya Shastri
Stitch Together
Sue Terjesen
Terri Reidy
The Caring Crafters
The Templeton
Threads
Valerie Lee
Varshita Vijayakumar
Women's Bear Ministry
Y Knots at Taylor
Family YMCA
Yvonne Braswell

**Cary Community Sewing
Groups contact Suzanne
Disher at
sdisher@wakemed.org or
919-350-2363 to update
member status.**



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