



SHARING TALENTS • GIVING BACK



2025 Summer Edition

Updates from the Director

Dear WakeMed Volunteers,

I hope this edition of our newsletter finds you doing well and beating the heat of Summer! The Volunteer Services Team has been busy developing your latest Volunteer Satisfaction Survey and looks forward to getting your input. Each year, we take this opportunity to gather your feedback as integral stakeholders to our programs and services. Please take the time to let us know your thoughts as we use this data for strategic planning and improvement purposes. We highly value you, the service you provide, and the impact you have on our patients and families.

Thank you for being a part of the WakeMed team and creating a truly patient centered environment! I hope you have a wonderful rest of this season and look forward to continuing our efforts together.

Thank you,

Chris Spurgeon, MBA
Director
Guest, Retail, & Volunteer Services
WakeMed Health & Hospitals

Make A Difference



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Quote of the Quarter

"The heart of a volunteer is never measured in size, but by the dept of the commitment to make a difference in the lives of others.."

– Deann Hollis

RALEIGH'S CHAIR REPORT

As a volunteer for nearly fourteen years, I take great pleasure in getting to know other volunteers and staff at WakeMed. One of my goals is to learn each name so I can encourage them in their roles. During the summer months, many students come to WakeMed to either fulfill an education requirement or become exposed to some area of the medical field they are interested in pursuing after they finish high school.



I sit at the information podium at the "C" elevator, many of these students pass by as they guide visitors through the hospital. I purposely get to know them and ask whether they are using hours as a volunteer to become familiar with some venue of medical care. Their stories make me appreciate even more the diverse opportunities offered by WakeMed. I also watch many nursing students in blue uniforms travel through the halls as they go from class rooms to lunch or other areas of the hospital to pursue their dreams.

This is why WakeMed is well known for its standards of excellence and forward thinking for advancing the latest technology that brings the best care to patients. People want to come here to learn and be part of a movement in the medical field that is on the cutting edge of medical care. I am proud to encourage students and staff alike.

The Raleigh Volunteer Board are in another phase of finding nominees who are willing to serve on the Board. It has been my privilege to interview several potential members as I learn more about their interest and stories of why they chose WakeMed to volunteer. One in particular stands out. Though he has volunteered for less than a year, his interest began after being a patient in the ED twice. He noticed the quality of care that was given him and how volunteers played an important part of meeting his needs and promoting recovery.

These reasons and more, are why I want every volunteer who reads this article to realize how valuable you are, not just to patients, visitors, and the staff, but the ripple effect of your dedication impacts a much larger community in North Carolina and beyond. **THANK YOU!**

As I end my term as Board Chair in September, it has been a privilege to serve in this capacity. I appreciate those who served with me for their support and encouragement!

Sherman Driver,
Chair of the Raleigh Volunteer Board



CARY'S CHAIR REPORT

Happy Summer!! The Cary Volunteer Board has been busy working on ways to communicate and engage Cary volunteers in the work of the Board and our projects.

Our mission is 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.

A survey was sent to all Cary volunteers in April that yielded 87 responses, and the information gathered is very helpful as we make plans for the future. Thanks to those who responded! The survey has given us direction as to how our volunteers want to receive information and tells us ways volunteers would like to interact with each other.

Our Communications Committee is following on suggestions from the survey with a project we call "rounding." The goal is to interact, connect, listen and inform volunteers all throughout the WakeMed Cary hospital about the work of the Board and their work as a volunteer. The first volunteers being contacted are those who expressed interest on the survey to learn more about the Board and its' work. If you are interested in talking to a Board member look for a volunteer with a red Board tag on their name badge and let them know your interests and questions.

Our Nominating Committee is recruiting for new board and committee members. If you are interested, please let us know and a member will contact you.

Volunteer Board members will partner with our WakeMed Cary police for "Cary Safety Days," taking place on September 27 from 11 am to 2 pm. The event will be held on Academy street in Cary, blocked off for Cary Fire, Police, and other first responders to meet the public. Children will enjoy seeing hook and ladder fire trucks and inside EMS trucks. Members of the Cary police and Fire Departments will be present to share information.

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

Dave Koch, Chair
Cary Volunteer Board



Volunteer Services Update

WELCOME TO VOLUNTEER SERVICES



Please join us in welcoming Linda Harding, our new Volunteer Development Specialist at WakeMed!

Linda brings over 20 years of experience working with volunteers across a variety of non-profit organizations. She holds a Bachelor of Science in Chemistry from Colorado State University and a Master of Divinity from Denver Seminary.

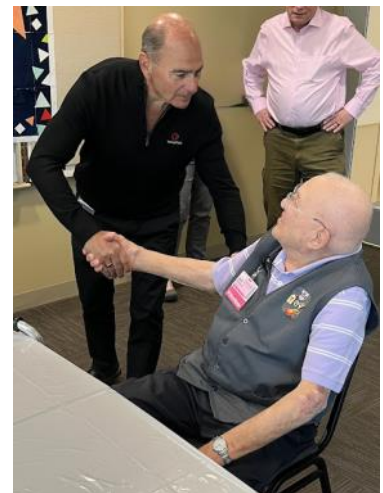
Linda lives in Wendell with her husband and is the proud mom of three adult children. In her free time, she enjoys reading, going for walks, and spending time at the beach.

Feel free to reach out to her at lharding@wakemed.org.

Phil Greco Is Retiring

Phil has been a volunteer with the Ronald McDonald Room for almost 14 years and contributed 10,838 hours of services. Phil started in 2011 after the death of his wife (who was his high school sweetheart). Phil was a career marine. When his wife was nearing the end of her life, she told him he needed to volunteer at WakeMed after watching the kind volunteers serving while she was hospitalized. I think Phil took those words as an order and has taken his volunteer role very seriously ever since. He will not do anything without going above and beyond, so he always arrives early, stays late and finds extra projects to do during each shift. Before the Covid closure, Phil was volunteering 7 days a week. He once told me that he didn't like being at home alone sitting around like an old person, so he was determined to stay active and take care of others.

We got to celebrate Phil earlier this year on his 90th birthday.



VOLUNTEER SERVICES UPDATES

Important Update: WakeMed Volunteer Newsletter Distribution

We want to inform you of an upcoming change to how we share the WakeMed Volunteer Newsletter (Sew Much Love & Volunteer Services Newsletter). Beginning with the October 2025 edition, we will no longer print and mail the newsletter. This decision was made in response to rising printing and postage costs, feedback from volunteers and the need to use staff resources more efficiently.

Moving to a digital format allows us to reach more people while ensuring staff has the time to meet hospital needs for volunteer support. We're excited about the possibilities this change brings and encourage everyone to take part in this transition.

How to Stay Informed:

- **Update Your Email Address:** To continue receiving the newsletter and important updates, please make sure we have your current email address on file. You can send your updated contact information to sdisher@wakemed.org or pegraham@wakemed.org.
- **Visit Our Website:** News, updates, and volunteer information are regularly posted online.

If you have any questions, please don't hesitate to reach out to the Volunteer Services team. Thank you for your understanding and continued support!

3W - Volunteers for National Volunteer Week

During Volunteer Appreciation Week, WakeMed Cary Hospital 3 West floor offered their volunteers the same gift bag they gave their nurses - hand lotion, eye mask, nail file and a mirror that says, "Some times you forget – You're Awesome - so this is your reminder". They also made a bulletin board for their volunteers. Love it!



VOLUNTEER SERVICES UPDATE

In Memory of Mrs. Barbara Brooks

We are deeply saddened by the loss of our cherished volunteer, Barbara Brooks. Over her remarkable 38 years of service and more than 17,000 volunteer hours, Barbara touched countless lives with her kindness, dedication, and unwavering generosity. Her legacy will forever be a part of the WakeMed community and in the hearts of all who had the honor of knowing her.



A Family Affair—Volunteering and Working at WakeMed Together

We're excited to highlight family connections in our upcoming newsletter! If you and a family member both volunteer or work at WakeMed, we'd love to feature you. Please send a photo of you together, ideally taken inside or outside at WakeMed, to Jennifer Gibbs at jegibbs@wakemed.org.



Save the Date:

Heartsaver CPR/AED Training

October 23, 2025 12:30 PM – 4:30 PM
WakeMed Raleigh Campus, classroom TBD

If you have questions about either event you can contact: Ann S. Brown at asbrownapex@gmail.com.



VOLUNTEER SERVICES UPDATES

WakeMed Volunteers in Action

Our Courtesy Cart volunteers enjoy organizing their own lunch gatherings in the cafeteria about once each quarter. Today, they chose to dine outside on the cafeteria patio. These get-togethers are filled with laughter and stories from their time driving the Courtesy Cart around the parking lot. Pictured here are six of our eight wonderful Courtesy Cart volunteers.



Our Fav Volunteer

Eric Cunningham helped load donations at the Blessing Box at the WakeMed Community Health Center.



Kudos to Morgan Wille!

She sat with a patient and held their hand while they were having a panic attack. Apparently according to the staff, this is not the first time she has done something like this.



VOLUNTEER SPOTLIGHT

Volunteer Spotlight: Michele Boyce

Michele has been a dedicated volunteer at WakeMed Raleigh since 2019, currently serves as our Sew Much Love Sewing Liaison. Every week, Michele and her team come to Volunteer Services and:

- Carefully sort through sewing donations ensuring there are no pins or needles
- Organize and store the donations appropriately
- Deliver beautiful, handmade items to new moms at the Raleigh Campus

We are so grateful to Michele and her team for their dedication and care. Their efforts not only support our talented community sewers, but also bring comfort to our patients and encouragement to staff.



Tell us a bit about yourself outside of WakeMed?

I am a former nurse and have worked with several non-profit organizations. I love sewing and crafting items for others. If someone describes what they want or need, I can usually figure out how to make it! I also enjoy spending time at the beach, and I absolutely adore my dog, Xena.

What does this experience mean to you?

For me, it's a way of bringing joy to our patients that isn't tied to medicine or treatment. Many patients are truly touched by the generosity of our sewers. New moms are so grateful for handmade blankets and knitted hats. Rehab patients often light up when they receive a walker apron or a quilt. You'd be surprised how many people have never received a handmade item before. It's a small gesture that can have a big emotional impact.

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

Being a part of our community sewing program is a privilege and I see the impact it has every day:

- When I see the creations that our community sewers have gifted to our patients. Everything is made with such love and care and attention to detail.
- When I pick up a donation from a sewer that lives in Durham who was once treated in our ED during a severe asthma attack and now gives back by making quilts
- When a sewer in Connecticut continues to donate quilts in memory of her grandson who passed away in our NICU
- Or when a little child at a clinic receives a huggable, handmade stuffed animal that helps ease their anxiety before a procedure.

This program not only brings comfort to our patients, but it also offers a meaningful way for the community to give back and I'm honored to be a part of it.

Thank you, Michele for all your support and compassion at WakeMed!

2nd Quarter Sewing Donations

Raleigh Campus

Barbara Dickerson
Capital City Church of God
Capital Quilters Guild
Cary Stitchers
Celeste Zippetelli
Chelsea Pineda
Cheryl Dillard
Cleveland RS Sisters
Dawn Tarzia
Deanna Carr
Fran Blackford
Gloria Lee
Jean Holloway
Karen Gainey
Kathy Turner
Kristie Jones
Laura Stiles
Lynne Lye
Madelyn Archibald
Meg & Gracie Crochet
Meredith McKinney
Michele Boyce
Needling Around @
Creekside @ Bethpage
Nina Honeycutt
North Wake College &
Career Academy
Olivia Poole
Pamela Ponton
Patty Kribbs
Pearl Fowler
Project Linus
Rachel Hedges
Robin Valle
Rocky Chapel Missionary
Baptist Church Crochet
Class
Rolesville Baptist Church
Rosemarie Gattuso
Sharon Barrow
Sharon Burney
Sheila Henderson
Sherri Ingersoll
Sherry Schubert
St. James United
Methodist Church
St. Matthew Baptist
Church
St. Raphael the Archangel
Columbiettes
Stephanie Shipman
Stitches of Love
Susan Breslin
Susan Katz
Susan Swift

Suzie Franzheim
Threads of Love
Vivian James
Wake Forest Quilting
Friends
Xenia Pigford

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



Cary Hospital

Adriana Jurjevic
Alicia Reiner
Alyssa Zhao
Annie DeFour
Ann's Huggables
Apex Senior Center
Hook & Stitch
Ashley Soucar
Barbara Allen
Barbara Buchanan
Barbara Drummond
Carolina Preserve Yarn
Spinners
Caroline Dixon
Cary Blanketeers
Cary Quilting
Cary Stitchers
Catherine Blalock
Cindy Larsen
Compassion Knit Hearts
Connecting with
Threads
Crafting Blessings
Deanna Babyak
Debbie Egbert
Denise Walker
Donna Rudy
FRCC Women for
Children
Gale DeBinder
Garner On the Mend
Gayle Marko
Gurmit Rai
Hannah King
Harriet Kelner's Group
Hindu Society of NC
Seniors
Jaime Ramsbottom
Janet Jennings
Jeannine Hobbs
Jerralie Petersen
Jody Cefola
Judy Latham
Kayla Hosang
Kim Sessoms
Kyra Segrist
Laura Zieg
Lee Moore

Linda Haley
Linda Jandura
Linda Stander
Liz Plane
Maddie Suiter
Maria Blewitt
Marlene Jordan
McClaren Pine
Megan Baran
Nancy Ramano
Norma Keyes
Paola Delahoz Page
Pine Tree Quilting
Quilts for Kids
Rachel Dango
Randolyn Emerson
Sandy Cerretti
Sewing Seeds in Hearts
Group
Shea O'Brien
Stephanie Pond
Stitch Together
Sue Terjesen
Sumitra Senapati
The Caring Crafters
The Needlers
The Shepherd's Church
The Templeton Threads
Tongyan Chen
Valerie Lee
Varshita Vijayakumar
Woodland Terrace
KnitWits
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