



January 2012



This edition of the Heartbeat
is produced in memory of:

Donald Gibbons
Peg Brockman

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KUDOS and THANKS to WakeMed Sewing Volunteers

My mother was a recipient of a lap robe from the sewing volunteers at Raleigh Campus. She was an inpatient at the hospital and complained of being cold every time she got up to get in a chair. Her legs would ache (she was diabetic) more when she was cold. I brought her one of the lap robes – it was quilted in bright colored blocks. It was so cheerful and so warm to my mother's legs. She would call attention to her lap robe to her visitors and tell them the volunteers gave it to her. She used the lap robe every day until she died. I am sure those volunteers who make the lap robes do not fully realize the impact they make on patients and the patient's families and the comfort and pleasures they give. They are excellent ambassadors for WakeMed and for Volunteer Services. Their gifts and labors of love keep giving. I now have the lap robe and, because it was mother's favorite, I will also treasure it.

Sally Perdue

Approximately 2 weeks before Christmas, a nurse on 3A asked me if the volunteers still had the lap blankets! When I affirmed, she asked me to bring one to a special patient because she was elderly and always cold! Fortunately, I went back and picked out a Christmas blanket about the size of half a bed sheet: green, red and white, double-sided with really neat designs. When it was given to her husband, he thanked me so much, and told me how much his wife would appreciate it! The next week, I happened to be delivering mail to their room, she was sitting up with the blanket wrapped around herself! Her husband told her I was the one who gave her the blanket! She again thanked me. When I told her she could take it home, her eyes just lit up!

There is not a time that goes by where I don't receive thanks for the volunteers and what we do for patients, family and staff! Usually, it's "THANKS for volunteering"!

Carolyn LaRue

Often after visiting the room of someone who seems lonely or depressed, I go to Volunteer Services to find a lap robe to tuck around their knees. They are always so thankful and can't believe it's a free gift from a sewing or knitting volunteer.

I also rock babies in the NICU and admire the beautiful caps on their tiny heads.

Thank you for all you do.

Mickey Gault

The President's Corner

WakeMed Raleigh Campus



First of all, I hope all of you had a wonderful holiday season.

At our December board meeting, we were thrilled to have Mike Fuchs, Carolyn La Rue, and Vanessa Klein join our

volunteer board. Please join me in extending our warm welcome to these three new board members. Our board meetings are normally held on the 2nd Tuesday of each month.

The volunteer tracking and log-in software Volgistics, was installed in 2011. Since then, I have heard many positive comments about this online tool. Besides logging your hours, you may also check other functions provided by Volgistics, such as your own profile record, messages from Volunteer Services and so on. If you have any further comments on the tool, please send me an email at TimothyLeeRE@gmail.com.

While wrapping up 2011, the board reviewed and approved the Melissa Brown Education Fund to three WakeMed nurses to further their education. The board has been constantly reviewing fund requests which they deemed to be beneficial to our hospital, patients and community.

We had a wonderful electronics sale on December 6th, right before the holiday began. The sale outcome far exceeded our expectations. Thank you to those who volunteered your extra time to help at the sale. On behalf of all volunteers, I would also like to express my gratitude to all of our hospital staff for their support of our fund raising events throughout the entire year.

On the hospital side, I am excited to hear the announcement from Dr. Susan Weaver, executive VP of WakeMed Medical Affairs, that Carolina Cardiovascular Surgical Associates (CCSA) has joined our growing physician practice network. **"After years of working closely with CCSA, we believe this new partnership will allow us to provide a higher level of care to our cardiac patients through the fully-integrated delivery of cardiovascular surgery and support services offered through the WakeMed Heart Center" said Dr. Weaver.**

Lastly, as we head into 2012, please continue providing me with your precious feedback. How can our volunteer board and the Volunteer Services staff better serve you? I'd be grateful for your thoughts and suggestions.

May this be a great year for every one of us!

Sincerely,

Timothy Lee, President, Volunteer Board

WakeMed Cary Hospital



Our volunteer membership was well represented by board members at two major events for Wake Med in December. The celebration of WakeMed Cary Hospital's 20th anniversary was held at the hospital on December 1st. If you have not had an opportunity, please take a look

at the monument unveiled to commemorate the anniversary. It is located just outside the main entrance. December 10th was the Foundation dinner, held this year at the convention center in Raleigh. Four board members attended and enjoyed the dinner as well as an entertaining glimpse of Jay Leno "live".

2012 will be our year for the accreditation survey from The Joint Commission. As volunteers, we all go through orientation and then take a refresher course each year. It would be helpful if each of us took a look at the material, so kindly provided by the Volunteer Services staff, periodically throughout the year. That way, should a visitor or member of the survey team ask us a question we are better prepared to answer.

I am happy to report the addition of two new members to the Volunteer board. Debby Dilalla has agreed to a one year term, and Mike Kearney has filled an open three year term. Welcome and thank you both for your willingness to serve.

At the January volunteer board meeting Diane Boyer proudly announced that we have handed out our 40,000th Huggable! Thank you to all our sewing volunteers. Through your generosity you comfort so many adults and children and in turn the families of our patients on a daily basis. Diane also informed us of the increasing cost of all materials (which we fund) necessary for completion of the Huggables. If anyone wishes to donate material or polyester fill (Diane calls it fluff) please bring donations in to the Volunteer Services department or leave a message for Diane with Dee and she will be in touch with you. Some of the stores have weekly coupons that can be used for purchases of these needed items. A heartfelt letter of gratitude sent by Anne Michniuk was read, expressing the joy she observed on the faces of our Fuquay Varina Skilled Care Nursing Facility residents this holiday season at gift opening time. Because of the generosity of the volunteers, staff was able to individualize gifts for the residents. One resident told her it was the best Christmas he ever had!!

In closing, I'd like to end with a poem about wishes, credited to Oren Arnold, American writer and editor 1900-1980.

Continued on page 3...

President's Corner Continued....

WakeMed Cary Hospital

To your enemy, forgiveness
 To your opponent, tolerance
 To a friend, your heart
 To a customer, service
 To all, charity
 To every child, a good example
 To yourself, respect.

My fellow board members join me in wishing you a good year in 2012. We thank you for all you contribute to WakeMed Cary Hospital.

Denise Galloway, President, Volunteer Board

Volunteer Spotlight WakeMed Cary Hospital ~Sharon Mills~



Hello, I am Sharon Mills. I love living in Cary, North Carolina. I moved from Gainesville, Georgia to Cary, North Carolina, 7 years ago to be closer to my sister and brother-in-law. I have two

younger sisters, one younger brother, four nieces, four nephews and one great-niece.

I am an active member at White Plains United Methodist Church. I am currently involved in three bible studies and a prayer group. My other favorite things to do are reading, playing cards and going out to eat. Red Lobster is my favorite restaurant.

I volunteer at WakeMed Cary Hospital because I find pleasure in serving others. I assist in the Imaging Department and the people I work with are wonderful. I love volunteering at WakeMed Cary Hospital.



Volunteer Spotlight WakeMed Raleigh Campus ~Terry Rimmer~



Hi, my name is Terry Rimmer. I was born and raised in Durham, North Carolina and worked for over 20 years as a transportation engineer. In 1981, I married my wife, Licia. My wife Licia has been my biggest supporter through life in all ways. We have three children.

My hobbies and interests include anything outdoors, hunting, fishing, and boating.

In January 2010, I started my volunteer work at WakeMed. My current volunteer placements are as a mail and flower volunteer. I also assist as a Chart/Project room volunteer. I decided to volunteer because I want to be helpful to others and to share my time in a productive manner. In 2003 I was a patient at WakeMed and knew what it was like to have a need for others to share their time, love and caring with you when you are laying in bed and unable to care for yourself. I felt like now I am able to give back and I want to share my experience with others. If I can do it, they can also.

One of the best things about volunteering is that when I'm here as a volunteer and not a patient, I can leave at the end of the day, smell the fresh air, and have a sense of fulfillment. I feel that I have shared my time with patients and my experiences and if they work hard enough they will have the opportunity that I have had to recover and lead a productive life. With God's help nothing is impossible. I feel like the WakeMed staff is one big family and I enjoy being a part of it.

CONSTRUCTION UPDATES

Cary Hospital ED Flooring Project Began January 10

The B Bay of the Cary Hospital Emergency Department will be closed for approximately three weeks beginning Tuesday, January 10, while repairs are made and new flooring is installed. During this time, the former ED Holding area will re-open as the temporary B Bay. The ambulance entrance into the department will also be affected as patients coming via ambulance and transport staff will enter the building using Entrance 31. The A Bay, ED entrance, waiting room and triage area will remain open and in operation.



UPDATES

The groundbreaking for **WakeMed North Hospital** took place on Thursday, October 6. Construction on the 61-bed hospital is expected to be complete in early 2014.

The preview and ribbon cutting for **WakeMed Brier Creek Healthplex** took place on Thursday, January 5. The 6th full-service WakeMed Emergency Department opened for business January 9. The new 50,000 square foot facility also features a wide variety of outpatient services including diagnostic imaging, laboratory services and physician offices.

The **WakeMed Raleigh Campus 4C Mother/Baby** renovation is complete. The renovation allowed 4A and 4B, once two separate locations for postpartum patients, to combine into one unit. The new rooms feature a pullout bed for family members and a spa shower.

WakeMed Health & Hospitals received approval to develop 29 of the 79 acute care beds proposed at Raleigh Campus and to develop 22 acute care beds at Cary Hospital (applied for the full 101 available).

WakeMed Health & Hospitals also received approval to develop 14 additional inpatient rehabilitation beds at its existing location for a total of 98 inpatient rehab beds.

ANNOUNCEMENTS

Cary Hospital Completes Bariatric Surgery Center of Excellence Site Inspection - Recommendation for BSCOE

Surgical Review Corporation completed a site inspection of Cary Hospital's staff, services and facility as they relate to the care of bariatric surgery patients in order to achieve Bariatric Surgery Center of Excellence.

Leigh Bachelor, RN, lead inspector, and Lisa Cox, RN, conducted thorough interviews with staff and visited many departments throughout Cary Hospital. Their final conclusion is we have met all ten requirements and will recommend that Cary Hospital receive Bariatric Surgery Center of Excellence status.

The inspectors were impressed with Cary Hospital. Bachelor stated, "Everyone we encountered was so nice, understands the sensitive care required of this patient population and responded well to our questions. Everything was so organized and this institution has shown great commitment to the care of bariatric patients."

The next step in the process of achieving Bariatric Surgery Center of Excellence status is committee review of the inspectors' report. Final approval is expected in March 2012.

"WakeMed Cary Hospital demonstrated our commitment to caring for all patients. We look forward to receiving the final results from SRC," said David Coulter, Senior Vice President and Administrator of Cary Hospital. "I'd like to give special thanks to Linda Kelly, our Bariatric Program Coordinator, for leading us through this inspection and to all the staff for the excellent care you show our patients each day."

Masquerade \$5 Sale – Raleigh Campus

Thank you to the volunteers who assisted with The Volunteers at WakeMed Raleigh Campus Masquerade \$5 sale on November 15. Close to 600 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we raised \$5,591 in profits.

Volunteers for Masquerade Sale

Leslie Badgett	Georgene Jones
Shirley Bartee	Emily Kamuabo
Lois Brush	Anily Kelemeworks
Mryna Delgado	Cheyenne Kornegay
Leza Downie	Jean Maull
Peg Fuchs	Vivian Osinowo
Mickey Gault	Katie Reaves
Janet Hoffmann	



Thank
you!!!

Infinite Electronics Sale – Raleigh Campus

Thank you volunteers **Shirley Bartee, Kelly Benge, Lois Brush, Joan Clark, Joyce Davis, Sherman Driver, Eduardo Hernandez, Timothy Lee, Jean Maull, Vivian Osinowo and Zenobia Yinger**, who assisted with The Volunteers at WakeMed Raleigh Campus Infinite Electronics Sale on December 6. Employees were excited about the sale and products. \$6,854.30 was raised in profits.

The funds raised from these fundraisers will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.



Masquerade \$5 Sale – Cary Hospital

Thank you to the following volunteers who assisted with The Volunteers at WakeMed Cary Hospital fund-raising event on Monday, November 14, 2011.

Volunteers for Masquerade Sale

Pam Ayars	Orly Margolis
Regina Brest	Connie McClymonds
Indu Desai	Ellen Onofiro
Sue Desai	Nancy Wilhite
Cindy Gross	



Gizmos and Gadgets Sales – Cary Hospital

The Gadgets & Gizmos Sale sponsored by The Volunteers at WakeMed Cary Hospital with Infinite Electronics held on December 7, 2011 raised \$1,348.54. The assistance of the following volunteers was much appreciated:

Diane Boyer	Annette Edeburn
Pat Quick	Tim Shoriak
Bunny Thompson	Babara Tricas
Beth Turner	Nancy Wilhite



New Name Badge Format

Beginning January 2, WakeMed introduced new ID badges without last name for most non-management employees. The badges will include employee's first name and last initial. Included for employee badges will be required credentials, title and department. These new badges without last name are designed to protect our staff's safety and privacy.

Exceptions include physicians, physician assistants and nurse practitioners, as well as those positions whose professional governing associations require full name identification on badges (such as physical therapists and occupational therapists). Supervisors and above, who often manage patient concerns and issues, will continue to keep badges with their full names on them.

Because of the volume, this process will take at least 9 months to complete for all WakeMed employees. All applicable new hires will receive badges with the new layout beginning January 2, 2012.

Attendance and Absence Reminder

Assignments are given for specific days of the week and areas of work. Changes of assignments should be coordinated through the Volunteer Services department. If you are unable to provide coverage for your service, please notify the Volunteer Services department and your assignment area. You may contact Volunteer Services by telephone or email. Please be sure to leave the following information:

- ⇒ Your name
- ⇒ Placement area
- ⇒ Day/s assigned
- ⇒ Hours assigned
- ⇒ Anticipated return date

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, 11 am-5 pm, 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.

Heart Center Inn:

Saturdays – Sundays, am hours

Interact with all customers in the Heart Center Inn. Lend support by caring for families and visitors, answer phones and give directions. Great interpersonal skills a must.

Hospitality Pets:

Saturdays – Sundays: 8 am-8 pm; 2 hour shifts

Volunteers and their canines provide visitation to eligible patients. Adhere to all aspects of the Hospitality Pets program. Canine companion must be at least one year old.

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. Requires ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

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PLACEMENT OPPORTUNITIES

WakeMed Raleigh Campus

Reach Out and Read:

Monday – Friday: 2 – 4 hours shifts available, 8 am – 4 pm

Volunteers read to children waiting to be seen by physicians and/or other medical personnel in CMA/ Pediatrics. Volunteer readers demonstrate positive interaction skills, exhibiting the positive outcomes that can occur through the simple act of reading a story to a child, and by promoting the benefits of reading to children. Interactions with children in a group setting or on an individual basis. Bilingual volunteers needed.

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

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 adult and children's emergency departments, lap quilts and many more items.

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

Sunday, 11:00 am – 3:00 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!

Day Surgery – Office Resource

Wednesday, flexible schedule morning or afternoon; Thursday and Friday, 1 pm – 3 pm

Volunteers assist with collation of patient chart materials.

Emergency Department Liaison

Friday, 7 pm - 9 pm

Volunteers working closely with Patient Registration and Campus Police staff enhance patient care by assisting with non-medical duties which include attending to comfort needs of families and patients waiting for treatment, running errands, escorting patient and/or families to the back treatment area which can involve wheelchair transport, keeping customers informed.

Patient Service Volunteer/ Feeding Partner

Thursday and Sunday mornings; Thursday and Friday afternoons – volunteer scheduling is set to coincide with breakfast and lunch or dinner tray delivery

Duties include stocking supplies, running errands, attending to patient comfort needs. Volunteers are trained to assist with the set up and feeding of patients requiring assistance.

Hospitality Pets

Friday (1st, 3rd & 5th) 10 am – 12 pm

Canine/volunteer teams visit eligible and consenting patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

Information Desk – Women's Pavilion & Birthplace

Friday, 2 pm – 5 pm; Saturday, 11 am – 2 pm

Volunteers enhance customer service by greeting patients and visitors. Works closely with Campus Police providing assistance and information to customers wishing to visit in the WP&B.

WakeMed Fuquay-Varina Skilled Nursing: Hospitality Pets teams needed! Flexible scheduling!

Special Messages



- The Crafting Blessings group of New Hill Baptist Church is honored to give handmade items to the patients of WakeMed Cary Hospital.

- Each item was lovingly crafted by hand, and the whole lot was blessed personally by the preacher and congregation of the church.

- As these items are distributed, please let the recipients know that they are receiving an item of warmth and comfort and thoughts of peace

- Most sincerely,
- Crafting Blessings
- New Hill Baptist Church

Dear Volunteer Services & Volunteer Board, at WakeMed Cary Hospital.

This is the season for joy and good cheer, so have a Merry Christmas and a Happy New Year!

Thank you for making our residents have the best Christmas ever. All your kindness and generosity have not gone unnoticed. We appreciate everything you do for us, not only at Christmas but throughout the whole year.

Residents, Staff and Volunteers at WakeMed Fuquay-Varina

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:

Cary Hospital

Annie W. Early: Gift Shop: "I have enjoyed my work in the Gift Shop. Learned a lot, met many friendly people. Will miss seeing everyone – but will come back and shop at the Gift Shop."

Kathy Kessing: Day Surgery: "I thoroughly enjoyed my years in Day Surgery! Everyone I worked with was exceptional. In the future if I find myself with some free time, I will be back!"

Jeanne Miller: Day Surgery: "Very positive experience." (Employed at Cary Hospital)

Kathryn Samaha: Food Service: "I've enjoyed my time. The dietitians have been helpful in developing my skills in preparation for a dietetic internship."

Kate Song: Radiology Mammography: "I had a great experience working in the mammography department."

Le Trinh: Patient Services: "I wish I could have stayed longer, but I got a job offered at Rex Hospital."

Patrick Wedgeworth: "This was a great chance to get clinical exposure and I loved WakeMed's environment."

Brenda Willoughby: Hospitality Pets Program: "I enjoyed working with the patients & staff..."

Leigh Woodard: Public Relations: "The people I met and the experience I had with WakeMed were irreplaceable. The quality of staff that WakeMed has truly amazed me. The knowledge I gained from volunteering will serve me well in my future jobs."

Ashley Worrow: Day Surgery: “Working in Day Surgery was a great opportunity and experience before nursing school. I enjoyed it.”

Volunteer Orientation

WakeMed Raleigh Campus

- **Monday, February 6, 2012**
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, February 15, 2012**
Conference Dining Room, 9:30 am – 12:30 pm
- **Monday, March 5, 2012**
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, March 14, 2012**
Conference Dining Room, 1 pm - 4 pm

WakeMed Cary Hospital

- **Tuesday, February 7, 2012**
Conference Center, 5:30 pm – 9 pm
- **Thursday, February 23, 2012**
Conference Center, 8:30 am – 12 pm
- **Thursday, March 8, 2012**
Conference Center, 5:30 pm – 9 pm
- **Tuesday, March 20, 2012**
Conference Center, 8:30 am – 12 pm

Tour Dates

WakeMed Raleigh Campus

- **Thursday, February 16, 2012**
Visitor Lobby, 6 pm – 7:30 pm
- **Tuesday, February 21, 2012**
Volunteer Services, 1 pm – 2:30 pm
- **Thursday, March 15, 2012**
Visitor Lobby, 6 pm – 7:30 pm
- **Tuesday, March 20, 2012**
Volunteer Services, 1 pm – 2:30 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

- **Thursday, February 9, 2012**
Volunteers Services, 7 pm
- **Monday, February 27, 2012**
Volunteers Services, 10 am
- **Monday, March 12, 2012**
Volunteers Services, 7 pm
- **Thursday, March 22, 2012**
Volunteers Services, 10 am

To register, please call 919-350-2363

Calendar of Events

WakeMed Raleigh Campus

- **Uniform Sale – U2U**
Wednesday, February 8, 2012
Andrews Center, 7 am – 4 pm
- **Blood Drive**
Wednesday, March 28, 2012
Andrews Center, 7 am—4 pm
Corporate Center, 10 am—2:30 pm
- **Health Career Pathfinders**
Monday, February 20, 2012
Monday, March 5, 2012
Monday, March 19, 2012
Conference Dining, 5:30 pm – 6:45 pm
- **Portrait Days**
Saturday, March 24, 2012
Sunday, March 25, 2012
Conference Dining, 8 am – 9 pm

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

Volunteer Board Meetings Raleigh Campus

- **Tuesday, February 14, 2012**
Conference Dining Room, 10 am – 12 pm
- **Tuesday, March 13, 2012**
Conference Dining Room, 10 am – 12 pm

WakeMed Cary Hospital

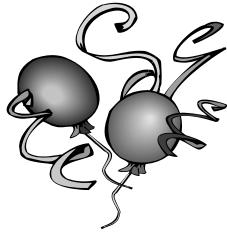
- **Greg's On-Site Shoe Sale**
Thursday, February 16, 2012
Cary Conference Center, 7 am—4 pm

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

Volunteer Board Meetings Cary Hospital

- **Wednesday, February 22, 2012**
Conference Room A, 10 am—12 pm
- **Wednesday, March 28, 2012**
Board Room, 10 am—12 pm
- **BLS HeartSaver Class**
Tuesday, March 6, 2012
Cary Conference Center, 1 pm - 4 pm

To register, please call
919-350-2488 or 919-350-2192



Happy Birthday!

WakeMed Raleigh Campus

February

Ann Wyker 24
 Brandon Mackey 1
 Brenda Smithwick 8
 Carol Borgerson 6
 Caroline Curtis 14
 Christopher Watts 21
 Claire Brown 21
 Colleen Batson 10
 Dale Shearer 6
 Deirdre Anglin-Stone 18
 Dolores Haizlip 6
 Dorian Alston 12
 Dorothy Kohlbach 24
 Janaya Randolph 16
 Jayne Miller 5
 Joseph Miller 1
 Lauren Price 21
 Lawrie Cashwell 18
 Lela Casanova 11
 Lesa Mangum 2
 Linda Cargagena 20
 Lorraine Oken 12
 Lyndsay Fekete 5
 Marilyn Tsipis 25
 Martha Biggio 26
 Martha Ramsey 28
 Nikolaus Foulkrod 21
 Nuta Capota 23
 Olivia Brasacchio 5
 Paul Ibajesomo 7
 Rebecca Spann 9
 Shaunita O'Neal 2
 Suheir Bannoura 15
 Terry Rimmer 14
 Thomas Reno 6
 Timothy O'Connor 19
 Trudy Bennett 18
 Vivian Osinowo 14
 Wanda Citero 5

March

Alexander Parrish 18
 Andrew Thomas 18
 Angela Hubbard 20
 Arlinda Crumel 7
 Ben Keator 18
 Benjamin Rice 20
 Beverly Pryce 11
 Brent Goforth 17

Carolyn Brake 4
 Cindy Huynh 17
 Claudia Sarria 3
 Cynthia Taylor 19
 Daphne Majors 27
 Deborah Lee 31
 Demetria Harvey 27
 Denise Rohr 2
 Elaine Allen 2
 Elizabeth Williams 25
 Ephraim Moges 29
 Eriel bridges 20
 Hayley Talancha 22
 Hiren Gihawala 2
 James Mwangi 24
 Janet Hoffmann 25
 Jean Laudon 22
 Jeanne Williams 19
 Jenna Beck 30
 Kay Green 24
 Linda Lovell 23
 Lindsey Church 4
 Lorraine Shapcott 18
 Malasha Williams 29
 Marion Boissiere 3
 Marlene Anthony 6
 Michelle Watkins 29
 Mildred Chavis 19
 Myrna Delgado 15
 Na'eema Crosswhite 18
 Particia Deariso 14
 Paul Fausneault 23
 Phillip Greco 28
 Ramatulie Ceesay 18
 Regian Strickland 24
 Robert Baker 9
 Robert Gelinas 9
 Robert Pollard 3
 Robert Shields IV 22
 Samuel Rosenberg 19
 Sandy Bannoura 5
 Shana Hayes 14
 Shawn Carroll 27
 Timothy Lee 28
 Tonya Walker 22
 Tori Look 2
 Veda Scarboro 20
 Vickie Higgins 30
 Virginia Brogden 16

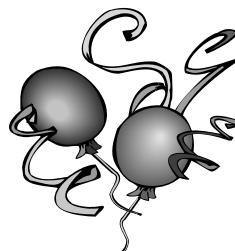
WakeMed Cary Hospital

February

Ami Patel 1
 Anne Joyner 5
 Barbara Copperwheat 20
 Betty Mangum 8
 Bryan Fink 26
 Cathy Eason 6
 Charles Evans 19
 Dave Davenport 18
 Davin Arroyo 24
 Dejane Kerr 24
 Desiree Brint 15
 Eileen Okel 26
 Eloise Walker 11
 Gina Harry 22
 Helen Gaster 8
 Madhu Ramanan 9
 Marjorie Johnson 1
 Mary Campbell 25
 Melanie Haddock 11
 Patricia Lundy 13
 Rita Schroder 7
 Robert Flederbach 25
 Robert McAllister 28
 Ruth Miller 5
 Shelby Credle 12
 Susan Alvey 25
 Susan Coulter 28
 Susan ReCorr 19
 Tandra Burson 22
 Virginia Simmons 26
 Vivian Vo 23

March

Aatiqah Khalid 9
 Aditi Senthilnathan 3
 Alexander Credle 24
 Anne Hayes 21
 Anushree Singh 13
 Ashley Van Wormer 12
 Avery Young 5
 Barbara Farber 18
 Belindalea Barnhart 30
 Beth Turner 14
 Bettie Polan 9
 Breanne Long 2
 Catherine Kang 22
 Cindy Ware 18
 Daniel Tsui 22
 Darlene Duncan 13





Welcome New Volunteers

Welcome New Volunteers

WakeMed Raleigh Campus

Andrea Adegoke
Katrina Akins
Michelle Anderson
Jonathon(Mark) Baldivieso
Lori (Addie) Brannin
Tylar Brannon
Ana Cardia
Lawrie Cashwell
Lindsey Church
Rachel Clark
Joan Clemens
Lauren Cole
Miriam Cortes
Arlanda Crumel
Maiah Dixon
Angelica England
Patricia Farraher
Marcia Ferrell
Betty Forbes
Tara Garretson
Anabella George
Susan Gorman
Naima Hader
Chandra Haswell
Shana Hayes
Christena Jones
Alexander Kapatos
Carol Krieger
Deborah Lee
Bronwen Mabe
Lesa Mangum
Dale Mangum
Kelli Mealy
Sarah Miles
Robyn Miller
Lindsay Mohr
Natori Moore
Tanecia Moore
Michael Nakoneczny
Lauren Nurfer
Timothy O'Connor
Ashley Overton
Salina Patel

Nikai Payne
Michelle Pendergast
Lauren Price
Ashley Pulley
Lacey Reed
Andrea Rodriguez
Cosette Rosati
Sandra Ross
Steven Rouse
Elizabeth SanCartier
James Sauls
Jacob Sherrill
Kimberly Shoffner
Lichia Sibhatu
Brenda Smith
Elizabeth Solano
Hayley Talancha
Justina Uwa
Brenda Wambua
Luyu Wang
Adam Willson
Thomas Woo II

WakeMed Cary Hospital

Kim Adams
Elaine Allen
Nicole Asaro
Jean Belluz
Ankush Chahal
Nishan Chobanian
Dailyn Clark
Gale DeBinder
Preeya Deol
Kendra Felder
Monica Fischer
Helen Gaster
Tammy Harvey
Barbara Holbrook
Sneha Kumar
Deborah Law
Candace MacNaughton
Jenna Martin
Thomas McFadden
Jane McMutt
Gloria Mertz

Nancy Messina
Olivia Morris
Albert Omambia
Kishorsinh Parmar
Virginia Perkins
Elizabeth Poe
Ashley Rains
Mary Randall
Susan Robbins
Cecelia Roundy
Pam Roy
Maureen Sanner
Betty Seidner
Megan Summers
Mary Szymkowski
Charlotte Ward
Karen Williams

Thanks for Your Donations

WakeMed Raleigh Campus

Nafeesah Fuller—
toiletries, coloring books and crayons

Brier Creek Barnes & Nobles—472 new
children's books

Deb Pederson—handmade quilts

Laura Lancaster—bundle of magazines

Erica, Jackie and Sawyer Todd—holiday
decorations

River Oaks Middle School—activity books and
huggables

Watts Chapel Mission Baptist Church—toiletries

WakeMed Cary Hospital

Joyce Catherwood—box of paperback books

DONATIONS



Thank you to **Watts Chapel Mission Baptist Church, Music Ministry Mission Liaisons Stacey Hinton, Marian Hinton, Shirley Bartee and members** who donated over 40 hygiene packets to the patients of WakeMed.



Carolyn Merrifield, North Carolina Regional Program Director, Reach Out and Read Carolinas, presents 472 new books, on behalf of Brier Creek's Barnes and Noble to WakeMed's Reach Out and Read Program to be shared with our patients in the Pediatric Clinic.



Ravenscroft High School

Students of the **Literature and Cinema Club** from Ravenscroft High School support Reach Out and Read by reading to the children in the Pediatric clinic as well as sorting donated books.



The Volunteers at WakeMed Raleigh Campus, its patients and staff, send a **HUGE** thank you to **Erica, Jake and Sawyer Tadd** for their generous contribution of holiday decorations, stuffed animals and coloring books. Those items were shared with our patients and their families.

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.

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
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

Ann Foster Worship
Carolina Preserve Yarn Spinners
Colonial Baptist Church
Crafting Blessing – NHB
Harriet Kelner Group
Spring Arbor of Apex
Summit EC Church

*Countless individual sewers not
associated with sewing groups*

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Ashton Barker
 Marion Boissiere
 Laura Burke
 Molly Grant
 Molly Gallion
 Mary Helmink—husband sick
 Peggy Lewis
 Bryan Walker

WakeMed Cary Hospital

Audrey Addo
 Marla Carroll
 Mary Chapman
 Ann Foster
 Phyllis Fox
 Frances Keener
 Kathleen O'Sullivan

In Memory Of:

Donald Gibbons, passed away December 22, 2011. Donald volunteered in Human Resources from May 2008-April 2011 and contributed 443.50 hours of service. He will be missed.

Peg Brochman volunteered her time in the Pediatrics department from March 1986—September 1994 and contributed 1042.

Our Condolences To:

WakeMed Cary Hospital

John Grau – loss of family member

Congratulations

- * Steve and Robin Yee celebrate their 30 year wedding anniversary, December 19th 2011.
- * Joyce Davis grandson born December 29, 2011

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

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 Acknowledgment to be sent to: _____
 Attn. Susan Hester, CHVM Name
 Director Community Services
 P.O. Box 14465
 Raleigh, NC 27620-4465 _____ Address

Please make your check payable to: The Volunteers at WakeMed Raleigh Campus

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 Acknowledgment to be sent to: _____
 WakeMed Cary Hospital Name
 1900 Kildaire Farm Rd
 Cary, NC 27518 _____ Address

Please make your check payable to: The Volunteers at WakeMed Cary Hospital

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**