



2024 Spring Edition

Updates from the Director

Dear WakeMed Volunteers,

It is that lovely time of year where we enjoy the trees and flowers filling in and brightening our beautiful community. It is also that time when we celebrate and show our appreciation for our WakeMed Volunteers. The WakeMed Annual Volunteer Appreciation luncheon was held April 18th with 284 attendees. We enjoyed musical performance by Mana Aoi, Walter Moreland, and Milan Mistry. Our WakeMed Chief Operating Officer and Executive Vice President, Thomas Gough provided his heartfelt remarks of gratitude. We shared a video highlighting the appreciation of our site supervisors, and I had the pleasure of acknowledging the service and support of our own Volunteer Board of Directors. We heard impactful volunteer stories from Chris Clarke regarding his work as a Peer Support Volunteer and Lorna Greig provided stories of her service with our Friendly Face Cart where she delivers the beautiful handmade items that we receive from our community volunteers. The event was closed out by our WakeMed Volunteer Board Chairpersons Sherman Driver and Joyce Aschenbrenner.

National Volunteer Week was April 21-27th this year and we are so thankful for our volunteer team! We so greatly appreciate your contributions of time, talent, and caring hearts!

Thank you,

Chris Perry, MBA
Director, Guest Retail & Volunteer Services
Guest, Retail, & Volunteer Services

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Quote of the Quarter

The world is hugged by the faithful arms of volunteers.

— Terri Guillemets



RALEIGH'S CHAIR REPORT

For over twelve years, I have considered it a privilege to serve as a Guest Ambassador. Very rarely do I check to see how many hours I have logged, as each hour provides joy in helping patients, visitors, and staff. I cannot forget the volunteers who had a tremendous impact on my life.



Since I mentioned hours, here are some statistics just for the Raleigh Campus for the first two quarters of our fiscal year that demonstrate the impact you are having in the community.

52,350 hours - this does not include the countless hours put in by the sewing groups.

This represents \$1,664,730 Salary Equivalent.

Throughout the entire WakeMed system, 104,866 hours were given.

This represents a Salary Equivalent of \$3,334,739.

These figures are not broken down by department and area of service, which are many. Keep in mind that as WakeMed adds other facilities, the need for volunteers also grows. By 2025, a new 150 bed facility in Garner will be started and there will be a need for more dedicated volunteers to serve the needs of that community.

You and I will never know the full impact of our time, genuine compassion, and care for others. Most of those who volunteered in my life have passed on, but their impact is being multiplied through me as I pass on the same investment in others. Your investment as volunteers will have a multi-generational effect that historians will record, and people of another year will see and value. THANK YOU for your faithful service that impacts so many lives at and through Wake Med

Sherman Driver, Chair
Raleigh Campus Volunteer Board of Directors



CARY'S CHAIR REPORT



Hello and Happy Spring!

The WakeMed Cary Volunteer Board of Directors is looking forward to meeting many of our hospital volunteers at our next Volunteer "Tea" to be held on Tuesday, June 4 from 10:30 AM to Noon. These teas are held quarterly and offer an opportunity for our Board of Directors to socialize with the hospital volunteers. Please consider attending! Invitations will be e-mailed soon.

The board continues to consider funding requests from various hospital departments. Most recent funding ranges from a computer program for the Cardiac Care Unit to a picnic table to be located behind the Emergency Department for staff members to catch some fresh air, eat lunch or take a break. We are also very pleased to announce that we will be funding the transformation of three hospital drinking fountains into water bottle filling stations. These stations will allow employees/guests to refill water bottles easily at the drinking fountains, cutting down on plastic waste from disposable water bottles.

Funds for these and other projects are raised by Board projects such as Macy's and other annual sales. Our largest fundraising effort is the annual Trunk or Treat which is held at Halloween. We've already begun plans for this year's event. Not only is it a great community event that provides free, safe trick or treating for the children of Cary, but it has become a successful fundraising effort over the past several years.

The Board continues to individually perform "Rounding" – visiting with other hospital volunteers while they are "on-the-job," to check in and see how things are going. This, as well as our quarterly "teas" are two ways that we can keep in touch with our fellow volunteers, an important part of making sure we are properly representing the volunteer network as well as helping all volunteers understand the work we are doing on behalf of all volunteers.

Finally, on behalf of the Cary Board, I would like to thank Chris Perry and Jackie Kennedy, as well as their staff, for hosting a wonderful Volunteer Appreciation Luncheon in April. Everyone who attended was touched by the wonderful presentations by fellow volunteers. We so appreciate everyone's efforts to create such a warm and meaningful program.

The Board is actively seeking new members. If you have any interest in knowing more about the work of the Cary Volunteer Board, please feel free to contact me through the Cary Volunteer Office.

My best wishes,
Joyce Aschenbrenner, Chair
Cary Hospital Volunteer Board of Directors



VOLUNTEER SERVICES UPDATES

Cary WakeMed Board Social Tea

The Cary WakeMed Volunteer board hosted a delightful Social Tea on Wednesday, March 6th, inviting volunteers to come together for an afternoon of camaraderie. It provided an excellent opportunity to greet one another, engage with board members, and connect with fellow volunteers. The event proved to be a wonderful occasion for discovering more about our fellow volunteers, accompanied by entertaining moments, courtesy of volunteer Milan Mistry. A heartfelt thank you to all who joined us for this memorable gathering.



Raleigh Meet and Greet Testimonial from Tracy Marks



As a volunteer at WakeMed, I've found the Meet and Greets to be an invaluable part of my experience. It's a place where I can connect with other volunteers and staff, and really get a sense of the pulse of our organization. The discussions about upcoming educational opportunities, like "Stop the Bleed" and CPR training, are particularly exciting to me. They show WakeMed's commitment to empowering us as volunteers.

One of the most memorable moments for me was meeting Elizabeth Penny and Pistachio during one of these events. Elizabeth's role as a Recreation Therapist and her dedication to Pistachio's training is inspiring. It's clear that a lot of effort goes into preparing a facility dog to provide comfort and support to patients and staff alike.

These Meet and Greets are more than just events; they're a reflection of the unity and the forward-thinking initiatives at WakeMed. I'm proud to be a part of this community and am eager to see what new insights the next gathering will bring. Volunteers are at the Heart of WakeMed's commitment to provide compassion and care to all who come through our doors.

VOLUNTEER SERVICES UPDATES

How I Became a Volunteer & a Site Supervisor

Hi, my name is Tiffany Long Santiago and I have a unique and wonderful privilege to be a part of both WakeMed's Volunteer team and an employee of the Ronald McDonald House Charities of the Triangle. In late 2012 I started volunteering one evening a week as a host in the Ronald McDonald Family Room located on 4E on WakeMed's Main Campus. In 2015, the Ronald McDonald House program expanded to include 5 overnight guest rooms at the Heart Center Inn. That growth opened up an employment opportunity to manage the RMH programs at WakeMed. So what started as my volunteer gig once a week, expanded to a full time job.

My role gives me the opportunity to be part of the hands-on and tangible services to support pediatric patient families. I get to work with the kind and welcoming team of WakeMed employees, share the food, coffee, snacks and meals that generous donors make possible and witness the amazing selflessness of the volunteers who show up week after week to keep the coffee fresh, the snacks stocked, and most importantly to be a listening ear and a friendly and supportive person during a family's hospital stay. It is all a constant reminder that life is full of challenges and hardships, but there is something so incredible about how one person can make a positive impact on another. I am so grateful to have a front row seat to watch that come to life every day.



The Templeton of Cary Health Fair



Volunteer Services received a special invitation to participate in the Health Fair at The Templeton of Cary on March 19th. This event presented an excellent platform for us to showcase and celebrate our sewing program along with the diverse volunteer opportunities available at the hospital. It was an invaluable opportunity to engage with the community and highlight the impact contributions of our volunteers.



VOLUNTEER SERVICES UPDATES

Annual Volunteer Appreciation Luncheon on April 18, 2024



VOLUNTEER SERVICES UPDATES

The Importance of Recognizing a Stroke Sooner Rather than Later

By Rosemary Driver, Past Chair Raleigh Volunteer Board

Yesterday, April 16th, is a day that I will forever be grateful for our training in the BEFAST method of recognizing a stroke.

My older brother lives in Upstate NY, and we text quite a bit, but only talk about once a month. I needed to give him some information, so we had agreed to talk later in the day, after volunteering at WakeMed.

As our conversation progressed, I noticed his words were somewhat garbled, but his mind was quite clear. I wondered if he had been to the dentist and had novacaine, but also thought about a possible stroke, the S(peech) part in BEFAST. I knew if I asked him about this he would deny it, so after I hung up, texted his daughter in Ohio to phone and see what she thought. She also recognized his speech was not normal, and fortunately they have a daughter who lives five minutes away, who immediately went to check on him. She insisted he go to the hospital and after several tests, it was confirmed that he had a mild stroke. Sadly, my brother woke up that morning, realizing something was wrong with his speech, but didn't do anything about it. Too much time had elapsed to give him the clot buster drug. Hopefully he will regain completely clear speech again.

I am SO grateful that I just happened to call on that particular day, and alert the family, who insisted he go to the ER. I am also grateful that it was just his speech affected, and that I could recognize something was wrong from hundreds of miles away. I write this as a reminder, whether you are an observer or someone who is experiencing any of the stroke symptoms, to please act quickly. You could save a life—yours or someone else's!

MAY IS STROKE AWARENESS MONTH—BEFAST!

One Day Volunteer Opportunity at Cary Hospital

The Milk Bank will be celebrating World Human Donation Day on **Sunday, May 19**. We will be having a community event for our donors and breastfeeding community. We are going to be hosting games, crafts, and donor recruitment. We are inviting vendors from the community to come participate. We can use volunteers to help with shuttling of donors to and from the Cary Hospital parking deck, helping to tote the milk to and from the overflow parking lot and to the milk bank. Volunteers can also work as greeters and help at the craft tables. Five volunteers are needed on May 19 from 12-2:30 PM and also from 2:30 to 5 PM. If you are able to volunteer, please email Kerrie Gottschall at kgottschall@wakemed.org.

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



VOLUNTEER SPOTLIGHT

Name and volunteer role:

Brenda Yarbrough – Pet Therapy (WakeMed Raleigh, North and Cary) – I visit pediatric and rehab patients with my dog.

Tell me a little about yourself outside of WM:

I was a nurse for 43 years (spent 30 as a CRNA), I have visited all 50 states and all providences of Canada. I’ve been to Europe and Australia numerous times. I’ve also been in a hot air balloon over Outback, a helicopter in Hawaii, and parasailing in Cancun.

How long have you been volunteering at WakeMed?

20 years; June 24, 2004- present with 5 poodles. Teddy was first followed by Max, Chase, Hunter, and Bailey (current)

What does this experience mean to you?

It means a lot because pets give unconditional love and relieve others stress in difficult situations.

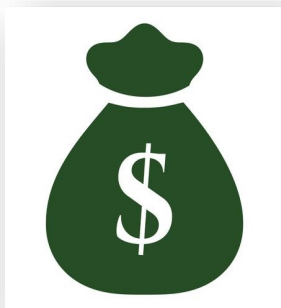
Can you describe a particular time you felt you were making a difference in the lives of others at WakeMed?

Every time I see smiles on patients and staff faces. Seeing a non-responsive patient lift their arm up to pet my dog. When staff tell me that they “needed this hug and this made my day.”

A big shout out to Brenda and her dogs, Baily and Hunter, for their time and commitment as a WakeMed Volunteer.



Volunteer Services 2nd Quarter Contributions



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

Contributions

First Uniform Online Sale:

Cary:	Total Sale \$2,523.15
	Commission \$345.06
Raleigh:	Total Sale \$6,014.90
	Commission \$811.89

VOLUNTEER SPOTLIGHT



Name, Role, Scheduled Days: Kim Mathan, Volunteer at WakeMed North, Mother Baby & Special Care and help with special projects. Every Wednesday 9-1pm.

Tell me a little bit about yourself outside of WakeMed?

Now that my children are self-sufficient, I enjoy spending time with my 3 super cute dogs, cooking healthy food, and traveling with my husband.

How long have been volunteering at WakeMed?

18 months

What does this experience mean to you?

As a social worker by training, I am passionate about helping & supporting people. My 1st child was born 8 weeks premature which was a difficult experience as a new mother. I remember the supportive nursing staff and volunteers available to help me with questions and just hold my son when I couldn't be there to comfort him was invaluable. I enjoy being in Mother Baby/Special Care so I

can use that experience & training as a social worker & mother to help new families as they begin an exciting chapter with a new addition.

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

As a volunteer, I was asked to wheel down a new young mom and her newborn daughter. I noticed the young mom's eyes filled with tears. She was clearly excited but also seemed to be struggling with a mix of emotions. Her demeanor suggested that she was both excited and scared. Recognizing the importance of offering comfort during this time, I made an effort to sit beside her and engage in conversation. I wanted to let her know that she would not be alone in this journey. My volunteer experience at WakeMed provided me with the opportunity to make a difference in the lives of others. Through simple acts of kindness and support, I was able to offer comfort and encouragement to a new parent, helping her navigate the challenges of becoming a mother and instilling confidence in her abilities. These are typical acts of kindness I witness from Wake Med Employees and community members every day, and I am honored to be part of that team.

Thank you Kim for your hard work at WakeMed! You make a difference.

Donations Requested



Adult puzzle books are in demand for our Friend Face Cart and needed for our patients. They can be word finds, adult coloring books, crossword puzzles, and other fun activity books. Perhaps you have some extra at home you picked up and decided to not complete, we would be happy to take them. Please drop off your books at the Volunteer Service offices during the weekday. Thank you for helping making a patient's stay more comfortable.

VOLUNTEER SERVICES “LIKES TO KNOW”

In Memoriam

It is with heavy hearts that we announce the passing of our beloved long-time volunteer, Ann Foster, on January 13, 2024. Ann played a pivotal role in the inception of the sewing program at WakeMed, where her passion and dedication were truly remarkable. Collaborating with friends, she initiated a sewing group focused on crafting 'huggables', bringing comfort to countless individuals. What began as a small endeavor blossomed into a community of devoted helpers, each contributing to the creation of these cherished handmade treasures. Even in her absence, Ann's legacy lives on through 'Ann's Huggables', continuing to spread joy and warmth in her honor. During this difficult time, we extend our deepest sympathies to her family, friends, and loved ones, and ask that you keep them in your thoughts.



Farewell to Volunteer Reid Craft

We would like to once again, extend a thunderous thank you and token of our appreciation to recently retired volunteer, Reid Craft! He served at WakeMed Raleigh Campus for 15 years and contributed 6,325 hours of service. Reid volunteered as a 3A and 5A patient care volunteer and for the past 5 years served as a Guest Ambassador volunteer. What an amazing tenure Reid has had with WakeMed and we wish him all the best in his future endeavors.



1st Quarter Sewing Donations

Raleigh Campus

12 Oaks Boomers
 Abigail Sullivan
 Avery Campbell
 Capital Quilters Guild
 Carina Parsons
 Cary Stitchers
 Dawn Tarzia
 Deborah Henson
 Florence Cheung
 Gabrielle Sciaudone
 Jackie Kennedy
 Joy Maldonado
 Julie Kent
 Karen Gainey
 Kathy Turner
 Kelley Seal
 Kim Boykin
 Laquana Drayton
 Lynne Lee
 Mary Cheung
 Maya Martin
 Meredith McKinney
 Michele Boyce
 Mildred Chavis
 Nicole Benton (Wonder
 Women) Atria Senior
 Living
 Nina Honeycutt
 Olivia Poole
 Pam Adcock
 Pamela Ponton
 Patricia Kribbs
 Pearl Fowler
 Piper Marshburn
 Project Linus
 Rocky Fort Christian
 Women's
 Fellowship
 Rolesville Baptist
 Church
 Rosemarie Guttuso
 Sandra van Venrooy
 Sharon Barrow

Shelia Henderson
 Sherri Ingersoll
 Skyler Dunn
 Sophie Leruth
 St. Matthew Missionary
 Baptist Church
 St. Raphael the
 Archangel
 Columbiettes
 Stephanie Shiman
 Stitches of Love
 Susan Breslin
 Susan Katz
 Thread of Love

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



Cary Hospital

Abhikruthi Sudal
 All Saints/St. Thelka
 Knitters
 Alyssa Zhao
 Anna Gilman
 Ann's Huggables
 Capital Quilters Guild
 Caprice Cox
 Carolina Preserve
 Yarn Spinners
 Cary Blanketeers
 Cary Quilting
 Cary Stitchers
 Catherine Griffis
 Cindy Larsen
 Compassion Knit
 Hearts
 Deanna Babyak
 Debbie Egbert
 Debbie Henry
 Debe DeAngelo
 Denise Walker
 Dianne Hiller
 Donna Rudy
 FRC Women for
 Children
 Gale DeBinder
 Gayle Marko
 Gerri Osenga
 Grandin Trace Quilt &
 Sew
 Gurmit Rah
 Hannah Xu
 Harriet Kelner's Group
 Hindu Society of NC
 Seniors
 Ileana Cates
 Janee Dunmore
 Janet Jennings
 Jerralie Peterson
 Jessica Hunter
 Jody Cefola
 Judy Latham
 Karen Casian
 Karen Castle
 Karen George

Kavya Rajesh
 Leanna Bensingher
 Linda Hayes
 Linda Jandura
 Linda Lemire
 Maria Blewitt
 Marlene Jordan
 Mary Hodges
 McClaren Pine
 Michelle Lattimore
 Nancy Kalish
 Paige Froese
 Pine Tree Quilting
 Rachel Dango
 Randolyn Emerson
 Robin Schalb
 Rosemary Dahlberg
 Sandy Cerretti
 Sarah Moon
 Sewing Seeds in
 Hearts Group
 Shepherd's Church
 Spring Arbor
 Stephanie Pond
 Stitch Together
 Susan Coulter
 Taylor YMCA Y Knots
 Templeton of Cary
 Threads
 Terry Reidy
 The Caring Crafters
 Wanda Constantine
 Windsor Point
 Woodhaven Baptist
 Church
 Woodland Terrace Knit
 Wits
 Yvonne Braswell

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



Department of Volunteer Services
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Raleigh, NC 27610-4465