



2026 Summer Edition

Message from the Director

I am excited to share that I have officially been named Director of Guest, Retail & Volunteer Services. It is truly an honor to serve in this role, and I look forward to continuing to support and strengthen the outstanding volunteer program that makes such a meaningful difference for our patients, families, visitors, and staff each day.



Having been part of WakeMed family for many years, I have always believed that our volunteers are at the heart of the exceptional experience we strive to provide. I am grateful for your dedication, compassion, and the countless ways you help make WakeMed a welcoming place for everyone who walks through our doors. I look forward to working alongside you as we continue to grow and enhance our programs.

As we enjoy the summer months, I also want to share a few friendly reminders:

- Please remember to sign in and sign out each time you volunteer. Your hours are important and help us recognize your incredible contributions.
- Be sure to follow the volunteer dress code. Dressing professionally and according to policy helps maintain a safe, welcoming, and consistent appearance for those we serve.

Thank you for everything you do for WakeMed. Your generosity, commitment, and service truly make a difference everyday.

With appreciation,

Jackie Kennedy, CHVM, MPH
Director, Guest, Retail & Volunteer Services

In this Issue

- Raleigh Board Chair Report page 2
- Cary Board Chair Report page 3
- Volunteer Spotlight page 4
- Sewing Donations page 5
- Volunteer Services Updates pages 6—7

Quote of the Quarter

"We make a living by what we get, but we make a life by what we give."

—Winston Churchill.

RALEIGH'S CHAIR REPORT

Happy Summer, folks! I hope all those who suffered through this past cold winter are reveling in this strident heatwave, hopefully in a nice chair sitting on the sand. To those who aren't enjoying this, remember, October is coming... I promise.

During these slow summer months, things with Raleigh Board are, like this weather, heating up. We are finishing up our selections for Student Scholarship program that we funded last year. We will soon inform the winners in the High School and College categories. I want to thank all the volunteers that applied for these scholarships. Every one of you is a testament to the hard work and dedication that you have put into your education and to your volunteer positions. Thank you for being a part of the Volunteer team at WakeMed - Raleigh!



This is also the time of year when our funding requests go out to the various hospital departments. Last year, it was decided that we would consolidate our existing rolling request process into an annual, one-month period. We are currently nearing the end of this request window and the hard work of choosing which requests get funded begins. Last year we received requests for over \$65,000 for projects that impact our patients. While we haven't seen all this current year's submissions, there will no doubt be even more need this year.

Lastly, as you may have seen, the ballots for new and renewing Board members were sent out. We have several new candidates that are very strong and will make a great addition to the Raleigh Board. Thank you for taking the time to respond and vote.

For the past several days, all the neighboring communities have gotten lots of needed rain. Where I live, it seems as if we are under some kind of dome, keeping all the rain away. Well, I finally got some rain yesterday at my house. When I woke up this morning and looked outside, you could see how everything has greened up overnight, life flowing back to a desiccated yard. Your volunteer work is like this rain. You bring joy (and dare I say, life) to the patients and staff you work with.

Sure, we all know this. But sometimes, it's just good to hear it out loud, to see it in writing. Thank you for what you do and know how grateful we all are for it!

Chris Clarke, Chair
Raleigh Volunteer Board



CARY'S CHAIR REPORT

Welcome to the summer season! The Cary Volunteer Board members are happy to report some exciting events underway.

First, I'd like to report the results from the 2026 College Scholarship applications. We received applications from numerous high school and college students, all of whom had impressive experiences and aspirations.

The \$1,500 high school scholarship will be awarded to Middle Creek High School senior Alexandria Nicole Gallo who volunteers in the Milk Bank and the Bistro. Alexandria is enrolled at UNC Chapel Hill.

The \$1,500 college student scholarship will be awarded to N.C. State student Shahmeer Rehman. Shahmeer is majoring in Microbiology and volunteers in the Sterile Processing Department. Congratulations to these two worthy students who are contributing their time and talents to benefit our WakeMed Staff and patients here at WakeMed Cary. We wish them both the best as they pursue their careers.

The Board is also working on two major fundraising projects for this year. The first is the WakeMed Culinary Care Cookbook. This cookbook will be a wonderful opportunity to celebrate with recipes that bring people together. If you have a cherished family favorite recipe or your signature dish that you'd like to include, we'd love for you to share it. Submit your recipe here [WakeMed's Culinary Care Cookbook](#). The deadline to submit recipes is Friday, July 31st.

To be part of the fun gatherings to assemble the printed cookbooks this fall, you may choose a time that fits your schedule here [WakeMed Volunteers: WakeMed Cary Culinary Care Cookbook Assembly Team](#). Keep an eye out for more details soon about our Cary Campus Bake-Off, where we will have the chance to showcase recipes before the books go on sale later this year.

Our second major fundraiser for 2026 is Trunk or Treat. We have very exciting news... we outgrew our space at the hospital parking lot, and so we are expanding to Koka Booth Amphitheatre's parking lot! The event will be on Friday, October 23rd from 6-8pm. Stay tuned for more ways to get involved during the next few months.

Thank you for all you do and the many ways you contribute to the WakeMed Cary community. You make such an amazing difference, and you are all greatly appreciated!

Dave Koch, Chair
Cary Volunteer Board



VOLUNTEER SPOTLIGHT

Volunteer Department Spotlight: Guest Ambassador

While we typically spotlight a single volunteer, we'd like to recognize an entire volunteer team this time – our Guest Ambassadors.

Our Guest Ambassador team is made up of dedicated high school students from our Junior Volunteer Program, college students, and adult volunteers who work together to create a welcoming experience for patients and visitors. Their primary role is to greet guests, provide directions and help them locate their loved ones throughout the hospital.

This is such an important volunteer role at WakeMed because Guest Ambassadors are often the first people patients and visitors encounter when they walk through our doors. Since a hospital visit can often be stressful or overwhelming, a warm smile, a friendly greeting, and helpful guidance can make a meaningful difference. Our Guest Ambassadors help ease anxiety by offering compassionate assistance and ensuring every visitor feels welcomed and supported.

One of the newest volunteers recently shared that he was inspired to become a Guest Ambassador after visiting the Raleigh campus. During that visit, a Guest Ambassador provided exceptional assistance and made such a positive impression that he wanted to give the same experience to others.

Fun Facts about Guest Ambassadors:

Our Guest Ambassadors range in age 16 to 80 years young!

One Guest Ambassador has been serving since 2009, marking 17 years of service.

Many others have faithfully served between 5 and 16 years!

Guest Ambassadors provide coverage seven days a week at Cary and Raleigh Campus, as well as at North and the Medical Park of Cary ensuring visitors receive a warm welcome every day.

We would like to introduce you to the new Guest Services Manager in Raleigh



We would like to introduce you to the new Guest Services Manager in Raleigh, Sam Boyce! Here is a bit about Sam:

What I love about being the Guest Services Manager – People

I enjoy being part of a team that serves as the face of WakeMed and has the unique opportunity to make a positive difference in someone's day—often during one of the most difficult moments of their life. There is no better feeling than seeing patients and visitors enter our facility and be greeted by our Guest Services team, Guest Ambassadors, and volunteers with warm smiles, thoughtfulness, and compassion. No two days are ever the same, and that is one of the things I love most about this role.

My motto is: **Always Be Your Best Self.**

Fun Fact: In addition to having more than 15 years of healthcare leadership experience, I am a 20 year Air Force veteran. One of the most exciting moments of my military career was an F-16 Fighter Jet incentive flight, where I had the opportunity to take over the controls and fly the aircraft.

3rd Quarter Sewing Donations

Raleigh Campus

Andrea Maloney	Rosemarie Gattuso
Ann Kebabian	Samantha Pontrelli
Barbara Dickerson	Sharon Burney
Brenda Murdough	Sheila Henderson
Capital Quilt	Sherri Ingersoll
Cary Stitchers	Sherry Schubert
Cheryl Dillard	Sherry Taylor
Crafting Grannies	Sofia Samuelsson
Dan Astorino	St. Matthew Baptist Church
Earl Karl	St. Raphael the Archangel
Garden of Wakefield	Columbietes 9880
Gina O'Gorman	Stephanie Shipman
Gloria Lee	Stitches of Love
Hannah Jarmer	Susan Katz
Janiya Russell	Susan Swift
Jenny Hong	Susie Wise
JoAnn Williams	Suzie Franzheim
Julia Snee	Sydney Peedin
Kayla Werder	Threads of Love
Karen Klagge	Vickie Sell
Kathy Turner	
Kathryn Clarke	
Kelsey Barnes	
Kelsey Bierbauer	
Kelsey Nash	
Kristie Jones	
Lillian Cox	
Lindsey Jones	
Madelyn Archibald	
Margaret Rowe	
Masai Ejire	
Mi Ling Yu	
Michele Boyce	
Needling Around @	
Creekside at Beth	
Page	
Olivia Poole	
Pamela Graham	
Pamela Ponton	
Patty Kribbs	
Pearl Fowler	
Project Linus	
Quilts for Kids	
Rocky Chapel Baptist Church	
Rolesville Baptist Church	



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

Cary Hospital

Adriana Jurjevic	Kayla Hosang
Angela Williams	Krista Fuentes
Anna Gilman	Laura Tolbert
A. R. Viola	Leda Lunardi
Ann's Huggables	Lee Moore
Apex Hook & Stitch	Lillian Cox
Ashley Soucar	Linda Stander
Barbara Allen	Marlene Jordan
Barbara Buchanan	McClaren Pine
Carolina Preserve	Meredith McKinney
Yarn Spinners	Nancy Ramano
Caroline Ingraham	Nancy Scheetz
Cary Blanketeers	Napakade Kelly
Cary Presbyterian Church	Natalie Kraft
Cary Quilting	Pine Tree Quilters
Cary Stitchers	Rachel Dango
Catherine Blalock	Rosemary Dahlberg
Compassion Knit Hearts	Sandy Cerretti
Connecting with Threads	Sharon Edmundson
Dawn Brethour	Sue Terjesen
Deanna Babyak	The Caring Crafters
Debbie Egbert	The Shepherd's Church
Debbie Henry	The Templeton Threads
Denise Walker	Valerie Lee
Donna Rudy	Varshita Vijaykumar
First Reform Church	Wake Stem Crochet Club
Women for Children	Yvonne Braswell
Gale DeBinder	Cary Community
Garner on the Mend	
Glenaire Quilters	
Gurmit Rai	
Hannah King	
Harriet Kelner's Group	
Hindu Society of NC	
Jamie Heckendorn	
Jane Tamplen	
Jeanette Jones	
Jerralie Petersen	
Joan Janak	
Joanna Griffin	
Jody Cefola	
Joyce Lloyd	
Judy Latham	



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

VOLUNTEER SERVICES UPDATES

WakeMed Volunteer Services Networking & Engagement Program Announcements

The Volunteer Networking & Engagement Program is off to a strong start with both continuing education classes and service area meet-ups taking place.

If you are interested in joining or forming a networking group for volunteers in your service area to share experiences and get to know one another, contact Ann Brown annbrown@wakemed.org.

Below is the list of current Volunteer Services Areas that are meeting and the Group Leaders:

SERVICE AREA MEET UP GROUPS

	Area	Group Leader
Cary Hospital	Courtesy Cart Drivers	Richard Songey
	Guest Ambassadors	Carolyn Songey
	Friendly Face Cart	Jane Claye
	Surgical Services	Sally Cameron
	Registration Desk	
	Gift Shop	Susan McVeigh
Raleigh Hospital	Hospitality Pets	Denise Rohr
	NICU Cuddlers	Cecile Hinson
North Hospital	Hospitality Pets	Denise Rohr

Upcoming Education Class Offering:

Have you ever wondered why people of different ages can see the same situation so differently?

Registration is open for the upcoming workshop, Thriving in an Intergenerational Workplace & Beyond.

Date: August 6, 2026

Time: 9:00 - 11:00 AM

Location: Medical Office Building, Raleigh Campus, Classroom 2

Today's workplace brings together multiple generations with different experiences, expectations, and communication styles. In this interactive session, participants will explore common generational perspectives, challenge stereotypes, and learn practical strategies for improving communication and collaboration across age groups. You will leave with tools to turn generational differences into strengths that improve communication and teamwork across all areas of your life.

Please contact Ann at annbrown@wakemed.org with any questions.

Click [here](#) to register.

Save The Date Future Educational Class Offerings:

Tuesday, September 8 - Volunteer Lunch & Learn: A Matter of Balance Fall Prevention Workshop

Thursday, November 5 - Navigating Difficult Conversations Class

VOLUNTEER SERVICES UPDATES

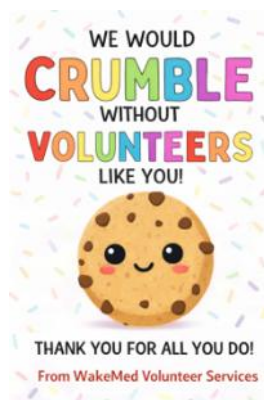


SUMMER INTERN WITH ORGANIZATIONAL DEVELOPMENT

My name is Kendall Johnson, and I am a rising senior at Appalachian State University studying Healthcare Management with a minor in Human Resource Management.

This summer, I am excited to be interning with WakeMed's Human Resources (HR) Division, where I will rotate through many HR departments including Volunteer Services, Guest Services and Retail Services to gain hands-on experience across the division. Outside of school and work, I compete as a sprinter on the Appalachian State Track & Field Team. I look forward to learning from all of you this summer.

HAPPY VOLUNTEER APPRECIATION WEEK - APRIL 19 — 25, 2026





Department of Volunteer Services
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Raleigh, NC 27610-4465