



WAKEMED VOLUNTEER SERVICES **2025** ANNUAL REPORT

Committed to the well-being of our patients, families and staff

Empowering and uplifting our community



FY25 VOLUNTEER SERVICES

Metrics

SERVICE HOURS BY LOCATION

Raleigh Campus	105,944.75
Cary Hospital	89,258.50
North Hospital.....	3,419.25
Systemwide Total	198,622.50
Staff (FTE) Equivalent.....	36
Dollar/Hour Volunteer Time	\$33.49
National Value of Volunteer Time – Reference: https://www.independentsector.org	
WakeMed Salary Equivalent.....	\$2,989,267

NUMBER OF VOLUNTEERS BY TYPE

Adult Volunteers	459
College Volunteers	141
Junior Volunteers.....	199
(high school students 16 -18)	
Sewing Volunteers.....	536
Systemwide Total	1,335
Average number of volunteers per month.....	720



VOLUNTEER SERVICES STAFF

(l to r) Jackie Kennedy, Manager; Sona Kalove, Analyst;
Jennifer Gibbs, Development Specialist; Chris Spurgeon,
Director; Jeronica Goodwin, SVP, Human Resources;
Linda Harding, Development Specialist;
Suzanne Disher, Representative
Not pictured: Pennie Graham, Representative

VOLUNTEER APPLICATIONS

3,511 new applications were received in FY2025 from people in the community who wanted to volunteer at WakeMed. The breakdown is as follows:

APPLICANTS INTERVIEWED (BY LOCATION)

Raleigh Campus	236
Cary Hospital	143
North Hospital.....	38
Systemwide Total	447

NEW VOLUNTEERS STARTED (BY LOCATION)

Raleigh Campus	274
Cary Hospital	163
North Hospital.....	25
Systemwide Total	462

STUDENT VOLUNTEERS

High School Students	141
representing 46 high schools	
College Students	199
representing 13 colleges	
Systemwide Total	340
representing 59 schools	

VOLUNTEERS HIRED SYSTEMWIDE (BY LOCATION & DEPARTMENT)

Raleigh Campus	2
2 East & Patient Registration	
Cary Hospital	5
2 East, Milk Bank, Brier Creek ED, Patient Registration & Sterile Processing	
North Hospital.....	1
Women's Pavilion & Birthplace	



FY25 VOLUNTEER SERVICES

Engagement Across the System

DEPARTMENTS SERVED

RALEIGH CAMPUS

1C, 3A & 6A Patient Care
Adult Emergency Department
Campus Police & Public Safety
Cancer Care
Cardiac Rehab
Child Life Department
(supporting 2 areas)
Children's Emergency Department
Day Surgery/Surgical Services
Environmental Services
Gift Shop - Retail Services
Guest Services
(supporting 3 areas)
Healthpark
Healthworks
NICU (supporting 2 areas)
MICU, NEURO ICU & STICU
Mended Heart 3A Program
Patient Engagement
Patient Financial Services
Patient Registration
Pediatrics
Rehab (supporting 5 areas)
Ronald McDonald Room
Spiritual Care
WakeBrook

Other Locations

WPP Pediatric Primary Care
Wendell Healthplex
Emergency Department
Outpatient Rehab - Raleigh
Medical Park

CARY HOSPITAL

2 East, 3 West, 5 West Patient Care
Acute Rehab
Adult Emergency Department
Bistro and Food & Nutrition
Services
Cardiac Rehab
Day Surgery
Endoscopy
Gift Shop - Retail Services
Guest Services

Imaging
Milk Bank
Radiology
Spiritual Care
Sterile Processing
Surgical Services
Occupational Health
Operating Room
Volunteer Services
Women's Pavilion & Birthplace

Other Locations

Brier Creek Healthplex
Emergency Department
Garner Healthplex
Emergency Department
Cambridge of Apex

NORTH HOSPITAL

Adult Emergency Department
MPDC
Patient Registration
Pharmacy
Occupational Health
Outpatient Rehab - Durant Road
Women's Pavilion & Birthplace
Volunteer Services

DEPARTMENTAL SUPPORT

Raleigh Campus Departments	27
supported by 42 volunteer positions	
Cary Hospital Departments	19
supported by 28 volunteer positions	
North Hospital Departments	8
supported by 8 volunteer positions	
Systemwide Total Departments	54
supported by 78 volunteer positions	

SPECIAL PROJECTS SUPPORTED (BY LOCATION)

Raleigh Campus	9
Cary Hospital	7
North Hospital	8
Systemwide Total	23

PROJECTS SUPPORTED BY VOLUNTEER SERVICES

RALEIGH CAMPUS

Pathology - Pet Therapy Visit for Staff
Acute Rehab - Pet Therapy Visit for Staff
Employee Relations - Mailing Project
Nursing Administration - Pet Therapy Visit
Health Information Management - Mailing
1C Clinical Evaluation - HPP Visits
NICU - Graduation Caps for NICU Babies
Nurse Council - Pet Therapy Visit

NORTH HOSPITAL

Food & Nutrition - Thanksgiving Serving
Spiritual Care - Winter Carnival
Human Resources - Recruitment Event

Administration - Gift Kits for Staff
Marketing - Models for Photoshoot
North Imaging - Wayfinding Support
Nurse Council - Pet Therapy Visit

CARY HOSPITAL

Points West Cafe - Thanksgiving Serving
Points West Café - Christmas Serving
Human Resources - Recruitment Event
3 West - Pet Therapy Night Shift Staff
Milk Bank - World Human Milk Donation Day
Marketing - Models for Photoshoot
Nursing Council - Pet Therapy Visits

FY25 VOLUNTEER SERVICES

Supporting Our Patients, Families and Staff

Every volunteer – whether inside or outside the hospital – plays a vital part in enhancing the experience of our patients, families and staff. From music volunteers who bring comfort through melodies to guest ambassadors offering wayfinding assistance, peer support volunteers providing encouragement, and other dedicated positions, their impact is felt throughout our community.

COURTESY CART

Providing rides for patients, visitors and staff from parking lots to hospital entrances.

Rides provided:

- Cary Hospital: 8,182
- Raleigh Campus: will report in FY26

FRIENDLY FACE CART

Volunteers offer companionship and distribute handmade items, toiletries, books and more.

Patients visited:

- Raleigh Campus: 429
- Cary Hospital: 4,097

GUEST AMBASSADORS

Assist with wayfinding and wheelchair support.

Guests assisted:

- Raleigh Campus: 262,232
- North Hospital: 356
- Cary Hospital: will report in fy26

HOSPITALITY PETS THERAPY PROGRAM

26 volunteer pet teams provide comforting dog visits.

- Patients visited: 6,700
- Staff visited: 13,900

MENDED HEART VOLUNTEERS

Peer-to-peer support for cardiac patients.

Cardiac patients visited: 140



RONALD MCDONALD ROOM VOLUNTEERS

Support families of pediatric patients with respite and comfort.

- Family room visits: 14,443
- Estimated families: 2,850
- Cups of coffee: 6,234; Loads of laundry: 534

REHAB PEER SUPPORT VOLUNTEERS

Provide education and support for patients with stroke, spinal cord injury, TBI, limb loss or cancer.

- Patients visited: 543

SEWING VOLUNTEERS

Donate handmade items for patients.

- Total items donated: 24,521

Community Highlights

SHVL IMPACT AWARD FINALIST

WakeMed Volunteer Services Community Sewing/ Sew Much Love Program was one of the 3 finalists at the Society of Healthcare Volunteer Leaders (SHVL) Education Conference, held in New Orleans, LA, March 13-15, 2025. More than 300 hospital volunteer leaders attended this national conference. Special thanks to the WakeMed Foundation Department for their support in funding two staff members to attend.

VOLUNTEER SATISFACTION SURVEY

Volunteer Services Annual Volunteer Satisfaction Survey provides valuable feedback to help improve volunteer programs and volunteer satisfaction.

- Surveys Sent: 936
- Surveys Returned: 377 (40%)

"Volunteering has made me feel like I'm making a difference in my community. It's fun and rewarding."

NICU AWARENESS MONTH

September was NICU Awareness Month! In honor of that, the Raleigh Campus sewing volunteers knitted graduation caps to give to the families of newborns that experienced more than 45 days in the NICU.

COMMUNITY IN-KIND DONATIONS

Volunteer Services supports the community, patients and families by receiving in-kind donations of books, magazines, toiletries, patient cards and more. This year we received:

- Donations: 2,731
- Donors: 95

TRUNK OR TREAT

Cary Hospital departments showcased their tricked-out trunks for this event held on October 25, 2024, in the parking lot. Sponsored by the Volunteers at WakeMed Cary Hospital, the event provides a safe and fun trick-or-treat experience for kids in the community and children of WakeMed staff.



ANNUAL HOLIDAY TOY DRIVE

On December 10, 2024, The Volunteer Services Department in partnership with The Child Life Department collected toys at WakeMed Cary, Raleigh and North to support WakeMed Children Hospital and Pediatric Services.

- Cary Hospital: 1,262 toys collected /47 donors
- Raleigh Campus: 4,096 toys collected /83 donors
- North Hospital: 1,565 toys collected /28 donors
- Systemwide Total: 6,923 toys collected /158 donors

BLESSING OF THE PAWS CEREMONY

To celebrate our Pet Teams, WakeMed Spiritual Care and Volunteer Services hosted a special Blessing of the Paws Service on Thursday, October 2, 2025 at Raleigh Campus, Cary Hospital and North Hospital.

WAKEMED NATIONAL VOLUNTEER WEEK

WakeMed celebrated WakeMed volunteers during National Volunteer Week, April 20-26, 2025. In celebration of our volunteers, they received a gift to Cookie Crumbl.

WAKEMED ANNUAL APPRECIATION LUNCHEON

The Annual Volunteer Luncheon was held on May 2, 2025, at Crabtree Marriott. More than 275 volunteers attended this event to recognize and celebrate our volunteers.

FY25 VOLUNTEER SERVICES

Board of Directors

The Cary and Raleigh/North Volunteer Board of Directors use funds raised from fundraising events coordinated by the Volunteer Services Department to support programs and services at WakeMed. This year, events included Belk's Crabtree, Macy's Crabtree, 1st Uniform, 1st Uniform Online Retail Store and Baby Photos.

Funds raised from these events are allocated by the Board and 100% of the funds goes to support programs and services at WakeMed. Any department can submit a funding request for consideration to fund projects that meet WakeMed aspirational goals.

CARY HOSPITAL VOLUNTEER BOARD OF DIRECTORS

Dave Koch, *Chair*
Larry Ellis, *Vice Chair*
Steve Palmer, *Treasurer*
Sally Cameron, *Secretary*
Mary Hill, *Director*
Jodi Martinez, *Director*
JC Morlu, *Director*
Binta Sura, *Director*
Nicole Wood, *Director*

RALEIGH CAMPUS/NORTH HOSPITAL VOLUNTEER BOARD OF DIRECTORS

Sherman Driver, *Chair*
Chris Clarke, *Vice Chair*
Karen Livingston, *Treasurer*
Amy Krieger, *Secretary*
Michele Boyce, *Director*
Ann Brown, *Director*
Vernon Burhart, *Director*
Danny Fanning, *Director*
Tracey Marks, *Director*
Skip Roy, *Director*
Pamela Thompson, *Director*

DOLLARS RAISED THROUGH FUNDRAISING

Raleigh/North Volunteer Board of Directors	\$19,430.12
Cary Volunteer Board of Directors.....	\$ 6,777.82
Total Funds Raised	\$26,207.94

DEPARTMENTS THAT RECEIVED FUNDING

Raleigh/North Volunteer Board of Directors.....	10
Cary Volunteer Board of Directors.....	3
Total Departments Supported with Funding	13

COMMUNITY OUTREACH 1

Cary Safety Day
Trunk or Treat Cary Hospital



SUPPORTING EDUCATION FOR WAKEMED VOLUNTEERS

Classes hosted by Organizational Development and Nursing Education

- AED/CPR Classes
- Conflict Management Seminar
- Inter-generational Workplace Seminar
- 7 Habits of Highly Effective People
- Stop The Bleed Class

Funding Summary

REHAB ADMINISTRATION

Provided funding for the Rehab Holiday Market. The event incorporates the involvement of Rehab Hospital therapy staff, nursing, neuropsychology, case management, and administration, in addition to collaboration with the WakeMed Gift Shop, to provide Rehab Hospital patients with an opportunity to participate in a holiday gift shopping experience.

At the event, patients come to the Market to select one to four gifts (depending on value) for family (or for themselves if they prefer), at no cost to the patient. These gifts are provided by the Gift Shop, with the cost of items being discounted. In addition, patients have the chance to gift wrap their items and write cards to go along with their gifts.

CHILD LIFE DEPARTMENT

Provided funding to purchase coloring books, crayons, stickers, games and toys to children to keep them busy and occupied while they're in treatment.

REHAB CLOTHING CLOSET

Purchase of stock clothing (shorts/t-shirts, sweatpants/sweatshirts, underwear and socks of various sizes in our Rehab Clothing Closet for patients.

MILK BANK

Provided funding for milk for newborn babies.

WAKEMED PEDIATRIC CLINIC

Provided funding for children's books and stickers for pediatric patients.

CASE MANAGEMENT

Provided funding to allow Social Work CM staff to provide a bridge for necessities for newborns to community-based programs after discharge. The assessment process includes providing community resource information to further assist families once they are discharged from the hospital.

NEONATOLOGY

Provided funding for the Safe Sleep and Car Seat Safety Project to be able to provide patients and families in need with safe spaces for their infants to sleep and car seats for infants to travel safely in the car. This year's support helped to provide 41 cribs/ car seats to families.

1C CLINICAL

Provided funding to paint a wall for little patients to bring good vibes.

WAKEMED NORTH

Provided funding to WakeMed North Compassion Closet to provide clothing to patients that don't have any upon discharge.

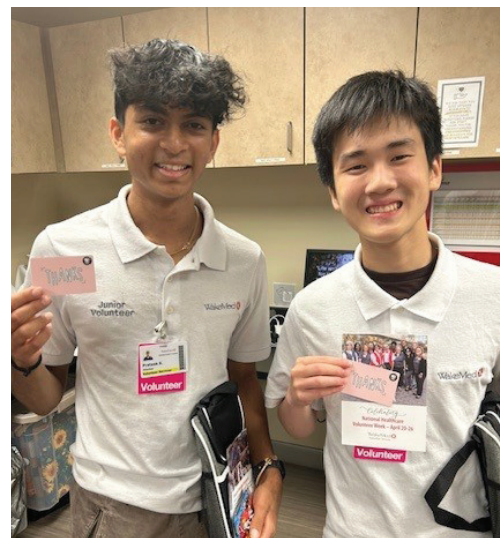
PHARMACY

Rainbow Fund – Used for patients to buy medicine that they can't afford.

CARY OUTPATIENT REHAB

Matter of Balance – Provided funding for community classes led by WakeMed staff as an effective and evidence-based falls prevention program.





WAKEMED VOLUNTEERS

Brightening the Lives of Our Patients, Families and Staff, Every Day

WakeMed 
Volunteer Services