



2025 Winter Edition

Greetings WakeMed Volunteers,

I hope this edition of our newsletter finds you doing as well as possible. We have exciting news that WakeMed has achieved Magnet with Distinction recognition from the American Nurses Credentialing Center. As one of 47 health care organizations in the world, and the first healthcare system in North Carolina to receive this distinction, it is a testament to our entire team and the phenomenal care of our nursing staff. With a deficiency-free application and visit, WakeMed achieved exemplar status for shared decision-making practices, the Chief Nursing Officer's advocacy for nurses and their well-being, nursing engagement and outperforming the benchmark for surgical error avoidance and patient burns. This translates into wonderful outcomes for our patients and families!

The Volunteer Services Department has been working hard to analyze your survey feedback and finalize our latest annual report. Thank you for providing your input as we use this to adapt our strategies and programs. This year we have sent the annual report via email. Please review this important document as it highlights the many wonderful accomplishments of the volunteer efforts across WakeMed Health & Hospitals this past year. You are an integral part of a phenomenal team! We are so appreciative of all that you do and proud to relay the impact you have had on so many lives this past year. Your exemplification of the WakeWay and commitment to helping others leaves a lasting impression and mark on our organization, team, and community.

Please review the reports from our volunteer board Chairpersons further in this edition as they highlight the happenings of the Cary and Raleigh Volunteer Board of Directors.

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

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Quote of the Quarter

Without Volunteers,

We'd Be A Nation

Without A Soul.

– Rosalynn Carter

RALEIGH'S CHAIR REPORT

Happy New Year! This year, January has come in like a lion with lots of hopes and promise for the year ahead. January, named for the Roman god of the doorway, was represented by a face looking forward and back. So, let's take a look at where we've been and where we're going.

Looking back on 2025, we had a successful year with over \$40,000 donated to many wonderful organizations here at WakeMed such as Child Life and Sew Much Love. These donations are so appreciated by the groups we support but none more so than by the patients they serve. Thank you.



This past December, the Belk Sale for WakeMed employees was a great success with more than \$73,000 in total sales, garnering over \$10,000 in revenue for the Raleigh Board. These in-person sales are traditionally our biggest fundraising events of the year and we off to good start.

Looking forward into 2026, a couple of fundraising events are coming up in the next several months. We have the Online Uniform Sale starting on January 30 continuing through February 15. And in a sneak peak, our next big in-person sale is being held on April 12th at Macy's. We always need volunteers for these big sales so be on the lookout for more details on how you can participate!

Big news for Volunteers is that our Education outreach has expanded to all campuses. The administration of the program is being handled by Volunteer Services directly with our own Ann Brown coordinating it for all our benefit. More information on specific offerings is to come. Keep an eye out for more details.

Lastly, there is always a need for more participation on the Raleigh Board. Please consider volunteering to serve on our Board for this year or next. Everyone has something to offer and we welcome (and need!) your help.

Let's make 2026 a great year for all of us volunteers at WakeMed. Thank you for the work you do!

Chris Clarke, Chair
Raleigh Volunteer Board



CARY'S CHAIR REPORT

Happy 2026!! The Cary Volunteer Board is looking forward to a very productive year!

The fourth quarter of 2025 had three very special activities. A pumpkin decorating contest was sponsored for staff, with prizes for the best pumpkin. In December, Board members volunteered at the Belk's sale at Crabtree Mall. Volunteers also participated in the hospital's very successful toy drive held to collect toys for children.

Successful recruitment meant five new board members so twelve positions are filled. Welcome to our new members and their volunteer activity at the hospital is noted.

Karin Beaty – Milk Bank



Divij Kodi – Emergency Department

Richard Hagopian – Cardiac Rehab

Susan McVeigh – Gift Shop

Jay Rodi – Cardiac Rehab

The Board had a very successful orientation in late October organized by Chris Spurgeon. The agenda included an interactive session on the WakeWay to Excellence, as well as information on accounting, the WakeMed structure, and Volunteer Services.

Committees will be a major part of our work in 2026. Consider joining if you are interested. Here is a list as well as the name of the chairperson.

<u>Committee</u>	<u>Chair</u>
Finance	Steve Palmer
Fundraising/Events	Jodi Martinez
Communications	Sue McVeigh
Nominating/Governance	Sally Cameron

Board members will continue our rounding project in 2026, where members reach out to volunteers throughout the hospital to make connections, bring volunteers together, and receive suggestions about the volunteer experience.

Trunk or Treat will be a major focus in 2026. A tentative date of Friday, October 23 has been selected. Watch this newsletter as well as emails and other communications as planning continues. Please mark your calendar.

The Nominating Committee will be recruiting for the three remaining board positions. If you are interested, please let the volunteer services staff or me know and we will make sure you are contacted.

Thank you for all you do as a volunteer at WakeMed Cary! You are an important part of the team!

Dave Koch, Chair
Cary Volunteer Board

VOLUNTEER SERVICES UPDATES

WakeWay Class Opportunity

WakeMed has a unique culture that we call The WakeWay. Join other volunteers in this interactive course to learn how you play a role in cultivating the cornerstones of the WakeWay: Respect for People, Communication, Teamwork and Commitment and Accountability. This in-person course is provided by the WakeMed Organizational Development Department. Contact Ann Brown if you have questions: annbrown@wakemed.org

Date: Thursday, February 5, 2026

Time: 9:00 am—11:00 am

Location: Medical Office Building (Raleigh Campus), Room 2

SIGN UP HERE

Ann Brown—Volunteer Engagement Initiative

In the recent Volunteer Satisfaction Survey many of you said you want more opportunities to meet with other volunteers. In response to this, we are happy to say that we have started a new initiative concentrating on providing opportunities for volunteers to meet and get to know one another. Part of this initiative is moving the Volunteer Continuing Education Program, begun by the Raleigh Volunteer Board of Directors, to the Volunteer Services Department so that we can more easily provide these educational opportunities in a system-wide capacity. Another part of the initiative will concentrate on developing informal opportunities for volunteers to get to know one another, such as planning coffee breaks or lunch time get-togethers. Ann Brown, a Raleigh Hospital Volunteer, will be providing the volunteer leadership for this initiative and you can reach her through her email: annbrown@wakemed.org.

A little bit about Ann:

Ann Brown is a volunteer with the Child Life Department at Raleigh Campus where she works under the Child Life Specialists on 4E to help meet the play & social needs of pediatric inpatients. She also served on the Raleigh Volunteer Board of Directors for seven years, where she filled the role of Chair for three of those years and developed the Volunteer Continuing Education Program. Ann is looking forward to getting to know more volunteers across the system over the coming months.

VOLUNTEER SERVICES UPDATES

Walter Moreland receiving his Petal Award



Holiday Market Pictures



Volunteer Services staff Jackie Kennedy, Jennifer Gibbs & Linda Harding attended the Annual Chinese Lantern Festival at the Koka Booth Stadium in Cary, NC in December.



Pictures from the Toy Drive



VOLUNTEER SERVICES UPDATES

LETTERS OF APPRECIATION

TO WHOM IT MAY CONCERN

I am writing to you as my husband was treated in your Cary Hospital 12/17/25 to 12/19/25. He wants you to know that his treatment was exceptional and professional.

From the time we entered the Emergency Room to his stay after his procedure, he found the staff to be kind, compassionate, thorough and efficient. He had a stint placed in his kidney for a stone, a VTI and a staph infection. He was on the 5th floor, is nurses Rick and Gus were very attentive.

He found the room to be spacious, comfortable, and very clean. It was hotel quality and quiet so he got a lot of rest. He thoroughly enjoyed the food

It's so nice to know to have such a great place to be when you're ill. Event the volunteers were wonderful. A young girl came in with a cart and gave him a hand-made blanket! When I was in the waiting area the volunteers were so kind talking to me and handing out snacks—which was greatly appreciated.

We want you to know what a great experience it was for us.

TO WHOM IT MAY CONCERN

Volunteer on 3W (Cary Hospital) Tina MacDonell is a great help to our unit. Especially with the patient in 355. Every visit Tina sits with the patient, who has been on our unit for an extended period, and talks to her and play games I believe this is very good for the patient and helps staff by calming the patient. We appreciate her and would like her and your department to know

Thank you,

Marci Fenton

Creativity at WakeMed Cary!

WakeMed Cary recently hosted its **4th Annual Gingerbread House Decorating Contest**, and the Volunteer Services team couldn't resist joining in the fun! Our office, along with several dedicated volunteers, rolled up our sleeves and got creative, turning a simple idea into a sweet masterpiece.

The contest was filled with laughter, teamwork, and plenty of holiday spirit. While we didn't take home the top prize, the experience was truly rewarding. It gave us a chance to showcase the incredible talent and enthusiasm of our volunteers—and to highlight the meaningful work they do every day at WakeMed.

Thank you to everyone who participated and cheered us on. A big shout out to volunteer, Christine Dudley, who really helped create our vision. WE may not have won, but we certainly made memories that will last far longer than any gingerbread house!



VOLUNTEER SERVICES UPDATES

In Memory of Tia

We are saddened by the passing of one of our beloved pet therapy volunteers, Tia. Tia started volunteering at WakeMed in April of 2019! Tia alongside her devoted owner Karen, brought comfort and joy to countless patients and staff during their visits to 1 A, B, C, Risk Management, Spiritual Care and WakeBrook Behavioral Center—plus all the extra Special Requests that they filled over the years. Their presence brightened our days and reminded us of the healing power of compassion and companionship.

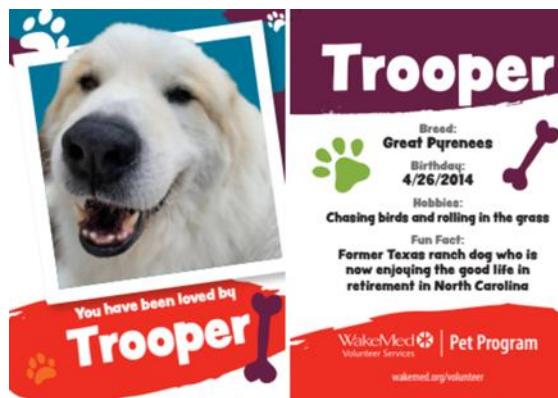
Tia will be dearly missed.



In Memory of Trooper

We are saddened by the passing of one of our beloved pet therapy volunteers, Trooper. Trooper alongside his devoted owner Alison, brought comfort and joy to countless patients and staff during their visits to 1 East and the Emergency Department at Cary Hospital. Their presence brightened our days and reminded us of the healing power of compassion and companionship.

Trooper will be dearly missed, but we are happy Alison will continue volunteering in the Cary Emergency Department supporting staff and patients



VOLUNTEER SPOTLIGHT

Volunteer Spotlight: Minni Manvahal



We would like to highlight our volunteer, Minni Marwaha! Minni has been volunteering alongside the Child Life staff on the Pediatric floor since May 2025.

Here is a bit about Minni:

Tell us bit about yourself outside of WakeMed - I am a Raleigh local and triple Tarheel. I went to high school down the road from the main Wake Med campus, at Enloe, and held my very first internship at the flagship campus when I was 16! I worked in the AHEC department (Area Health Education Center). I don't remember much about my responsibilities, but I do remember making a lot of Xerox copies and collating them! Fast forward, that experience was my launching pad to a 20-year career in hospital administration. I lived and worked in Chicago for most of that part of my career. Now, being back in Raleigh, I am a healthcare entrepreneur, married to my best friend, and a mom to two young daughters. We live in North Hills and enjoy eating our way through all the new dining establishments opening in our neighborhood.

What does this experience mean to you? It simply fills my bucket. I deeply believe that Child Life services are vital to every child's experience in the hospital and it's an honor to serve and support their work.

Can you describe a particular time you felt you were making a difference in the lives of others at WakeMed? It's the best feeling when a child asks for one toy and I come back with multiple toys, many of which they are able to keep. The shock on the family's face is priceless. As a parent myself, I can sense that I've been able to reduce their stress, even if it's just for a few moments. And I always make sure to mention that these gifts are made possible by generous donors to the hospital. Another example is when there was an overtired baby who was having trouble falling asleep. The mom was exhausted too. I was able to rock the baby to sleep, he even snored! It's the best feeling when their little bodies relax in your arms. And bonus was that the mom fell asleep too. It made me feel great to know that I gave that tired mom a chance to recharge.

Here is a bit about Minni from Olivia Vincent, Certified Child Life Specialist:

"Minni has truly been a wonderful addition to our volunteers. Minni goes above and beyond including allowing parents to have a break, ensuring all toys are cleaned, and even asking what needs the child life specialists have so she can donate items for the holiday drive. It is not every day you meet a volunteer who has the compassion that Minni does. The patient example she gave about holding an overtired baby is one of many examples of Minni's heart. That particular situation the staff had been trying to get that patient to sleep for hours and mom was overtired and emotional. When I gave Minni the request, she jumped in without hesitation and remained in that room her entire volunteer shift. Staff reported that she sang lullabies which not only allowed the baby to rest but also the mother. It is volunteers like Minni that make the volunteer program at WakeMed so special. Thank you, Minni, for your heart, compassion, and time that you give up on Pediatrics at WakeMed. We are so lucky to have a volunteer like you!"

Let's all give a big thank you to Minni for sharing her time and compassion with patients and staff. We are always grateful for our wonderful volunteers!

4th Quarter Sewing Donations

Raleigh Campus	Cary Hospital
<p>Ann Kebabian Aydee Vasquez Barbara Dickerson Brenda Murdough Capital Quilter's Guild Cary Stitchers Celeste Zippetelli Cheryl Grisson Christine Bowyer Crafting Grannies Deanna Carr Elizabeth McCary Gloria Lee Heidi Triantafillou Jan Holt Janice Wright Janiya Russell Johana Melbert Karen Gainey Kathy Turner Kayla Werder Kelsey Nash Laquana Drayton Laura Stiles Margaret Rowe Meredith McKinney Michele Boyce Michelle Braren Mujeres Latinas NC Nancy Scheetz Needling Around @ Creekside at Beth Page Olivia Poole Paige Fudge Patricia Gay Patty Kribbs Pearl Fowler Project Linus Quilts for Kids Rocky Chapel Baptist Church Rolesville Baptist Church Rosemarie Gattuso Sharon Barrow</p> <p>Raleigh Community Sewing Groups contact Pennie Graham at pegraham@wakemed.org or 919-350-8293 to update member status.</p> 	<p>Sheila Henderson Sherri Ingersoll Sherry Schubert Sherry Taylor St. Matthew Baptist Church St. Raphael the Archangel Columbietes 9880 Stephanie Shipman Stephanie Watkins Stitches of Love Sue Rudkin Susan Breslin Susan Katz Susan Swift Susie Wise Suzie Franzheim Swetha Nimmagadda The Garden at WakeField Threads of Love Twelve Oaks Vickie Sell Vivette Row Wendy Athanas Xenia Pigford</p> <p>Raleigh Community Sewing Groups contact Pennie Graham at pegraham@wakemed.org or 919-350-8293 to update member status.</p> <p>Alyssa Zhao Annie DeFour Ann's Huggables Ashley Soucar Barbara Allen Barbara Buchanan Barbara Mulkey Caprice Cox Cara McCall Carolina Preserve Yarn Spinners Cary Blanketeers Cary Quilting Cary Stitchers Catherine Blalock Compassion Knit Hearts Connecting with Threads Dawn Brethour Debbie Egbert Denise Walker Elegant Stitchers of Cary Gale DeBinder Garner on the Mend Gurmit Rai Hindu Society of NC Isabelle Dalton Jaime Ramsbottom Jeannette Jones Jerralie Petersen Joan Janak Joanna Griffin Jody Cefola Kappa Phi Lambda Karen George Laura Tolbert Laura Zieg Layla Ballinger Leanna Bensinger</p> <p>Cary Community Sewing Groups contact Suzanne Disher at sdisher@wakemed.org or 919-350-2363 to update member status.</p>



**Department of Volunteer Services
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