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

This edition of the Heartbeat is produced in memory of:

Donald Gibbons
Peg Brockman
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
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.

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

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**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 Onofrio
Sue Desai          Nancy Wilhite
Cindy Gross

Thank you!!!

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.

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!

*Continued on page 8
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 been 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 way-find 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.

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.

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.

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

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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

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**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
- Dorthy 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
- Arlanda Crumel 7
- Ben Keator 18
- Benjamin Rice 20
- Beverly Pryce 11
- Brent Goforth 17
- Carolyn Brake 4
- Cindy Huynh 17
- Claudia Sarr 3
- Cynthia Taylor 19
- Daphne Majors 27
- Deborah Lee 31
- Demetria Harvey 27
- Denise Rohr 2
- Elaine Allen 2
- Elizabeth Williams 25
- Ephraim Moses 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 Fausneauth 23
- Phillip Greco 28
- Ramatuelle Geesay 18
- Regional 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 Schrader 7
- Robert Flederbach 25
- Robert McAllister 28
- Ruth Miller 5
- Shelby Credle 12
- Susan Alvey 25
- Susan Coulter 28
- Susan ReCorr 19
- Tanda 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
- Belinda Barnhart 30
- Beth Turner 14
- Betty Polan 9
- Breanne Long 2
- Catherine Kang 22
- Cindy Ware 18
- Daniel Tsui 22
- Darlene Duncan 13

Darlene Duncan 13
- David Wynne 16
- Elaine Allen 2
- Fatima Rose Domagtoy 19
- Hazel Byrd 18
- Hazel Dickey 5
- Jackie Clements 5
- Jessica Morris 8
- Kathleen DeFrancesco 21
- Lorraine Wayne 9
- Lorraine Buccellato 14
- Lorraine Thompson 13
- Madeline Hamady 14
- Marilyn Mitchell 19
- Michael Cartwright 9
- Nancy Wilhite 15
- Olivia Morris 8
- Pam Roy 12
- Paula Bennett 8
- Rachel Wheeler 9
- Robert Gelinas 9
- Roxane Hamidi 25
- Rupas Vummalaneni 9
- Ruth Albert 12
- Sanjana Prabhu 24
- Shirley Ikula 14
- Sue Deyeser 12
- Tazeen Farooque 20
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

WakeMed Cary Hospital
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
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.

**DONATIONS**

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.

Thank you to **Jennifer Clifton and River Oaks Middle School students** for their generous donation of activity books and huggables.

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*
Our Condolences To:

WakeMed Cary Hospital
John Grau – loss of family member

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.

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

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

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

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