Guest Relations Ambassadors Program – Raleigh Campus

The Raleigh Campus Guest Relations Ambassadors are volunteers who welcome and greet patients, family members and visitors as they enter WakeMed and assist them to their destinations. The purposes of the Guest Relations Ambassador volunteer placement are to enhance customer service and to make the guests’ experiences at WakeMed as pleasurable as possible.

Additional Guest Relations Ambassador responsibilities include providing wheelchair assistance for patients and visitors. During the initial implementation of the service, the volunteers are stationed at the Main Information Visitor entrance. The next goal is to expand the services and assist at both the Critical Care Waiting Room & Heart Center reception desks. Our ultimate goal is to provide assistance with both way-finding and wheelchair transport through out the hospital.

Volunteers are chosen for their ability to stand or walk for 2-4 hours of time, for their excellent two way communication skills, and for the mind-set that makes customer service a priority.

Gayle Dworkin, who comes to us from WakeMed Cary Hospital, oversees the daily operations of the program along with Rosie Pacheco, Supervisor (Guest Services.) Marie Johnson, Manager, (Volunteer Services) and Jackie Kennedy (Volunteer Services Specialist) lead the recruiting efforts to keep the 50+ volunteer positions filled.

The volunteers are enjoying a rewarding and fulfilling experience. It is very gratifying to receive a lot of thank you’s and hugs every day. This level of service truly does make a difference!

As we continue to strive for excellence in quality and customer service we are looking for volunteers who have a respectful, caring and helpful attitude, who love to interact with people, and who are energetic walkers. If you are, or someone you know is, interested in becoming a Guest Relations Ambassador please contact Volunteer services at #350-8293.
Compassion Counts
More Than Ever
by Michael J. Berland

America is in the midst of a boom—and one that is benefiting and bonding us all. "During past tough economic times, there was a decrease in volunteering," says Patrick Corvington, CEO of the federal Corporation for National and Community Service. "But today there's a 'compassion boom' of people helping others." An exclusive new PARADE poll shows how and why so many Americans are working to improve our communities and the world.

"Public service" has become more than a phrase or a school requirement in our country—it's now a way of life for Americans of all ages. "People who are out of work are volunteering to stay connected to their communities and to hone their job skills," Corvington explains. "But I think part of what is driving the overall increase is the growing understanding that service is an essential tool to achieve community and national goals."

The findings of the new PARADE poll confirm Corvington's observations: Respondents were almost unanimous in the belief that it is "important to be personally involved in supporting a cause we believe in" in our communities (94%) and in the world at large (91%). More than three out of four (78%) think that the actions of one person can improve the world, and 78% also believe they're more involved in making a difference than their parents were.

The Americans surveyed by PARADE are particularly proud of one very personal way that they're contributing to the greater good: Ninety percent said that they are working hard to teach their children the importance of activism. They're imparting these lessons in a variety of ways, including leading by example (64%); talking to their kids about important issues and causes (51%); discussing their own charitable contributions or efforts with their children (35%); taking them to meetings or when they volunteer (32%); urging them to follow role models who are working for positive change (31%); and encouraging them to donate their own money to causes (25%).

Jack Brannelly, 45, an attorney in Draper, Utah, brings his 9-year-old daughter when he volunteers at an elder-care facility. "To put her hand in the hand of a 95-year-old at the end of her life teaches my daughter about the people out of the public view who still need affection," he says. "This heart-to-heart contact teaches her one of the most important things we can do despite our busy lives."
WHY AMERICANS ARE DOING GOOD

Most of the poll respondents are motivated toward public service by simple altruism—60% want to help other people, and 57% want to make the world a better place. However, many people are specifically moved to act on behalf of their own communities. Nearly half of respondents (49%) want to improve their neighborhoods. Daniel Freedman, 27, a Los Angeles law-school student, and his friends started a nonprofit organization that uses the resources and talent of area universities to address local environmental problems. "It's like what Gandhi said about being the change you want to see in others," Freedman explains. "You have to start in your own backyard."

What tips people over from having good intentions into acting upon them? More than two-thirds (68%) say personal experience has been a major impetus, with 40% saying their motivating experience was a positive one, as in "Someone did something good for me, and I want to give back." A family member or friend's request (33%) and learning about an issue from the news (28%) were other catalysts.

There are other reasons for civic engagement as well: It makes people feel good about themselves (39%); it's a moral obligation (37%); or it fulfills their sense of duty (36%). "While I've never been abused, homeless, or an addict," says Jackie Ryan, 33, from Sarasota, Fla., who works in sales, "I look for ways to get involved in those causes because it makes me feel like I'm helping people." She volunteers for a local food bank and a drug-rehabilitation facility, as well as Habitat for Humanity.

HOW THEY'RE DOING GOOD

Over the course of their lifetimes, almost all respondents (98%) have engaged in at least one activity to make a difference, and an inspiring 91% have done so in the past 18 months. In terms of volunteer work, 37% delivered food to the hungry; 30% helped organize a fund-raising event; and 32% participated in a cleanup at a local beach, park, or other public area. Almost one in four volunteered at a soup kitchen or food bank (24%), participated in an athletic event to raise money for a cause (21%), or mentored a student (19%).

In a sign of our wired times, the Americans surveyed are utilizing technology to spread the word about issues and to connect with others. More than one in four (27%) have turned to e-mail, Facebook, or Twitter to communicate about a cause. Jackie Ryan has posted on Facebook in order to encourage friends to join her in volunteer activities and donate to events like the 3K race she recently ran to raise money to fight child abuse.

Many respondents have opened their wallets to do good, with 67% buying charity raffle tickets, 58% purchasing something unnecessary to support a cause, and 34% sending a check to a charity after hearing or seeing a touching news story.

Despite the fact that most of the people surveyed said they've made cutbacks due to the economic crisis, 87% supported a cause financially in the last year. In 2009, respondents gave more than $400 on average to the single cause they cared about most. Americans aged 18 to 24 gave the least—around $100—while those aged 65 and over averaged more than $700. According to the PARADE poll, generosity continues to be the American way.

Who's Changing America Today?

The PARADE survey has uncovered three distinct types of Americans who are driving change in our communities and country today.

YEPPIES (YOUNG, ENGAGED PROBLEM SOLVERS)

Yeppies—a group of young people distinguished by a reliance on social media and socializing to fuel their activism—came into existence only a few years ago. They enjoy volunteering and have the most faith that individuals can solve social problems. Improving the world is both important to them and a way to connect with like-minded
Compassion Counts continued

peers. Open to a variety of causes, they're particularly susceptible to getting involved because of a friend's "ask." They derive great stimulation and satisfaction from their activism and donate often and widely. Two-thirds of Yeppies are women, and of the three types, this one has the highest percentages of African-Americans and of single people.

RAPID RESPONDERS
Rapid Responders are not out to improve the entire world--their civic engagement is much more focused and personal. Their causes tend to stem from a specific problem, like a health or neighborhood issue, that may have come to their attention through a family member's or friend's negative experience. Rapid Responders often organize community events to raise awareness or money for the causes they support. Of the three groups, they're the most likely to have been involved in a local beach or park cleanup. They believe that the government has the most responsibility and the best resources to improve our society.

THE MISSION-MINDED
The Mission-Minded consist of mostly older Americans who are largely motivated by their faith. To them, supporting basic needs, like food and shelter, is a religious duty, but they may also rally to a cause they learn about from a secular community leader. Like Yeppies, they actively seek out opportunities for civic engagement. Generous with time and money, they're the most likely of the three types to travel in order to volunteer. The Mission-Minded are the least likely to cite a negative experience as a catalyst for action and have the most confidence in the ability of religious groups to fix the world's problems.

Michael J. Berland is the president of the polling and research firm Penn Schoen Berland and co-author of "What Makes You Tick?" Laura van Straaten contributed to this report.

WakeMed Cary Volunteers Are Key Participants in the June 22 Disaster Drill

Chris Cooper, director of Emergency Services at WakeMed Cary Hospital expressed appreciation for the volunteers who made such a difference in the reality of the disaster drill June 22. Chris stated that the volunteers seemed to have a lot of fun in the roles that they played. Bethany Kelly adds that the feedback from the volunteers has been great and that they took the event and purpose very seriously. Thirteen volunteers participated!

Cliff Altebellis        Susan Alvey
Regina Brest         Vivian Collins
Ann Drake             Pooja Ghai
Linda Haley          Philippa Hertrick
Ann Mullin            Judy Rea
Kathy Rembrandt       Carmen Ubiera
LaRue Wayne

Kildaire Farm Road Re-Surfacing Project Near Cary Hospital Begins July 9

On Friday, July 9, the N.C. Department of Transportation will begin resurfacing, milling and paving a four-mile section of Kildaire Farm Road from Walnut Street to Palace Green. Additionally, some lane patterns between Maynard Road and Walnut Street will be reconfigured to make conditions safer for pedestrians and cyclists. During construction, please remember to follow construction signs, obey speed limits and exercise extreme caution.
WakeMed Raleigh Campus

The Raleigh Campus Volunteer Board voted to fund three Raleigh Campus nurses to attend the 2010 National Magnet Conference. These nurses will learn from the "best of the best" and bring back ideas and plans to help in our quest for Magnet status. We are excited to be a part of this journey.

Thanks to Guest Ambassador volunteers (100 strong) at portals of entry at WakeMed to help guests find their way. You see them on the move, friendly, cheerful and, as always, helpful. Thanks again!

Reminders:

New Patient Safety Goals will be coming out. Be on the look-out!

May 1, 2010, a social event was held at the Millbrook Exchange Park for Hospitality Pets to recognize and thank those wonderful pets and their owners for providing diversion and caring to WakeMed patients. Talk about "warm fuzzys"!

I hope everyone had a chance to read Susan Hester's article "Volunteer Appreciation" posted on the WakeMed Web in April, 2010. In case you didn't, here are some excerpts from the article: "WakeMed volunteers have a big impact on the system. WakeMed volunteers escort and guide patients and guests, discharge patients, visit patients, read to children, coordinate visits for families, offer diversionary activities for patients and families, survey patients, deliver mail and flowers, answer phones, file, run errands, collate, and much, much more. But most of all, WakeMed volunteers offer positive customer interactions, listen, smile and serve. Volunteers are part of our story, part of our success and part of our vision for the future. And, I thank each and every WakeMed volunteer for their dedication and continued support." (Susan Hester, April, 2010)

As president of your board, I also would like to offer my thanks and appreciation for your dedicated hard work and support to WakeMed.

Have a great summer! Keep cool! Keep safe!

Sally Perdue, President, Board of Directors,

Welcome to Alex Credle as our newest board member. His wife, Shelby, was also recently added as a board member. We are pleased to have our newest additions.

The board received two funding requests at its May meeting. Gail Sturtevant, Executive Director of Nursing at the Cary Hospital, requested funds for nurses to attend the Magnet Status Conference. The goal of the conference is to provide information to hospitals which wish to achieve this exemplary status. The board voted to send one nurse to the conference. This nurse will share information to staff upon his or her return. Achievement of exemplary status serves to improve patient care.

The second request was from the Fuquay Skilled Nursing Facility. The funding request was for six new dining room tables that will allow patients in wheelchairs to sit with other patients during meals. The board approved the purchase of three tables and will address the remaining three tables in the next budget year.

If you will recall from the May newsletter, the board was in the process of replacing above ground planters and planting flowers at the Fuquay Skilled Nursing Facility. Thank you again to everyone that participated. A special thank you to the Apex Lions Club for donating the lumber.

Our next fundraiser will be a Uniform Sale on Sept. 24. Along with uniforms, there are shoes, purses, and other items which volunteers may wish to purchase.

Pat Quick, President, Volunteer Board
Volunteer Spotlight
WakeMed Raleigh Campus
~Roy Beasley~

My name is Roy Beasley. I migrated to Raleigh many years ago from Robeson County. My wife is from Sampson County. We have been living in the same community for over 56 years.

My wife and I are retired. I retired as an Assistant District Supervisor with the department of Motor Vehicles. My wife is retired from Nationwide Insurance Company.

Our most memorable experience is when we were called to Greensboro to get an infant son that we had adopted in 1961.

I served in the US Navy on board a destroyer in the south Pacific during WWII. Amongst the skirmishes with the Japanese our ship was hit with a kamikaze.

Around two years ago, I called Marie Johnson concerning working part-time as a volunteer. I think the very reason I considered WakeMed is because I was a patient there two times and remembered the excellent care. I enjoy working with the patient mail and making deliveries to the rooms. The reward is when you give a patient mail and it seems to cheer them up.

My wife and I have enjoyed traveling all over the country on our motor home. I enjoy hunting and fishing. My son and I are planning a trip deep sea fishing on the Captain Stacy out of Atlantic Beach. During the past week I went turkey hunting.

Volunteer Spotlight
WakeMed Cary Hospital
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Claire Katz was born in Galveston, Texas where she also graduated from High School and worked for the Electric Company until 1947.

She was married to her husband on April 18, 1945. She and her husband later moved to Massachusetts in 1947. In Massachusetts she worked for a jewelry company and later retired from Nationwide Insurance Company.

She has three children, 6 grandchild, and 1 great grandchild.


Claire has been a volunteer in Medical Records at WakeMed Cary Hospital since November 1998. She also knits hats the babies born in the Women’s Pavilion at WakeMed Cary Hospital. As of this date, she has contributed 3,439 volunteer hours.

❄️❄️❄️

2010 WakeMed Vendor Fairs

The 2010 Vendor Fairs held at Raleigh Campus on July 9 and Cary Hospital on July 23 launched the new WakeMed Discount Program. The program features exclusive discounts and incentives for WakeMed employees, Medical Staffs and volunteers. Active in-house volunteers can pick up a discount booklet during normal business hours in the Volunteer Services offices at both Raleigh and Cary.
Fundraising Results

Both The Volunteers at WakeMed Cary Hospital and The Volunteers at WakeMed Raleigh Campus participated in successful fundraising events in April and May. Monies raised by the events are donated back to the respective hospitals to support programs, to help develop new programs and to purchase equipment for the benefit of WakeMed patients and families.

July 14, 2010
The Volunteers at WakeMed Raleigh Campus
And Uniforms 2U—Uniform Sale

Thank you to the following volunteers:
Charlotte Luke   Sara Kirk   Rosemary Kenny
Elaine Allen     Lydia Phillips Carolyne LaRue
Kay Green        Carson Garoni Jama DiSorbo
Candance Leggett Nin Lei    Shanaz Carper

$5,821.42 was raised to support Raleigh Campus programs and services.

June 14, 2010
The Volunteers at WakeMed Cary Hospital
And Dynamic Cookware—Cookware Sale

Thank you to the following volunteers:
Elizabeth Cox   Alex Credle   Shelby Cradle
Denise Galloway Linda Haley   Orly Margolis
Ann Mullin     Carmen Ubiera Jane Warner

$739.97 was raised to support Raleigh Campus programs and services.

Pictures from WakeMed
Raleigh Campus
Uniform 2U Sale
July 14, 2010
**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 odors 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.

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**What A Difference A Huggable Can Make!**

This is only the latest of the precious experiences we have had in the Atrium at WakeMed Cary when we give children Huggables.

A tiny little girl who looked just like Dora the Explorer came in with her parents and baby brother. She came up to me, grabbed my hand and very sweetly asked, “Do you have any stickers?” I told her we did not, but that I had a Huggable to give her. Very politely, she thanked me for the little soft teddy bear and asked again if I had any stickers. We could not find a sticker anywhere and even made a smiley face on a post-it note for her. In the meantime, her baby brother got fussy and began to cry. So we gave him a Huggable to soothe him, which it did, at the same time soliciting a smile.

Still pleading, the little girl persisted in her pursuit of a sticker. I even went to the Gift Shop to buy some stickers. No luck. Then one of the employees from surgery said they had some stickers. So we gave the stickers to the polite requestor with another thank you from her.

A few hours later, covered in stickers, as the family was leaving the hospital, she asked if her brother could keep his huggable because he wasn’t crying anymore. I said, “Sure, it’s a gift from the Volunteers.” Her Mom thanked me for spending so much time caring for her children and having their hospital experience enhanced by the Huggables and the stickers.

If the volunteers who make the Huggables could see the joy on the faces of the children, they would be able to receive the same joy we do on a daily basis.

*Shelby*
Water is Key to Beat the Heat

One of the keys to staying safe in the heat is making sure you stay hydrated. According to WakeMed Corporate Wellness Services Dietitian Stacy Moretz, men need to 125 fl. oz. of water a day (15 ½, 8 oz cups) and women need 91 fl. oz. of water a day just to stay hydrated, (normally 80 percent of this water should come from liquids and 20 percent from the food you eat).

But, these water requirements do not take into account when the weather is really hot and you are losing water due to sweat. According to Moretz, a good rule of thumb is to drink enough water in hot weather to maintain your body weight. If you exercise outside and lose 2 lbs, then you need to drink 2L of water to replace the lost fluid. If you feel thirsty, then that is a sure fire sign that you are already dehydrated.

To: Anne Michniuk
From: M. M.
Subject: Appreciation for work at rear of building

I want to thank you and the volunteers for all the work you did in repairing the planters behind the building and in filling them with such a variety of colorful flowers. They have made my sunning myself, my hosting visitors, and my walks very pleasurable.

I feel very fortunate and grateful to benefit from your efforts.

Thanks for Your Donations

WakeMed Raleigh Campus
Gwen Baker – hats
Nancy Taylor – magazines

WakeMed Cary Hospital
Louise LaPlant – material and yarn

Hats made by Claire Katz
Welcome New Volunteers

WakeMed Raleigh Campus

Steve Barat
Jonathan D. Barefoot
Alyse Bone
Joshua M. Bowling
Lindsey P. Brantley
Stephanie E. Brawner
Kayla Britton
Joshua A. Capell
Shanaz Carper
Kris N. Cedeno
Armando D. Contreras
Jose A. Contreras-Nava
Brant Daye
Erivan A. DeAraujo
Kimberly Gaitling
Bernice N. Gyamfi
Diego A. Hipolito Canario
Mary R. Jacobs
Edivani F. Johnson
Elise L. Kersey
Susan M. King
Beverly E. Knight
Naina Lakhani
Nin Lei
Amber M. Mink
Jack Mitchell
Megan A. Monteith
Kelly K. Mui

Billy Newton
Curtis J. Outlaw
Walter Pettiford
Sydney V. Pope
Savannah P. Powers
Annet R. Rajan
Janet A. Rajan
Caitlin S. Rogers
Devanise Rogers
Kristi M. Rogers
Francisco I. Rosado
Lindsey M. Stever
Logan S. Tanner
Donald R. Valentine
Emily van Schagen
Diana Walker
Melissa Washington
Josette B. Williams
Maria T. Woodson
Tamara L. Wright
Pamela Yates
Gregory V. Zwilling

WakeMed Cary Hospital

Marriam Azam
Debbie Barfield
Joanne Bisson
Kirsten Bolender
Sue Busa

Carol Carlson
Elizabeth Cummings
Virlynn DeLisi
Seth Dubowsky
Roja Garimella
Linda Haley
Maria Hancock
Patsy Hemmerle
Lee Hong
Emily Keveryn
Aatiqah Khalid
Lauren LeBeau
Elliott Miller
Eulalia Norris
Ami Patel
Stephen Penn
Alysia Pereira
Alethea Pereira
Bailey Plymyer
Maria Prinz
Jim Ryals
Nasir Siddique
Lauren Slake
Florence VanSkiver
Norma Ward
Gerry Werner
Hoyle Whiteside III
Shelley Wills

We express our deepest sympathy to the family of
Angela Reppert

Angela Reppert died on June 3, 2010. She volunteered and trained other volunteers in the Women’s Pavilion at WakeMed Cary Hospital from January 2006 to March 2010. She contributed 532 hours of service.

Please help us remember and honor our friends.
If you become aware of a present or former volunteer who has died,
please let the Volunteer Office know.
Happy Birthday!

WakeMed Raleigh Campus
August
Kirby G. Ballard  6
Steve Barat  1
Hannah E. Barnes  1
Betty L. Brodie  4
Benjamin Citero  15
Richard Corbin  9
Betty Costello  23
Claire E. Cote  20
Josephine Daversa  9
India D. Dickerson  29
Meredith B. Ellis  16
Donald Gibbons  14
Erik C. Gilbert  9
Ed Goetz  21
John Griswold  4
Barbara F. Gutknecht  30
Bernice N. Gyamfi  7
June Hirsch  2
John P. Hite Sr.  14
Nicole P. Hunter  14
Edivani F. Johnson  17
Kristen M. Johnson  21
Angela Kashyap  21
Anley M. Klemework  22
Thetra K. Kelly  17
Jean A. Koon  8
Paul F. Kruchesky  20
Wendy Lamm  5
Mary Lehman  13
Sara E. Marino  8
Molly B. Maruchek  18
Megan M. Mertesdorf  11
Helen Murdock  1
Jesse Murphrey  22
Melissa B. Naush  17
Ashvi H. Patel  9
Amy S. Pope  26
David B. Raper  6
Sandra Revueltas  18
Kristi M. Rogers  16
Melissa E. Singleton  11
Bryce Slinger  12
Bonnie Smith  13
Mary Jane St. Lawrence  4
Treva Thompson  26
Antora L. Troublefield  14
Andrew B. Wallace  2
Kathy Weischedel  1
Hazel V. Wesche  27
Colette Williams  7
Tony M. Williams  20

Mary Young  27

September
Tyrone V. Allen  22
Joanna Baitinger  1
John A. Bardiin  4
Ashton E. Barker  9
Lita Barr  3
Samuel V. Boccio  13
Rose Bradley  10
Barbara E. Brooks  30
Barbara N. Bubar  7
Rosemarie Casanova  14
Jose Chavez  30
Rachel E. Coppersmith  11
Lynette R. Davis  4
Cindy H. Dickens  5
Demetra Dixson  29
Carolyn Duncan  12
Theodore C. Edwards  4
Vincent S. Izzi  5
Jillian M. Johnson  2
Tymika A. Johnson  18
Anthony J. LaVerde Jr.  18
Sabrina Leary  14
Charlotte K. Luke  3
Robert Maness  25
Elly Matteis  8
Kelly E. Miller  28
Mildred Morrison  2
Spencer Mougey  16
Kelly K. Mui  21
Curtis J. Outlaw  9
Lindsey M. Steyer  6
Bria Talley  6
Rebecca J. Tart  10
Jamie V. Ward  19
Josiah R. Whitehead  25
Andre C. Willis  19
Meredith Wilson  4

Sandra Favro  2
Edith Fleming  10
Phyllis Fox  9
James Gerry  2
Lori Greenstein  6
Linda Haley  9
Blair Hatcher  1
Judy Hayes  11
Judith Hyman  15
Roberta Kelley  30
Amanda Koch  10
Craig Landau  15
Orly Margolis  30
Martha McLaurin  26
Judy Millar  14
Mary Mitchum  26
Rishabhdeo Patel  19
Shreyas Patel  27
Melvin Perkins  24
Shaia Prabhu  29
Anne Sanacora  17
Michael Schuler  26
Tina Seagroves  18
Della Staub  24
Andrea Stevens  14
Gerry Werner  21
Beverly Williams  17

WakeMed Cary Hospital
August
Grace Adams  11
Erik Andersen  14
Marriam Azam  13
Gretchin Best  16
Wilma Caldwell  17
Mary Chapman  26
Diane Dayal  29
Patricia Dorry  21
Julia Edwards  24

Sandra Favro  2
Edith Fleming  10
Phyllis Fox  9
James Gerry  2
Lori Greenstein  6
Linda Haley  9
Blair Hatcher  1
Judy Hayes  11
Judith Hyman  15
Roberta Kelley  30
Amanda Koch  10
Craig Landau  15
Orly Margolis  30
Martha McLaurin  26
Judy Millar  14
Mary Mitchum  26
Rishabhdeo Patel  19
Shreyas Patel  27
Melvin Perkins  24
Shaia Prabhu  29
Anne Sanacora  17
Michael Schuler  26
Tina Seagroves  18
Della Staub  24
Andrea Stevens  14
Gerry Werner  21
Beverly Williams  17

September
Gozde Agan  23
Joe Boggs  4
Rebecca Cavari  18
Sandra Chalk  21
Linda Craft  12
Karen Croswell  2
Gail Davis  11
Donna Doherty  29
Judith Duerr  12
Jillian Edine  26
Rojah Garimella  21
Patricia Hyman  18
Diane Kudzdrall  30
Aaron Olive  8
Kathy Rembrant  13
Alex Rizza  23
Jill Rosche  23
Ann Rush  17
Anuyuga Sampathkumar  27
Drew Smith  18
Peggy Smith  7
Dorothy Strickland  30
Brenda Willoughby  10
Our Condolences To

**WakeMed Raleigh Campus**
Kirby Ballard: death in the family
Melinda Carr: death in the family
Carolyn Duncan: death in the family
Peggy Fuchs: death in the family
Jim Walton: death in the family

**WakeMed Cary Hospital**
Edith Rothschild: death in family

Thinking of the Following Volunteers

**WakeMed Raleigh Campus**
Doris Allen
Laura Burke and Baby Anna
Alicia Edwards
Bob Gelinas
Thetra Kelly
Ruby Plyer
Roy Beasley
Ramesh Fofaria
Kay Green
Peggy Lewis

**WakeMed Cary Hospital**
Janice Charlton
Barbara Copperwheat
Cheryl Krzewina
Mary Price
Ann Rush
Loretta Consiglio
Melody Mangum
Georgette Paskoff
Jean Sessler

Congratulations

**WakeMed Raleigh Campus**
Happy Anniversary to Lorraine and Jack Oken, who celebrated 61 years of marriage on June 26, 2010.
Happy Anniversary to John and Willa Agurs who celebrated 44 years of marriage on July 2, 2010.

**WakeMed Cary Hospital**
Happy Anniversary to Bob and Tracey Bird, who celebrated 45 years of marriage on June 26, 2010.
Congratulations to Bill and Peg Park on the birth of their new grand-twins on June 28, 2010.

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
Threads of Love
Sunshine Seniors
Needles Club of Heritage
Happy Hearts of Heritage
From Ewe to You

*Countless individual sewers not associated with sewing groups*

**WakeMed Cary Hospital**
Ann Foster Workshop
Apex Abiding Presence Lutheran Church
Carolina Preserve Yarn Spinners
Caroline Preserve Piecemakers
Colonial Baptist Church
Cornerstone Presbyterian Church
Ebenezer United Methodist
Garner Senior Center
Harriet Kelner Workshop
Reedy Creek Baptist Church
Spring Arbor of Apex Workshop
Windsor Point Workshop

*Countless individual sewers not associated with sewing groups*
Exit Comments

These are volunteers who contributed to our program and have relocated, gone back to school or left for other obligations. This is what they said about their experience:

Raleigh Campus

Danielle Verrilli — Hearing Screening: “My experience volunteering and interning at WakeMed taught me so many skills that I could not have learned anywhere else. These skills will be very helpful for graduate school!”

Mary George Finch — Physical Therapy: “I really enjoyed my time at WakeMed in the Physical Therapy department. Everyone was extremely helpful, friendly & appreciative. In the Physical Therapy department they set me up with a physical therapist, so I was one to one. This was really helpful for learning purposes and makes it enjoyable.”

Olivia Holt — Patient Access: “I really enjoyed volunteering and being in the hospital setting. I enjoyed the people I worked with and everyone was so nice and friendly.”

Morgan Ericson — Interpretation & Translation Services: “I wanted to thank your department and ITS for such a great opportunity. I have learned an immense amount by working with the hospital’s lead interpreters and am grateful that they would allow me to shadow and learn from them. I had written my undergraduate thesis on the standards of practice and ethics of medical interpretation and volunteering here allowed me an opportunity to see those standards put into practice.

Thank you again for your department’s help. Volunteering with Wake Med was a great growth opportunity.”

Mac McRackan — Flower Delivery: “I enjoyed working for MARIE and Jackie and with the other volunteers I came in contact with. I have nothing but fond memories of my time at WakeMed.”

Corliss Dunlop — Reach Out and Read, Patient Relations, and Guest Ambassador: “This was a great experience. Every placement gave me the opportunity to feel that in some way, I made a difference.”

Marie Valliere — Radiology and Hearing Screening: “Jackie was amazing!!! I told her what I was going to school for and she found a great volunteer placement that would help with that. Also, I told her how I wanted to help with newborn babies and she found a great placement for me. Jackie and Marie were very supportive and I really enjoyed my time with Volunteer Services.”

Ronald Holmes — Home Health Care: “It has been a wonderful experience. The people over at Home Health made my experience very memorable.

Cary Hospital

Minh Nguyen — Emergency Department: “Great people to work with overall. It was fun; however, I wish I had more patient care responsibilities.”

Angela Stephens — Women’s Pavilion and Birthplace: I really enjoyed being a part of the volunteer experience. Thank you so much for the opportunity.

WakeMed Welcomes

The Produce Box

The Produce Box has partnered with WakeMed to offer this valuable service to all WakeMed employees. For just $22 per week, employees can receive fresh produce grown here in North Carolina delivered right to their homes.

See next page →
WakeMed Health & Hospitals Updates and Information

Locally grown, farm- fresh produce delivered to your home or WakeMed facility

The Produce Box has partnered with WakeMed to offer this valuable service to all WakeMed employees. For just $22 per week, employees can receive fresh produce grown right here in North Carolina delivered right to their homes. Cary Hospital employees can also receive deliveries while at work! Weekly deliveries will be made to the employee parking deck during both morning and afternoon hours. Raleigh Campus deliveries will be added once the new E Wing and Children’s Hospital are open, and other facilities will be added on a case by case basis. For more information or to sign up for this service, visit www.theproducebox.com. Questions can be directed to either Katie Johns at katie@theproducebox.com, 919.238.9369 or Chanise Crump in Human Resources at c.crump@wakemed.org, 919.350.8144.

IMPORTANT NOTES

- Each week, members receive an email listing the contents of the three box choices available for the following week. Box A will contain the most popular items, while boxes B and C may contain something more adventurous, like a rutabaga! Box A is delivered automatically unless you go to www.theproducebox.com to order a different box or skip the week.
- Add on items are also available each week and are all from North Carolina. Honey, maple butter, salsa, bread and more!
- You can skip your delivery anytime (ie. going on vacation, kids out of town, etc.)
- You can share your weekly Produce Box with a colleague or neighbor! Just split the cost and share the weekly delivery.
- Your membership must be done and managed online -- the ordering system works electronically only.
- Your subscription helps support local farmers, makes meal planning easier, and encourages your family to eat healthy!

WakeMed
WakeMed Health & Hospitals Updates and Information

New Director Named for Women’s Pavilion & Birthplace - Cary

Dorothy (Dot) Eldreth, RN, MSN, NE-BC, has been named the new director of the Women’s Pavilion & Birthplace - Cary. She joins WakeMed from Main Line Health: Bryn Mawr Hospital in Bryn Mawr, PA, where she has worked for the past nine years as a nurse manager in the Level III Obstetrical Department.

Prior to her experience at Bryn Mawr, Eldreth was a Patient Care coordinator at Christiana Hospital in Delaware. She received her bachelor’s degree in Nursing and master’s degree in Nursing Administration from Wilmington College in Delaware, and her post-master’s certificate in Nursing Administration from Villanova University. She is a member of numerous professional nursing organizations, including the Association for Women’s Health, Obstetrics and Neonatal Nurses (AWHONN); Sigma Theta Tau; and the Southeastern Pennsylvania Organization of Nurse Leaders. Please join us in welcoming Dot to WakeMed!

Cary Hospital Earns Red Apple Recognition for Creating a Healthy Food Environment

Led by N.C. Prevention Partners (NCPP), the Healthy Food Environments Initiative is a state-wide project to help all NC hospitals make healthy foods more available, visible and affordable for employees and visitors. After working hard to meet specific criteria, Cary Hospital’s Food & Nutrition Services team received the Red Apple certificate on June 2. Efforts included: offering more affordable healthy snacks in Points West Café (PWC); rearranging displays to make healthy snacks more accessible; expanding the PWC salad bar and adding menu items like whole wheat buns, turkey burgers and sugar-free ice cream; publishing nutritional information and more. Vending at Cary Hospital also now includes healthy options. More details to follow in Microscope.

WakeMed to Expand Presence in Brier Creek With New Healthplex

WakeMed has purchased 12.5 acres of land in Brier Creek at the southwest corner of TW Alexander Drive and ACC Boulevard for our next healthplex facility.

Expected to break ground this fall, the new healthplex will include a standalone emergency department with 14 beds, which will be complemented by laboratory and imaging services. The facility will be sized at approximately 26,000 to 28,000 square feet, and may also include physician office time-share space. While this facility will be significantly smaller than our existing healthplex sites at North and Apex, it will allow us to establish a greater presence in the Brier Creek market and to serve the emergency health care needs of this growing community.

The anticipated completion date for this project is October 1, 2011 and we expect the new facility to initially employ approximately 30-35 employees. This new healthplex will have no impact on the existing Brier Creek Medical Park, which will remain in operation as well. Stay tuned for more details throughout the construction process.

Summer Time Means Movie Time

WakeMed Cary Hospital is proud to sponsor the Movies By Moonlight series this summer at Cary’s Koka Booth Amphitheatre. Thursday evenings in June, July and August feature a combination of blockbuster hits and memorable classics from Hollywood. For only $3 for adults (kids 12 and under are free) and picnic baskets allowed, it is hard to find a cheaper night out. A portion of ticket sales benefit WakeMed’s Just For Kids Kampaign. Gates open at 7 pm. Go to http://boothamphitheatre.com/movies.htm for the complete movie schedule. The movie schedule and discount cards are available at the Health Park information desk on the Raleigh Campus and at the Cary Hospital main information desk.
WakeMed Health & Hospitals Updates and Information

Welcome Green Team Reporters!

Because of your interest in “going green”, you have been selected as a Reporter for the Green Team. Reporters will report out to Cary Hospital staff, to ensure that everyone is aware of the Green Team and any activities going on. Reporters are also encouraged to send information/ideas back to the Green Team.

Some background:

The Green Team at Cary Hospital began to meet a few months ago, to look at pursuing environmentally sound policies and practices. The goal is for Cary Hospital to be a leader in the community, with sustainable purchasing, and waste reduction and recycling programs.

Members of the Green Team committee include: David Coulter, Senior VP and Administrator, Cary Hospital
Gail Douglas, Food and Nutrition Services  
Caroline Youngblood, PR
Don Sutphin, Environmental Services  
Cathy Millar, Staff Nurse
Sherlyleen Malloy, MPD  
Mary O’Keefe, Performance Improvement
Trish Humphrey, Strategic Sourcing  
Nathan Funk, Env Health & Safety

We have developed an extensive list of activities to address sustainable purchasing, reducing consumption/waste, and promoting recycling efforts. We also recently completed an audit of the hospital with the state, looking at waste reduction and evaluating the waste stream from the hospital.

We appreciate your willingness to act as a reporter. If you have any questions, please contact Gail Douglas, ext 02323, gdouglas@wakemed.org

Please see next page for information for your first report. We are sending this report out dated May 27, 2010, please plan to communicate this information to your group by the end of June. Additional reports will be provided every couple of months, or as needed.

Your role as a Reporter:

Green initiatives need to be reported out to the staff. You may communicate this information to your unit/department using whatever method works best – newsletter, posters in lounges, email, staff meetings, etc.

First report, dated May 27, 2010

We have a great logo for the Green Team. Please see the attached PDF that you can use with any printed materials.

There are now 26 blue bins for recycling located throughout the hospital, for cans and plastic beverage bottles. There has been a very positive response to having recycling containers available. The number of pounds of material recycled tripled from Jan to March 2010.

Each container is lined with a clear plastic liner. Environmental Services empties blue bins as they collect other waster from the unit. If your bin is full, please place the tied bag in your soiled utility room, and reline the blue bin with another clear liner. Reporters, please ask staff to not place any trash in these containers.
Reducing paper use has been discussed.

Each unit is asked to consider how they can use less printer paper – do you have a standard report that prints that you really do not need anymore?

Some areas have Multifunction printers which can duplex. If you specify duplex when you print, the document will print 2-sided.

Also, using PostIt notes for scrap paper is expensive and wasteful. Email Lee Brown at the Print Shop at Raleigh campus for free pads of recycled paper. These pads are great for quick internal communications. He will fulfill your request as the paper is available, and send the pads to you by interdepartmental mail.

We recycle batteries. Every Friday, bring your used batteries from pagers, etc.

down to Points West Café, deposit in the battery recycling boxes just inside the entrance. Batteries that are greater than 9 volt must have the terminals taped to prevent fire hazard, or these batteries can be wrapped in plastic.

The disposable plates used in Points West Café are made out of sugarcane fiber instead of Styrofoam, so totally eco-friendly. The cost is prohibitive to change from Styrofoam for cups and takeout containers for now, but we are working with suppliers to look at other options.

Also, we need your feedback. Please contact Gail Douglas to let the committee know about:

The reaction from your co-workers on the green initiatives so far any ideas or concerns.

How you shared information with staff, what was effective, what was not effective.

Thank you!

KUDOS TO REID CRAFT:

Hi Marie,

Thank you so much for having my twin daughters help serve our organization. They are indeed excited and pleased to be of service to our customers. Thank you indeed for being instrumental and putting them through the volunteer program. I would love to take this opportunity to say a special note of thanks to Reid who actually helped me in getting connected to you and the volunteer program. It made things so much more convenient. Reid is an awesome gentleman whose service to our floor is invaluable. His pleasant manners and ever willingness to render help to anyone is remarkable. I also wish to let you know that he makes sure of his hand hygiene compliance in every interaction. I am mentioning this since I am one of the Hand Hygiene Ambassadors and perform silent observations on our unit and acknowledge those who are compliant of good practices. Reid is an asset to our organization.

Have a wonderful weekend.

Alice Mathew RN PCCN, 5A MIC
Volunteer Orientation

WakeMed Raleigh Campus
- **Monday, August 2, 2010**
  Conference Dining Room, 5:30 pm - 8:30 pm
- **Wednesday, August 18, 2010**
  Conference Dining Room, 9:30 am - 12:30 pm
- **Monday, September 13, 2010**
  Conference Dining Room, 5:30 pm - 8:30 pm
- **Thursday, September 15, 2010**
  Conference Dining Room, 1:00 pm - 4:00 pm

WakeMed Cary Hospital
- **Tuesday, August 3, 2010**
  Conference Center, 5:30 pm - 9 pm
- **Tuesday, August 24, 2010**
  Conference Center, 8:30 am - 12 pm
- **Thursday, September 2, 2010**
  Conference Center, 5:30 pm - 9 pm
- **Tuesday, September 21, 2010**
  Conference Center, 8:30 am - 12 pm

Tour Dates

WakeMed Raleigh Campus
- **Wednesday, August 11, 2010**
  Volunteer Services, 1 pm - 2:30 pm
- **Thursday, August 19, 2010**
  Main Visitor Lobby Near Gift Shop, 6 pm - 7:30 pm
- **Thursday, September 16, 2010**
  Volunteer Services, 9:30 am - 11 am
- **Wednesday, September 22, 2010**
  Main Visitor Lobby Near Gift Shop, 6 pm - 7:30 pm
  To register, please call 919-350-8293

WakeMed Cary Hospital
- **Thursday, August 5, 2010**
  Volunteer Services, 7 pm
- **Thursday, August 26, 2010**
  Volunteer Services, 10 am
- **Thursday, September 7, 2010**
  Volunteer Services, 7 pm
- **Thursday, September 23, 2010**
  Volunteer Services, 10 am
  To register, please call 919-350-2363

Calendar of Events

WakeMed Raleigh Campus
- **Blood Drive**
  Wednesday, September 1, 2010
  Andrews Center, 7 am to 4 pm
- **Ultimate Linen Sales**
  Wednesday, October 13, 2010
  Andrews Center, Rooms 1 & 2
  7 am to 4 pm
  Volunteer help is needed -
  Please call 919-350-8293 to sign up.

WakeMed Cary Hospital
- **2U2 Uniform Sale**
  Friday, September 24, 2010
  Conference Center 7 am to 4 pm
  Volunteer help is needed -
  Please call 919-350-2363 to sign up.
- **HeartSaver Class:**
  Thursday, September 9, 2010, 1 pm - 4 pm
  Please call 919-350-2409 to sign up.

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

Do you have any fabric, baby yarn or 4 ply yarn that you would like to donate?

If so, please drop it off at Volunteer Services, WakeMed Cary Hospital.

Our sewing volunteers will greatly appreciate your donations!
PLACEMENT OPPORTUNITIES

WakeMed Raleigh Campus
Guest Ambassador:
Monday – Friday, 2-4 hour shifts, 8am – 6pm
Volunteers enhance customer service by greeting patients and visitors in the Heart Center and Patient Information/Rehab entrances. To provide assistance needed to assist patient and visitors way find effectively. To provide basic wheelchair transport as needed. Positive interaction skills a must!

Human Resources:
Monday – Friday, 2 – 4 hour shifts, 8am – 4pm,
File documents in alpha and numeric order. Ability to stand and bend. Enjoy working independently.

MRI Reception:
Monday – Friday, 3pm-7pm
Volunteer to greet customers and maintain waiting room; assist with clerical assignments. Positive interaction skills and ability to work independently.

Patient Relations: (Raleigh Campus / Zebulon Campus) Bilingual Volunteers Needed!
Monday – Friday: 2 – 4 hour shifts available, 8am – 4pm
Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them; assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

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.

WFP OB-GYN
Monday – Friday: 2-4 hour shifts available, 8am-4pm
Volunteers assist with clerical assignments such as pulling and filing charts. Volunteers transport patients when necessary. Ability to move freely about the facility, good communication skills, ability to file and collate.

Cary Hospital
Apex Healthplex ED:
Fridays, 6 pm – 10 pm
Stock supplies, run errands, attend to comfort needs of patients, patient transport and more.

Atrium Ambassador:
Tuesdays, 8 am – 12 pm and Wednesdays, 8:30 am – 12 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!

ED Liaison:
Saturdays, 5 pm – 8 pm
Assist staff with patient flow and information, attend to comfort needs of patients and families.

Friendly Face Cart:
Mondays and Fridays, 2 hour shift between 10 am and 4 pm
Volunteers visit room to room to offer magazines or other diversional material to patients and/or families. Also stocks and straightens reading materials in waiting rooms.

Patient Relations Ambassador:
Wednesdays, 9 am – 11:30 am, Fridays, 9am – 11:30 am and 12 pm – 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. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly.

Unit Concierge – 3W
Tuesdays, 4 pm – 7 pm
Assists nursing staff by orienting new patients and families to the nursing unit as well as carrying out non-medical duties such as stocking supplies, running errands, seeing to comfort needs of patients, filling ice pitchers, passing and collecting meal trays.

Substitutes
Volunteers needed to cross-train to cover volunteer positions in various departments when volunteers normally scheduled are out due to illness or vacation. Placement areas needing Floaters include: Information Desk (Main), Patient Relations Ambassador, Atrium Ambassador, ED Liaison, Tea Cozies
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.

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AMOUNT OF DONATION: ___________________ In Memory/Honor of: ___________________

Mail to: The Volunteers at WakeMed Raleigh Campus
Attn. Susan Hester, CHVM
Director Community Services
P.O. Box 14465
Raleigh, NC 27620-4465

Acknowledgment to be sent to: ___________________ Name

Address

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.

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AMOUNT OF DONATION: ___________________ In Memory/Honor of: ___________________

Mail to: The Volunteers at WakeMed Cary Hospital
WakeMed Cary Hospital
1900 Kildaire Farm Rd
Cary, NC 27518

Acknowledgment to be sent to: ___________________ Name

Address

Please make your check payable to: The Volunteers at WakeMed Cary Hospital