VOLGISTICS

The Administrative Teams in the WakeMed Volunteer Services departments are pleased to announce that effective August 1, 2011 the system that tracks all of the volunteers’ on-boarding compliance and daily attendance information has been converted to a new, very user friendly software program – Volgistics.

The benefits of using the Volgistics software include –

- Every volunteer will sign in and out on convenient computers at your placement site locations.

- Paper forms to record hours will no longer be necessary – saves trees and many hours of time associated with site contacts sending hours to a central office and monthly data entry of all hours.

Training dates for all volunteers were established to familiarize everyone with the process. If you were unable to attend one of the training sessions contact one of the administrative team in Volunteer Services for a one-to-one training session. During the training session you will receive instructions on where to find the link to access Volgistics on our WakeMed website to log in your hours of service. Training should take approximately 15-20 minutes.

Thank you for your support during our conversion process.

A Note From Bethany Kelly

“Thank you” is such an inadequate expression of appreciation when I think about the outpouring of care and support received following the fire that claimed Rich’s and my home on June 2nd. The many cards, words of encouragement, gifts and gift cards, and especially the hugs have meant the world to me.

Many of you requested that I not send individual thank you notes, but I could not let your kindness go unacknowledged. My WakeMed family means the world to me and I will never forget the love and generosity of spirit you have given so freely during this difficult time of adjustment.

You are gifted, giving people and I am so fortunate to have you in my life. My heartfelt thanks to you, always.

Love,

Bethany
The President’s Corner

WakeMed Raleigh Campus

It sure is hot! Spring didn’t last very long. Please remember to keep hydrated and try to keep cool.

Please be aware that The Joint Commission can visit anytime unannounced. The last visit was 2009.

Your Volunteer Orientation Information Packet and your Volunteer Handbook are excellent resources to keep you up-to-date. Please address any questions, or if you need more information, to the Volunteer Services office staff. WakeMed had a Mock Survey the week of June 20, 2011 to measure preparedness. The feedback was excellent.

Important reminders:

1. Hand hygiene is a must. You must wash your hands with soap and water or use the hospital approved/provided gel located outside and inside of every patient's room, also at many other locations throughout WakeMed. You must **gel before going inside a patient’s room and gel when you leave the patient’s room.** No exceptions! No excuses! Gel in! Gel out!

2. Volunteers must maintain patient confidentiality! We must protect the privacy and confidentiality of all confidential information during and after our active volunteer assignment. Patient and employee information from any source and in any form (paper, verbal, electronic) is confidential. Business and operational data in any form is confidential and may qualify for a “trade secret”. Please do not ask for unauthorized private/confidential information or give out any private/confidential information. Be good ambassadors of confidentiality.

I hope everyone attended the Volunteer Appreciation luncheon provided by WakeMed at the North Raleigh Country Club on May 4th. When we left the luncheon, we really felt appreciated! It was so good to get together as a group again. It’s been a while! We work in so many different areas, we do not get to see each other often so I hope you had time to get acquainted with old friends and meet new ones. We have an awesome team!

Volunteers make such an impact on the WakeMed System with over 50,000 volunteer hours since Oct, 2010. You, as volunteers continually offer positive customer interaction: You listen! You Smile! And You Serve! Volunteers are a part of WakeMed’s story, WakeMed’s history of 50 years of care and caring. Volunteers are a part of WakeMed’s success with your outstanding contributions of time, money and services to WakeMed. Volunteers have a special place and a part of WakeMed’s vision for the future. Thank you for always being there to listen. Thank you for always smiling and being friendly to all you serve. Thank you for your many hours of selfless service, dedication and support to WakeMed. You do make a difference! You are an essential part of WakeMed’s health care team. I hope you feel appreciated because you very much are.

Have a good/safe summer.

**Sally Perdue**
President, Volunteer Board
The 50th Anniversary Volunteer luncheon in May was a wonderfully generous gift to the volunteers. The setting was spectacular, the food delicious and it was a great opportunity to visit with old and new friends. Stan Yancey, from Spiritual Care Services gave a special all encompassing invocation which touched deep into the hearts of many of us. Dr. Atkinson was gracious and informative in his remarks.

As a recent “transplant” to NC I thoroughly enjoyed Sally Purdue’s historical account of her decades long relationship with WakeMed. It began when she received a grant for nursing school from The Volunteers at WakeMed Raleigh Campus, then known as the Auxiliary, and continued through her years of employment as an R.N. and Manager of PACU. Currently she serves as President of the WakeMed Raleigh volunteer board. Thank you to the many WakeMed administrators and staff members who made the day so enjoyable.

Reminders:

Hand Hygiene is an important part of the WakeMed goal of Patient Safety. For those of us volunteers who have direct patient contact it is important to remember to gel in and gel out every time a volunteer enters a patient room, regardless of purpose. It really matters. Some examples: to deliver a tray or fill a water pitcher, to deliver mail or flowers, or to visit in the role of Patient Ambassador.

If you have a little extra time, please consider asking Bethany Kelly about adding a shift as a substitute in your present placement, or taking on an additional permanent placement.

Donations to Blossoms (a GREAT memory or honor gift for others) and the Rainbow Fund (supports providing medications for immediate need patients) are always welcome.

Last and so important:

The 13th Wake Med Cary Hospital Annual Charity Golf Outing will take place Monday, October 17, 2011 at MacGregor Downs Country Club. Please help us make the event a success. It is our primary fundraiser. There are so many opportunities to participate, large and small. We are currently working to secure event sponsors, seeking large raffle prizes, soliciting golfers, and looking for volunteers to work the day of the event. As has become a tradition, a mailing will be sent out to you in the next few weeks with raffle tickets enclosed. Please help by buying/selling these tickets.

Through serving on the board of our volunteer organization, my co-members and I hear of the programs and services that need our financial support. Every penny raised directly benefits these services for Cary Hospital, and to expand pediatric services at the new WakeMed Children’s Hospital. The need is great. Anything you do to help is so much appreciated.

If you are interested in any of the Golf Outing opportunities described above, please contact Susan Alvey (who has graciously agreed to chair the event for her 5th year), at 919 616-6469 or Susan Hester at 919 350-8005. Each subcommittee needs volunteers so please consider lending a hand. You would be most welcome.

Many, many thanks for all you do. May your summer be a lovely one.

Denise Galloway
President, Volunteer Board
WakeMed Raleigh Campus—Volunteer Spotlight
~Jean Maull~

My name is Jean Maull. I was born and raised in Brooklyn, New York. I am blessed to have a daughter and two step-sons. My mother was born in Oxford, NC, and when I retired in 2002, I relocated to Raleigh, N.C. hoping that I would meet with relatives. After relocating, I soon realized that retirement was not for me.

The high school I attended in Brooklyn encouraged seniors to get summer jobs. My first summer job was working in a hospital as a Kitchen Aide. Serving food trays in the hospital gave me access to patients. I enjoyed talking and laughing with them while I served trays. It made me feel good knowing I was a part of the healing process. I worked as an Executive Secretary for many years making "real" money, and giving up the dream of becoming a nurse. I received a Bachelor of Science Degree in Business Administration.

Once again, I attempted to retire but that idea lasted three months. I decided to volunteer my services at WakeMed. I find that most hospital employees are a different breed. They have a caring attitude; they acknowledge and respect everyone. “You go WakeMed staff.”

I have been assigned to work in the Heart Center Reception area, the Patient Relations Ambassador program, the Employee Health Department, the office of the State Medical Assistance Team, and I am presently assisting in the Volunteer Services department.

Some of my hobbies include crocheting, music, singing, solving mysteries, and caring for my pet, Ebony (a black and beautiful long-haired mixed Chow-Lab). Ebony and her fur keep me pretty busy these days, so not too much else is getting done. However, I joined the choir at my church, and although that has been totally enjoyable, it is not enough for me.

God has given all of us a special gift. I know that helping others is my gift, because it feels right. I volunteer because it makes me feel good knowing I am helping; plus, it gives me a reason to get up in the morning.

WakeMed Cary Hospital—Volunteer Spotlight
~Avery Young~

My name is Avery Young, and I am a rising senior at W. G. Enloe High School where I am a member of the National Honor Society, Medical Bio-Science Academy, Varsity Tennis Team and a Marshal.

For two years I have participated in the Project SEED Program. Project SEED places students interested in math and science in local university laboratories where they conduct research, prepare a research paper and a poster for state, national and international competitions.

Currently, I am conducting cancer research at North Carolina State University. The title of my research is "Characterization of Small Molecule Activators of Procaspsase-3 from Zebra fish (Danio rerio)".

I have won several awards for my research and recently competed in the Intel International Science and Engineering Fair in Los Angeles, California where I won a 4 year scholarship for my research.

I live in Cary with my parents, Reuben and Pamela Young. I enjoy spending time with my family, traveling and of course volunteering at Wake Med Cary Hospital.
Raleigh Campus and Cary Hospital Fundraisers

Thank you to the following volunteers who participated in fundraising activities at both Raleigh Campus and Cary Hospital in June and July.

Uniform 2U Sale – Raleigh Campus, July 13, 2011

Shirlee Bartee  Jordan Sutton  Charlotte Luke
Leslie Badgett  Antora Troublefield  Ndella Njie
Kay Green  Althea Page  Mickey Gault
Cheyenne Korneygay

The day resulted in $7,311.77 in profits for The Volunteers to use to support Raleigh Campus programs such as scales for Congestive Heart Failure patients, Spinal Cord Injury patient supplies, Child Life Specialists, Music/Pain Therapy and more!
Raleigh Campus and Cary Hospital Fundraisers

Greg’s On-Site Shoe Sale – Cary Hospital, June 13, 2011

Princess Hargrove
Katie Mis
Kim Nguyen
Ellen Onofrio
Wendy Paciorek
Kathy Rembrandt
Loretta Petraroia
Pat Quick
Bunny Thompson
Beth Turner

Profit realized by The Volunteers at WakeMed Cary Hospital totaled $2,160.90.

Funds raised from these events will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community such as the Rainbow Fund (meds for immediate need patients), the Meditation Chapel, scales for Congestive Heart Failure patients, Tea for the Soul, supplies for Huggables and more!
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:

Raleigh Campus

Frances Navas: Intensive Care – STICU: “I highly enjoyed working in the STICU unit, everyone I came in contact and worked with were helpful to me.”

Marcie Reinhard: Hearing Screening: “I thoroughly enjoyed my experience in WakeMed. Volunteer Services has an outstanding way of helping one feel comfortable. I can’t say enough about WakeMed and my six years with the organization.”

Linn Lineberry: Children’s Emergency Department: “I looked very forward to each time I volunteered. Just giving my time and help to the staff, nurses, doctors and patients was more positive and rewarding, knowing that I was helping someone else. I look forward to a time in the future, that I can return as a volunteer again. WakeMed is an outstanding hospital.”

Desire Reid: Pediatric/Emergency Department: “I had a very interesting time while I was at the ER.”

JoAnn Vaughn: Patient Relations: “It has been a wonderful experience to volunteer at the WakeMed Raleigh Campus and WakeMed Zebulon-Wendell. I always looked forward to helping others in any way I could. I hope that I have made a difference. I will miss all of you and will cherish your friendship. You are a great group of volunteers! Keep up the good work.”

Ashvi Patel: Friendly Face Cart/Rehab/Guest Ambassador: “I enjoyed it very much.”

Angela Owokoniran: OBGYN: “Very nice co-workers and people to work with.”

Stephanie Brabec: Physical and Recreational Therapy: “I very much enjoyed working in both physical and recreational therapy. Both were priceless experiences and I have learned a lot.”

Katie Sharpe: Reach Out and Read: “I know constructive criticism can be helpful but my placement duties were simple and straightforward. I enjoyed my time there!”

René Graham: Volunteer Services: “Really enjoyed the entire team. I thank you all for making my experience a memorable one. Thank you for the experience in general.”

Sonveall Cobb: Pediatric Receptionist: “Everyone was so nice and was so willing to help when I needed it. I felt very welcome and my volunteer work was greatly appreciated in the Pediatric department.”

Cary Hospital

Tammy Best: Women's Pavilion & Birthplace: “I loved every minute. Everyone was so nice to work with. I will miss it.”

Michael Ferrara: Patient Relations Ambassador: “I loved working with the patients.”

Frank Frausto: 2 East/2 West Patient Services: “All the volunteer services staff was extremely helpful and friendly.”

Laura Hirschbein: Day Surgery Information Desk: “I had a very rewarding and positive opportunity volunteering in the Day Surgery department. The entire staff was extremely helpful and friendly. To observe their professionalism and kindness to the patients and their families was an amazing experience. Thank you to Bethany Kelly and Delinda who make you feel very appreciated as a volunteer.”

Nicholas Schumann: 3 West Patient Services: The time I spent volunteering was extremely rewarding, fulfilling and educational for me. I believe I have acquired a solid foundation, new skills and an amazing experience.”

Anuyuga Sampathkumar: Fuquay-Varina Out Patient Rehab: “Volunteering was a learning experience for me. I was privileged to help the therapist and the office assistant at my placement. I would like to continue as a volunteer but unfortunately, due to family reasons I need to quit.”

Andrea Stevens: Emergency Department Back: “Enjoyed every moment. I suggest volunteering to many in my community.”

Kay Taylor: 3 West Patient Services: “The staff was professional and helpful.”

Whitney VandenRaadt: Fuquay-Varina Out Patient Rehab: “Volunteering at WakeMed was a wonderful experience. It is what allowed me to see my passion for physical therapy.”

Tracey Wiwatowski: Women’s Pavilion & Birthplace: “This was a very wonderful experience and working with the staff was rewarding. Once my schedule clears up, I would really love to come back.”
Brigit and Trevor Nierson collected and donated books for the Reach Out Read program. This generous gift was shared with our Pediatric patients and their families.

The Volunteers and Staff at WakeMed Raleigh Campus, would like to say thank you to Ann Stark and St. Andrews Presbyterian Church for the contribution of stuffed animals, which were shared with our youngest of patients in the Pediatrics Department.

Girl Scout Troop 640 donated handmade baby hats to WakeMed Raleigh Campus Pediatrics department. In the process the Girl Scout Troop also was able to earn their Silver Award!

Logan Taylor (middle), Ashlyn Hill (right), Shelby Anderson (left center), Caleigh Norris (far left), Brianna Hennch (right center).
A special thank you to Jennifer Clifton and the students of River Oaks Middle School for a job well done!

Their contribution of handmade activity books and huggables were distributed to our pediatric patients and their families.

A HUGE thank you to the Parks and Recreation Teen Corps Camp for their donation of Build a Bear stuffed bears.

Teen Corps Camp, which is a camp for 14-17 year olds, donated the bears for a community service project. The bears were distributed to our pediatric patients and their families.

Special Thank You
A special thank you to Gwen Baker for the 18 handmade baby hats. The contributions of handmade baby hats were distributed to our smallest patients and their families. Your act of volunteerism has brightened the lives of our smallest patients and their families.

Kay Wrigglesworth contributed 5 handmade blankets. These generous gifts were shared with our Pediatric patients and their families.

A Family’s Special Thanks
To the Sewing Volunteers
I would just like to send a thanks to share with the sewing volunteers. This past weekend my 4 year old grandson was taken by ambulance to WakeMed Hospital and given a stuffed dinosaur that was sewn by the volunteers. That dinosaur meant so much to him! He said “This is my prize for being sick” and he hung onto it for his entire stay. He loved it!

Thanks so much for what you do!

Sincerely,

Eddi Boucher
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
- Chatty Yarns
- 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

WakeMed Cary Hospital
- Abiding Presence Lutheran Church
- Carolina Preserve Yarn Spinners
- Colonial Baptist Church
- Fuquay Varina Presbyterian Church
- Garner Senior Center
- Helen Kelner Workshop
- St. Paul’s Knitting

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.

Countless individual sewers not associated with sewing groups
Welcome New Volunteers

WakeMed Raleigh Campus

Dorian Alston
Shauna Altman
Michele Amato
Andrea Arnold
Drew Barber
Jackie Battles
Shaun Berigan
Carol Borgerson
Michelle Borges
Lynn Bowman
Carolyn Brake
Rebecca Breese
Ashlee Bullard
Lynn Campbell
Laura Carrico
Mirian Cook
Jameshia Cooper
Crystal Cotton
Janice Cruse
Brittany Curry
Linda Cuthrell
Mark Dalgetty
Huyen Dang
Daniel Joylyn
Dean Amanda
Sydney Decker
Erin Donovan
Kathy Duckett
Grayson Eubanks
Tracey Freeman
Julia George
Caffery Gilly
John Gilner
Andrea Green
Misty Gunter
Amanda Hammer
Glen Harmon

Chrissy Hedrick
Eduardo Hernandez
Valerie Horton
Thomas Jackson
Michael Jannicelli
Sangeeta Kapoor
Antonnesha Kearney
Thetra Kelly
Etta Kinbrell
Cheyenne Komegay
Vivian Kwabia
Shelley Lee
Pamela Lee
Mbalu Lissa
Kelli Magill
Sonia Marx
Laurie Mason
Jennifer McClain
Caroline McClintock
Joshua Mitchell
Caroline Monson
Alilssa Moody
Meredith Moyer
Laura Myers
Avery Pace
Lauren Phillips
Kimberlee Poole
Mary Queen
Sydney Riggsbee
Virginia Sennet
Chase Shain
Robert Shelds, IV
Haile Shipley
Emily Sluzas
Megan Sneed
Eddie Song
Adam Spinks
Crandall Story

Phelisa Sujat
Gina Swiers
Ornita Turnage
Janisha Wagner
Tonya Walker
John Walsh
Al-Mounawara Yaya
Lucinda Yuille

WakeMed Cary Hospital

Oam Bhate
Beverly Chapman
Vanessa Francois
Barbara Hartsfield
Rhonda Hoffman
Solange Ikula
Scott Ippolito
Tyler Johnston
Bhupinder Kaur
Noor Kazmi
Caroline Kraft
Kelsey Lewis
Betty Mangum
Alejandra Ochoa
Darshita Parekh
Christina Plummer
Erica Pockell
Kimberly Preuss
Denise Smith
Anh Trinh
Michelle Turner
Vyanh Vo
David Wynne
Happy Birthday!

WakeMed Raleigh Campus

August
Mary Kate P. Alova 17
Steve Barat 1
Drew Barber 9
Dorothy A. Blount 23
Summer J. Breal 21
Iyona S. Bridges 12
Ashlee B. Bullard 29
Benjamin Citero 15
Betty Costello 23
Claire E. Cote 20
Nell Critcher 8
Dajuan Cunningham 18
Mark H. Dalgetty 16
Josephine Daversa 9
Diane Dewid 5
Wendy Dixon 30
Yu C. Fan 22
Donald Gibbons 14
Ed Goetz 21
Ashleigh A. Graham 30
John Griswald 4
Barbara F. Gutknecht 30
Berice N. Gynamfi 7
Janine L. Hamlin 24
John P. Hite, Sr. 14
Lexis L. Hohman 13
Florence M. Huebner 7
Jana L. Jefferys 18
Kaeshia M. Johnson 23
Aniley M. Kelemewok 22
Thetra Kelly 17
Etta S. Kimbrell 5
Paul F. Kruchesky 20
Emily M. LaBonte 19
Wendy Lamm 5
Mary Lehman 13
Arnulfo Longa 22
Sahiti S. Marella 30
Sara E. Marino 8
April Y. McCormick 20
Joshua V. Mitchell 22
Claudia J. Mormino 1
Helen Murdoch 1
Jesse Murphrey 22
Melissa B. Nausch 17
Jessie N. Nelson 17
Trevon A. Nelson 10
Daniela Paredes 15
Kristin C. Petersen 4
Amy S. Pope 26
Stephen M. Quinn 5
David B. Raper 6
Jasmine R. Riggsbee 12
Adonna Simpson-Lewis 22
Melissa E. Singleton 11
Gail Smith 5
Mary Jane St. Lawrence 4
Trev Thompson 26
Vanessa N. Totten 9
Antora L. Troublemfield 14
Janisha M. Wagner 1
Angela Walton 1
Kathy Weischdedel 1
Hazel V. Wesche 27
Steve Yee 21
Kiara S. Kelly 24
Sidney C. Lemus-Delcid 9
Charlotte K. Luke 3
Robert Marness 25
Caitlin M. Maughan 10
Mildred Morrison 2
Cydney J. Nicholson 30
Lisa T. Ourthane 7
Michael P. Schwab 17
Ariel N. Shaw 24
Emily M. Sluzas 22
Ian T. Stancil 23
Phelisa Sujat 8
Katie M. Ulrickas 23
Josiah R. Whitehead 25
Courtney M. Whorf 13
Lee Nelson 22
Nam Nguyen 23
Rohan Parekh 3
Melvin Perkins 24
Shaila Prabhu 29
Jill Rushe 23
Michael Schuler 26
Tina Seagroves 18
Della Staub 24
Jodi Stevens 18
Catherine Thomas 13
Gerry Werner 21
Beverly Williams 17
Inna Zboichyk 9

September
Joe Boggs 4
Sandra Chalk 21
Beverly Chapman 1
Linda Craft 12
Gail Davis 11
Donna Doherty 29
Judith Duerr 12
Roja Garimella 21
Rohin Gawdi 18
Cassidy Heisler 28
Patricia Hyman 18
Diane Kuzdrall 30
Nina Olive 11
Kathy Rembrant 13
Emily Riefenhauser 14
Darlene Roth 14
Ann Rush 17
Taylor Sikes 17
Drew Smith 18
Brenda Willoughby 10

WakeMed Cary Hospital

August
Grace Adams 11
Kristen Baker 22
Gretchen Best 16
Anne Brock 5
Louise Brown 19
Wilma Caldwell 17
Mary Chapman 26
Sandra Favro 2
Phyllis Fox 9
Augusto Francisco 10
Selamawit Girmay 14
Lori Greenstein 6
Linda Haley 9
Blair Hatcher 1
Judy Hayes 11
Linda Hobgood 8
Judith Hyman 15
Gerry James 2
Linda Junk 13
Craig Landau 15
Kelsey Lewis 8
Melody Mangum 11
Orly Margolis 30
Rushi Marhala 28
Martha McLaurin 24
Judy Millar 14
Mary Mitchum 26

September
Joe Boggs 4
Sandra Chalk 21
Beverly Chapman 1
Linda Craft 12
Gail Davis 11
Donna Doherty 29
Judith Duerr 12
Roja Garimella 21
Rohin Gawdi 18
Cassidy Heisler 28
Patricia Hyman 18
Diane Kuzdrall 30
Nina Olive 11
Kathy Rembrant 13
Emily Riefenhauser 14
Darlene Roth 14
Ann Rush 17
Taylor Sikes 17
Drew Smith 18
Brenda Willoughby 10
Congratulations to Shanaz Carper on graduating from Wake Tech and obtaining her CNA (Certified Nursing Assistant License) May 6, 2011.

Congratulations to Robert and Korey Shiledon who were wedded on 7/23/11.

Congratulations to Jodi and Todd Stevens on the birth of their baby boy.

Congratulations to Bill Eberbach celebrating the birth of a grandbaby.

Congratulations to Vicky Irvine celebrating the birth of a grandbaby girl.

Congratulations to Dr. Bill celebrating the birth of another great-grandchild.

WakeMed Raleigh Campus

Betty Alfred – Toiletry Items
Kathleen Poorman (Children’s Wish) – Ribbons and Glue Sticks
Samantha McLeod – Case of toothpaste

WakeMed Cary Hospital

Bernadette Brown—Magazines

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
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, 11am-5pm, 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.

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. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

The 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:

PLACEMENT OPPORTUNITIES

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.

Sewing Individuals and Groups needed at both Raleigh Campus and Cary Hospital
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 adults, fetal demise gowns, lap quilts and many more items.

WakeMed 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
Monday, 8 am – 12 pm; Monday, Wednesday and Friday, 12 am – 3 pm
Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance needed to assist patient and visitors wayfind effectively and to provide basic wheelchair transport as needed. Positive interaction skills a must!

Emergency Department Back
Wednesday, 4 pm – 7pm; Thursday, 12 pm – 5pm
Volunteers assist staff by with non-medical duties which include stocking supplies, running errands, attending to comfort needs of families and patients, cleaning stretchers and occasional assist with patient transport

Feeding Partner
Saturday and Sunday – volunteer scheduling is set to coincide with breakfast and lunch tray delivery
Volunteers are trained to assist staff on patient care floors with the set up and feeding of patients requiring assistance.

Friendly Face Cart
Flexible day time scheduling; Tuesday and Thursdays
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.

Gift Shop
Wednesday, 9 am – 12 pm
Retail experience preferred, but not required. Strong customer relations skills and comfort level with computers a must. Duties include assisting customers, register check out, stocking and in-room delivery of gift items to patients.
Volunteer Orientation

WakeMed Raleigh Campus
- **Monday, August 1, 2011**
  Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, August 17, 2011**
  Conference Dining Room, 9:30 am – 12:30 pm
- **Monday, September 12, 2011**
  Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, September 14, 2011**
  Conference Dining Room, 1 pm – 4 pm

WakeMed Cary Hospital
- **Thursday, August 4, 2011**
  Conference Center, 5:30 pm - 9 pm
- **Tuesday, August 16, 2011**
  Conference Center, 8:30 am - 12 pm
- **Thursday, September 8, 2011**
  Conference Center, 5:30 pm - 9 pm
- **Tuesday, September 20, 2011**
  Conference Center, 8:30 am - 12 pm

Tour Dates

WakeMed Raleigh Campus
- **Thursday, August 11, 2011**
  Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, August 16, 2011**
  Volunteer Services, 1 pm – 2:30 pm
- **Thursday, September 8, 2011**
  Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, September 20, 2011**
  Volunteer Services, 1 pm – 2:30 pm

To register, please call 919-350-8293

WakeMed Cary Hospital
- **Monday, August 8, 2011**
  Volunteer Services, 7 pm
- **Thursday, August 18, 2011**
  Volunteer Services, 10 am
- **Monday, September, 6, 2011**
  Volunteer Services, 7 pm
- **Thursday, September 22, 2011**
  Volunteer Services, 10 am

To register, please call 919-350-2363

Calendar of Events

WakeMed Raleigh Campus
- **Blood Drive**
  Tuesday, September 7, 2011
  Andrews Center, Rooms 1 & 2; 7 am - 4 pm

- **Volunteer Board Meetings**
  Tuesday, August 9, 2011
  Conference Dining Room, 10 am - 12 pm
  Tuesday, September 13, 2011
  Conference Dining Room, 10 am - 12 pm

  Volunteer help is needed -
  Please call 919-350-8293 to sign up.

WakeMed Cary Hospital
- **Uniforms 2U2**
  Friday, September 23, 2011
  Conference Center, 7 am to 4 pm

- **Volunteer Board Meetings**
  Wednesday, August 24, 2011
  Conference Center, Room B, 11 am - 1 pm
  Wednesday, September 28, 2011
  Conference Center, Room B, 11 am - 1 pm

  Volunteer help is needed -
  Please call 919-350-2363 to sign up.

- **Heart Saver Class**
  Tuesday, September 20, 2011
  Cary Conference Center, 1 pm to 4 pm

  Please call 919-350-2488 or 350-2192 to register.
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

Attn. Susan Hester, CHVM
Director Community Services
P.O. Box 14465
Raleigh, NC 27620-4465

Acknowledgment to be sent to: ____________________________

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

WakeMed Cary Hospital
1900 Kildaire Farm Rd
Cary, NC 27518

Acknowledgment to be sent to: ____________________________

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