



## 2024 Fall Edition

## Updates from the Director

Greetings WakeMed Volunteers,

I hope this edition finds you enjoying the Autumn weather and changing of the season. Volunteer Services is working hard to prepare our Annual Impact Report and look forward to sharing these outcomes with you soon. We are implementing updates to the recognition program and will be moving away from hourly award pins to a gift that will be inclusive of everyone. You will receive further communications on both of these topics as the information becomes available.

Our next **Volunteers of WakeMed fundraiser is coming up December 8th** at Crabtree Belk from 7a-4p. Proceeds from these events provide funding for Volunteer Board initiatives that benefit our patients and families. If you are interesting in volunteering please reach out to a member of the Volunteer Services team.

We are currently recruiting volunteer leaders for the **Toy Drive December 14th**. You will find more details on this further in this newsletter. We look forward to another great event supporting our children's initiatives and appreciate your partnership!

Thank you,

Chris Spurgeon, MBA  
Director  
Guest, Retail & Volunteer Services

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### Quote of the Quarter

**Remember that the happiest of people are not those getting more, but those giving more.**

— H. Jackson Brown, Jr.



## RALEIGH'S CHAIR REPORT

Seasons change and bring with them new colors and fresh appreciation for what each season represents. As the summer heat and humidity fades in our memory, we must not forget what our student volunteers contributed during those months. Their time at WakeMed not only served patients, staff, and visitors, they also clarified vision for future careers. A few of these younger volunteers may become our future RN's or even doctors or surgeons.



Other changes are taking place. Some Volunteer Board members have fulfilled their terms and leave behind their mark of dedication and commitment to excellence and the Wake Way. I want to especially recognize Ken Harrison who has volunteered for eight years. He has also served on the Raleigh Volunteer Board as a member for six years and one year as the Chair. Ken left behind a mark of excellence and wisdom.



As we begin a new fiscal year, I am thankful to announce two new Board members: Danny Fanning and David Henderson. We are confident they will bring valuable experience and partnership with the goals of WakeMed and the Board. They will be installed at the October meeting along with Michelle Boyce for her second term. Michelle has contributed wonderful leadership to Sew Much Love. She is a strong advocate for all the sewers and the impact they bring to patients.

As we think about the beautiful colors Fall brings to our State, let us not forget those in the western part of North Carolina who are still struggling due to Hurricane Helene. There are countless volunteers who are donating resources and time to bring help, hope, and life's color back into the lives of those who are hurting and have lost loved ones. If you are one of these who volunteers in any capacity, I want to thank you for making a difference.

Finally, I want to congratulate Guest, Retail, & Volunteer Services Director, Chris Perry, who got married last month to become Chris Spurgeon. We wish her and her husband many blessings and a bright future together.

Leading through serving,  
Sherman Driver, Raleigh Volunteer Board Chair



## CARY'S CHAIR REPORT

We have reached the end of another year in our Volunteer Board Calendar! The Cary Volunteer Board (and Volunteers) had a very active year with many successful events and projects.

This past year, the Volunteer Services organization established 5 key goals. The Board adopted this and wanted to be sure to support these goals throughout the year:

1. Volunteer Rounding (3 visits / month): We continued to connect with our volunteers by visiting with them in their respective volunteer departments / sites to hear about their duties and provide feedback in a casual environment. We also got to know more about them and their perspectives about volunteering.
2. Volunteer Appreciation: This year we created quarterly "socials" so the board could meet more volunteers and share with them some of the accomplishments the Cary Volunteer Board achieved; share the scope and size of the volunteers at WakeMed Cary (and surrounding WakeMed sites)- including our great sewers in our community!
3. Board Support Fundraising: We have continued to develop our annual Trunk and Treat event as a new fundraising opportunity to help support hospital programs and services.
4. Funding Requests: This year, the Cary Volunteer Board was able to provide over \$25,000 in funds for department / staff requests:
  - a. Massage Chair for our 3 West staff
  - b. LSI Software License for the Cardiac Rehab group to supplement their growing needs for additional monitoring
  - c. Picnic Table for the ED staff- the old table was worn and falling apart. This allows the team (along with EMT's and other service providers) a place to relax and catch up.
  - d. Water Bottle Filling Stations- this was a significant investment to put new stations on the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> floors of WakeMed Cary Hospital (did not have stations previously). It has made a significant impact for everyone.
  - e. In addition, we provide ongoing support to the Sew Much Love (sewing group) and to the Rainbow Fund (Pharmacy- help patients who cannot afford their medications upon being discharged from the hospital)
5. Recruitment: The Cary Volunteer Board attends the annual Cary Safety Days in September along with our Hospital Security Team. This year we had a "I was Born Here" picture frame for parents and children to have the picture taken in. It was a great success.

In addition, our board and volunteers participated in the December WakeMed Children's Hospital Toy Drive and enjoyed a great time at our April Volunteer Luncheon provided by the hospital. We also welcomed 2 new Board directors, Jodi Martinez and Mary Hill mid-year! We look forward to onboarding 3 additional new Board directors this month, Nicole Wood, Sally Cameron, Dave Koch. We look forward to introducing our entire Board to you during this year! We also hope to welcome back Joyce Aschenbrenner, who has been on medical leave.

We are thankful to our Volunteer Board, and the Volunteer Services team in helping make this a successful and eventful year for all.

Happy fall and take care of each other!



Susan Coulter,  
Acting President  
Cary Volunteer Board

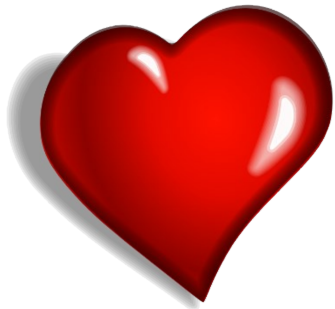


JC Morlu,  
President Elect  
Cary Volunteer Board

## VOLUNTEER SERVICES “LIKES TO KNOW”

### We Remember Maggie

Maggie and her owner, Michael Kanter, were a beloved Pet Team on Tuesdays at WakeMed Cary. Maggie often visited patients in the ICU and the Emergency Department, as well as other patient care departments. Maggie passed away suddenly in August. We will surely miss Maggie and Michael volunteering at the hospital.



### Grateful for our Volunteers

We received a heartfelt note about one of our pet team volunteers and wanted to share it:

“Last week your group had a pet therapy dog Bailey visit one of the patients I was seeing. This was the BEST medicine she could have! While this is true for most patients, it was especially true for her. She was a person who advocated for animal rights most of her life and Bailey’s visit put a smile on her face and a twinkle in her eye. This patient had a peaceful death later that day but her final hours were after spending time with man’s best friend!

Thanks for all your group does for all of our patients.”

- From Cindy Bryon, NP, Palliative Care



Bailey with his owner and volunteer, Brenda Yarbrough

## VOLUNTEER SERVICES UPDATES

### Blessing of the Paws - Celebration of our Hospitality Pet Program

On Tuesday, October 1st at Raleigh Campus, Cary Hospital, and North Hospital, WakeMed Spiritual Care and Volunteer Services hosted a special Blessing of the Paws Service. It was a wonderful opportunity to share the impact of our four-legged friends and their contribution to the hospital.



## VOLUNTEER SERVICES UPDATES

### Toy Drive Volunteer Leaders Needed

Volunteer Services is recruiting volunteer leaders for the **WakeMed Annual Holiday Toy Drive** to be held on **Saturday, December 14, 2024**, at the following hospital locations.

**WakeMed Raleigh Campus: 9:30am - 3pm, Main Entrance**

4 Volunteer Leaders needed to cover two shifts.

9:30am – 12pm

12pm – 3pm

**WakeMed Cary Hospital: 9:30am - 3pm, Main Entrance**

2 Volunteer Leaders needed to cover 2 shifts.

9:30am – 12pm

12pm – 3pm

**WakeMed North Hospital: 9:30am – 3pm, Main Entrance**

2 Volunteer Leaders needed to cover 2 shifts.

9:30am – 12pm

12pm – 3pm



### ROLE AND DUTIES

Must be able to attend a require training prior to the event by Volunteer Services. More details will be shared with volunteers who are selected for this role.

- Serve as the point of contact for on-site event
- Set-up and End of Event duties
- Train event volunteers to their duties
- Assist event volunteers with receiving in-kind donations from donors
- Other logistical duties

### EXPERIENCE/QUALIFICATIONS

- Good Customer Service Skills
- Good two-way communication skills
- Experience with training others to their roles and duties

### PHYSICAL DEMANDS

- Be able to stand for long periods of time to wait for donors to drive through
- Able to walk to greet donors
- Able to help push a cart to load large donations
- Able to bend and lift to accept donations from donors

If you are interested in helping or learning more, please contact Jackie Kennedy, Manager Volunteer Services at [jkennedy@wakemed.org](mailto:jkennedy@wakemed.org) or 919-350-8601.

## VOLUNTEER SERVICES UPDATES

### Volunteer Education Committee Update

The WakeMed Volunteer Education program is a unique program that seeks to provide continuing education opportunities for all WakeMed volunteers. Organized by the Education Committee of the Raleigh Volunteer Board of Directors, we look for courses and activities that enhance our service to WakeMed patients and families as well as to our community. In the past, we have offered Heartsaver CPR/AED training, Stop the Bleed training and a seminar on Listening with Care. We also offer limited reimbursement to Raleigh and North Campus volunteers that complete qualifying courses outside of WakeMed. You can find more information on the WakeMed website:

<https://www.wakemed.org/volunteer/volunteer-education-program>

We would like to recognize the following volunteers who completed the *The WakeWay to Excellence* course in September: Vernon Burkhart, David Henderson, Ann Brown, Karen Livingston, Sherman Driver, Skip Roy, and Ken Harrison.

If you would like to volunteer on this committee, please reach out to Ann Brown, [asbrownapex@gmail.com](mailto:asbrownapex@gmail.com).

Registration is open for our next seminar, **Impacting Others Through Your Behavior**. In this course, which uses the DISC Behavioral Analysis, you can learn how you best work with and compliment others as well as gain understanding of yourself and others by learning about behavior patterns and preferences. This self-awareness will enable you to impact others through your behavior, leading to greater satisfaction as a volunteer team member, as a professional, and in your personal life. Leadership competencies covered include: coaching, leading change, influence, collaborating, and adaptability. There is no charge for this class.

Date: Friday, November 1, 2024

Time: 9:00 – 11:30 am

Location: Medical Office Building, Raleigh Campus, Room 2

Register here: <https://www.signupgenius.com/go/10C0B4CA4A62EA7FE3-51810592-impacting>

#### **Save the dates:**

- November 1st, 2024, 9am-11:30am: Impacting Others Through Your Behavior
- March 4th, 2025, 8:30am-3:30pm: The 7 Habits of Highly Effective People
- April 24th, 2025, 9am-11am: Conflict Management

### Donations Requested

Adult puzzle books are in demand for our Friendly Face Cart and needed for our patients. They can be word finds, adult coloring books, crossword puzzles, and other fun activity books. Perhaps you have some extra at home you picked up and decided to not complete. If so, we would be happy to take them. Please drop off your puzzle or coloring books at the Volunteer Service offices during the weekday. Thank you for helping making a patient's stay more comfortable.

Also, there is an ask for current magazines (within the last 3 months) for **Raleigh Campus**. Magazines may be dropped off at the Raleigh Volunteer Services Office.



## VOLUNTEER SERVICES UPDATE

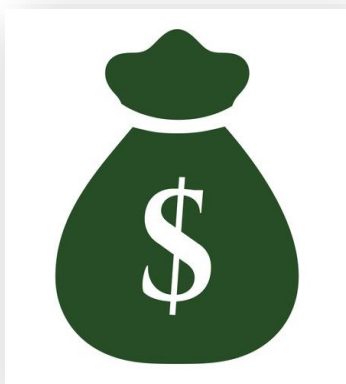
WakeMed Volunteers are hosting a Belk In-Store Shopping Event for WakeMed Employees at Crabtree Valley Mall on Sunday, December 8 from 8am – 4pm. We are in need of volunteers to assist with payroll deduction at checkout. Volunteers will also need to be comfortable using a laptop.

A percentage of sales from employees who use payroll deduction will be donated to the Volunteer Boards to support programs and services at WakeMed.

We will send out parking and other details to those who [SIGN UP HERE](#) or go online at <https://www.signupgenius.com/go/30E0849ADAA2FA1FE3-45621234-belks#/>



### Volunteer Services 4th Quarter Contributions



*Proceeds from the sales allow the Volunteer Boards to provide funding to support programs and services at WakeMed Health & Hospitals.*

#### Contributions

##### First Uniform Online Sale:

Cary: Total Sales \$4,315.00  
Commission \$604.07

Raleigh: Total Sales \$15,739.96  
Commission \$2,211.65





## 4th Quarter Sewing Donations

### Raleigh Campus

Amita Patel  
 Azima HabibFeisal  
 Capital City Church  
 of God  
 Capital Quilter's  
 Guild  
 Cary Stitchers  
 Conne Carringer  
 Cynthia Jordan  
 Dana Whitehead  
 Dawn Tarzia  
 Dean Polizos  
 Dorothy Richards  
 Elizabeth Durand  
 Elkie Crutchfield  
 Florene Cheung  
 Fran Blackford  
 Gabrielle Sciaudone  
 Janice Wright  
 Jeanette Gray  
 Joan Goldman  
 Joy Young  
 Julie Kent  
 Karen Gainey  
 Karen Kimrey  
 Kathryn Joiner  
 Kathy Turner  
 Kelley Seal  
 LaQuana Drayton  
 Laura Stiles  
 Lynne Lye  
 Mary Cheung  
 Marsha Hast  
 Meg & Gracie  
 Crochet  
 Meredith McKinney  
 Michele Boyce  
 Michelle Faulkner  
 Mildred Chavis  
 Needling Around  
 Creekside @ Beth  
 Page  
 Nicole Benton  
 Nina Honeycutt  
 Nina Nimmer

Northern Wake  
 Senior Center  
 Oliva Poole  
 Pamela Ponton  
 Patty Kribbs  
 Pearl Fowler  
 Project Linus  
 Quilts for Kids  
 Robin Valle  
 Rocky Chapel  
 Church  
 Rolesville Baptist  
 Church  
 Rosemaie Gattuso  
 Sandra van Venrooy  
 Sheila Henderson  
 Sherri Ingersoll  
 St. Matthew Church  
 Stitches of Love  
 Stephanie Shipman  
 Susan Breslin  
 Susan Katz  
 Susan Swift  
 Suzie Franzheim  
 The Gardens at  
 Wakefield  
 Threads of Love

**Raleigh Community  
 Sewing Groups  
 contact Pennie  
 Graham at  
 pegrham@wakemed.org  
 or 919-350-8293 to  
 update member  
 status.**



### Cary Hospital

Aanya Mangal  
 Abhikruthi Sudula  
 Alyssa Zhao  
 Angela Armstrong  
 Anna Gilman  
 Ann's Huggables  
 Apex Hook & Stitch  
 Arlene Bunker  
 Aubriana Burch  
 Avrie Lanning  
 Barbara Allen  
 Barbara Buchanan  
 Barbara Drummond  
 Brier Pointe Ladies  
 Carol Miller  
 Carolina Preserve  
 Quilt & Needle Art  
 Caroline Preserve  
 Yarn Spinners  
 Cary Blanketeers  
 Cary Quilting  
 Cary Stitchers  
 Catherine Blalock  
 Cindy Larsen  
 Compassion Knit  
 Hearts  
 Debbie Egbert  
 Denise Walker  
 Donna Rudy  
 Faye McGuire  
 Garner on the Mend  
 Gerri Osenga  
 Gurmit Rai  
 Haylee Thomas  
 Hindu Society of NC  
 Janet Jennings  
 Jeannette Jones  
 Jerralie Peterson  
 Jody Cefola  
 Judy Latham  
 Julee Beebe  
 Kaeleen Holdaway  
 Karen Casian  
 Karen Castle

Karen George  
 Linda Jandura  
 Liz Plane  
 Madison Foley  
 Marlene Jordan  
 McClaren Pine  
 Megan Baran  
 Nicole Wood  
 Norma Keyes  
 Piecemakers  
 Pine Tree Quilting  
 Quilts for Kids  
 Rachel Dango  
 Rosemary Dahlberg  
 Sandy Bearrows  
 Sandy Cerretti  
 Sharon Pike  
 Stephanie Pond  
 Stitch Together  
 Terri Reidy  
 The Caring Crafters  
 The Needlers  
 The Shepherd's  
 Church  
 The Templeton  
 Threads  
 Valerie Lee  
 Varshita Vijayakumar  
 Woodland Terrace  
 Knit Wits  
 Yvonne Braswell

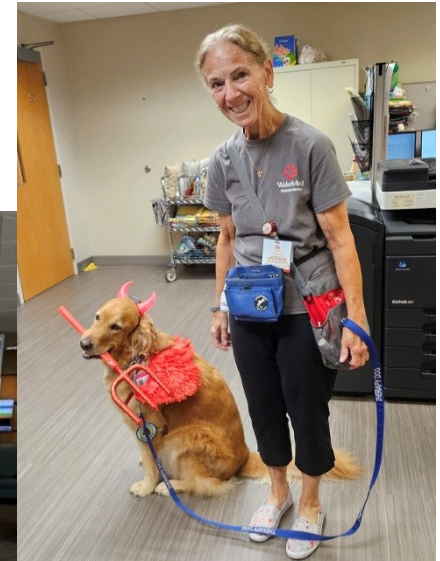
**Cary Community  
 Sewing Groups  
 contact Suzanne  
 Disher at  
 sdisher@wakemed.org  
 or 919-350-2363 to  
 update member status.**



# Volunteers — Love in Action



# Volunteers – Love In Action





**Department of Volunteer Services**  
**3000 New Bern Avenue**  
**Raleigh, NC 27610-4465**