

Message From EVP & Chief Administrative Officer, Kim Henderson



At Novant Health, community volunteers play a critical role in how we deliver remarkable care and a remarkable patient experience each and every day. Whenever I walk through the halls of one of our facilities, I get to see that impact in action – volunteers stepping in at those moments when human connection matters so deeply.

Their presence may be quiet, but their effect is profound. They escort patients outside for fresh air and a moment of calm. They walk the halls with therapy dogs that instantly ease anxiety. They play music that shifts the energy of an entire space. They sit with veterans to ensure their needs are understood. They guide families, listen patiently and write notes, a smile always at the ready. These moments shape how care is experienced and remembered.

They bring a compassion rooted in community. It doesn't matter whether they're students or retirees, full-time professionals or caregivers. What matters is that when community shows up inside our walls, care becomes more personal and the patient experience becomes that much more remarkable.

Volunteers also support the well-being of our teams, lending a helping hand or providing a moment of respite, when the demand for care surges and in the slow moments. And our junior volunteers are vital to our healthcare talent pipeline. Whether they return to Novant Health or not, they carry Our Cause forward into the communities we serve. This report reflects the scale of this impact: thousands of volunteers, hundreds of thousands of hours and extraordinary value delivered across our system. But the true story lives beyond the numbers, in a patient who feels less alone, a family who feels supported, a young volunteer who discovers a calling or a team member who is reenergized.

If you are reading this and wondering whether your time and skills could make a difference, the answer is yes. There is a place for you here at Novant Health. Our volunteers come from every walk of life, and each brings something unique. I am deeply grateful for our volunteers – and the many who champion their work – and humbled by their commitment. Thank you for giving so freely of your time, skills, energy and compassion and for your selfless service helping build a healthier future.

Systemwide by the numbers

Signature Programs

- Wonderful Wednesday
- Therapeutic transport
- Corporate junior teen council
- Music Volunteers
- Veteran rounding
- Presidential awards
- Volunteer Legacy of Service Award
- Volunteer Appreciation Week
- Pet therapy

Volunteer impact across our care network

Charlotte Region:

- Novant Health Ballantyne Medical Center
- Novant Health Huntersville Medical Center
- Novant Health Matthews Medical Center
- Novant Health Mint Hill Medical Center
- Novant Health Presbyterian Medical Center
- Novant Health Charlotte Orthopedic Hospital
- Novant Health Rowan Medical Center
- Novant Health Medical Group

Volunteer impact across our network

Triad Region

- Novant Health Clemmons Medical Center
- Novant Health Forsyth Medical Center
- Novant Health Kernersville Medical Center
- Novant Health Thomasville Medical Center
- Novant Health Medical Group

Coastal Region:

- Novant Health Brunswick Medical Center
- Novant Health New Hanover Regional Medical Center
- Novant Health Pender Medical Center

South Carolina Region

- Novant Health Coastal Carolina Medical Center
- Novant Health East Cooper Medical Center
- Novant Health Hilton Head Medical Center

Systemwide by the numbers



221,004

Total Hours Volunteered



3,232

Number of volunteers



7,688,733

Equivalent paid hours



Signature programs

Wonderful Wednesdays

Wonderful Wednesday provides patients, their loved ones, and support individuals with an opportunity to connect with resources that support those experiencing the effects of cancer treatment and survivorship. The event includes resource information, engaging activities, opportunities for patients to be pampered, and light refreshments. Its primary goal is to bring resources and meaningful connections together in one welcoming space.

Therapeutic transport

The therapeutic transport program gives patients comfort, connection and a change of scenery during their hospital stay. Volunteers escort patients indoors or outdoors as appropriate, supporting emotional well-being, reducing stress and creating moments of joy that positively impact healing.

Corporate Junior Teen Council

This council is a corporatewide group of junior volunteer representatives who meet monthly. The council is made up of members from teen boards at individual facilities who share ideas, discuss hospital events for patients and team members, and collaborate on community outreach initiatives. These junior volunteers serve as leaders within their own facilities, and together they are helping to guide and strengthen the future of junior volunteer programs across Novant Health.

Music volunteers

Our music volunteer program enriches the patient experience by providing live music that promotes relaxation and emotional well-being. Volunteers support the program by assisting with special events and engaging patients in waiting rooms and lobbies, helping to create a welcoming and uplifting environment throughout the hospital.

Signature programs (continued)

Pet therapy

Our pet therapy program brings comfort, joy and companionship to patients, team members and guests throughout the facility. Therapy dogs and their handlers make rounds across patient rooms, lobbies and common areas, supporting emotional well-being and creating positive, uplifting moments for everyone they encounter.

Veteran rounding

Our veteran rounding program provides personalized support to patients who are veterans by pairing them with veteran volunteers. These volunteers visit patient rooms, offering companionship, understanding, and encouragement to help create a sense of connection and comfort during their hospital stay.

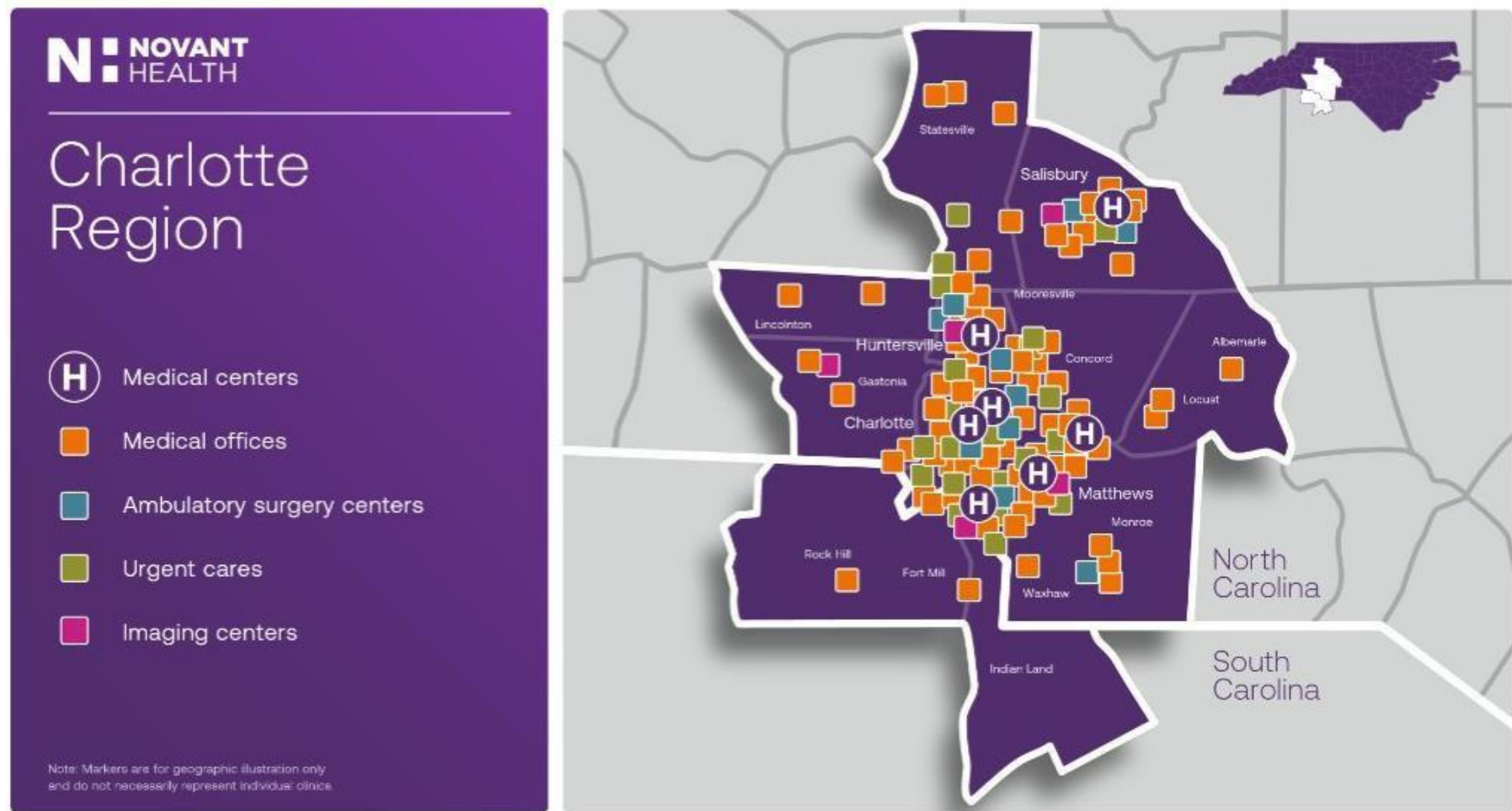
Legacy of Service Volunteer Award

We recognize our volunteers who have committed long term to supporting Novant Health through their time in volunteering. Each year, we proudly present these individuals with certificates and special commemorative items that highlight their significant milestones and contributions. These gestures serve as a small token of our appreciation for the meaningful difference they continue to make

Volunteer Appreciation Week

Volunteer Appreciation Week is our dedicated time to honor and thank our volunteers for their unwavering support and the positive impact they have on our patients and team members. Each day of the week features special celebrations, recognition awards and meaningful activities to show our gratitude.

Overview of Facilities: Charlotte Region



Novant Health Ballantyne Medical Center

At Novant Health Ballantyne Medical Center, volunteers are an essential part of the healthcare system, providing critical support that enhances patient care and overall well-being. Their efforts

help alleviate the workload of medical professionals by assisting with non-clinical tasks, offering companionship to patients, and creating a more compassionate environment. Volunteers often serve as a bridge between patients and team members, ensuring that emotional and practical needs are met, which can significantly improve recovery experiences. In times of crisis or resource shortages, their dedication becomes even more vital, reinforcing the resilience and accessibility of healthcare services. By giving their time and empathy, volunteers help transform healthcare from a system into a community of care.



 **1,790**

Total hours volunteered

 **24**

Number of volunteers

 **62,307**

Equivalent paid hours

Novant Health Ballantyne Medical Center

Facility program highlight

Pet therapy

The pet therapy program has been a meaningful addition, highlighted by the presence of Valerie and Gus. Since its launch, the program has generated strong interest from the community, with a flyer and QR code at the front desk leading to several inquiries and increased awareness.

Valerie and Gus have received positive feedback from both team members and patients, who look forward to their weekly visits. Their presence continues to enhance the overall experience within the facility.



Novant Health Huntersville Medical Center

At Novant Health Huntersville Medical Center, our volunteers are essential to delivering exceptional care and creating a healing environment. Through compassion, dedication and personal connection, they support patients, families and team members in meaningful ways.

From assisting with patient transport to offering comfort through therapy animals or the calming sounds of volunteer musicians, our volunteers enhance the patient experience and embody the spirit of service that is at the heart of our mission.



17,386

Total hours volunteered



240

Number of volunteers



604,872

Equivalent paid hours

Novant Health

Huntersville Medical Center

Facility program highlight

Therapeutic Transport Program – fresh air and sunshine

We are proud to offer the therapeutic transport program, currently the only one of its kind within the Novant Health system. Launched the week of Thanksgiving, the program pairs volunteers with clinical team members to escort patients to outdoor courtyards when weather permits or to designated indoor spaces, offering a meaningful change of scenery during their stay.

These experiences help reduce stress, ease feelings of isolation, and support emotional well-being. The program has received strong feedback from patients, nurses, physicians, and therapists. Volunteers value the connections they build, and departments continue to refer patients who may benefit.

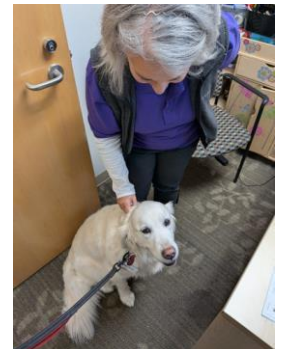


Pet therapy and music volunteers

Our pet therapy and music volunteer programs support the emotional and mental well-being of patients, families, and team members. Certified therapy animals provide comfort and companionship, helping to reduce stress and enhance the patient experience.

Volunteer musicians perform throughout the hospital, creating a calming and uplifting atmosphere.

Together, these programs reflect our commitment to holistic care, fostering meaningful connections and contributing to a positive experience for all.



Novant Health Matthews Medical Center

The Matthews Medical Center volunteer program has continued to grow steadily over the last several years, touching more lives and making a greater impact with each passing year. We are honored to serve this hospital and the wonderful community we call home.



The Matthews community is rapidly growing, and the hospital continues to feel the strong support of our neighbors. Our hospital is fortunate to have a vibrant and dedicated volunteer team—individuals committed not only to the hospital, but also to one another. As our hospital expands and excels, our volunteers will be here every step of the way, providing remarkable care and service to our patients, visitors and team members.

 **25,099**

Total hours volunteered

 **286**

Number of volunteers

 **873,210**

Equivalent paid hours

Novant Health Matthews Medical Center

Facility program highlights

Veteran Rounding Program

We are very proud of the programs that volunteer services brings to our hospital, including our veteran rounding program. Through this initiative, volunteers visit hospitalized military veterans to offer companionship, a listening ear and heartfelt appreciation for their service. During these visits, volunteers present special military-themed tokens of gratitude, creating meaningful connections with our veteran patients. Each year on Veteran Day, volunteers also deliver handmade quilts and blankets—beautifully crafted and donated by generous individuals and community groups. This touching program has even captured the attention of local media, with coverage by local TV stations in both 2024 and 2025.



Teen Board

The junior volunteer teen board was founded in 2024 by two remarkable volunteers. This group brings comfort and joy to patients and team members through handmade cards, thoughtful gestures, and community outreach efforts such as donation drives. The success of the teen board has inspired similar programs at many Novant Health facilities and ultimately led to the creation of the Novant Health teen council at the corporate level.



Novant Health Mint Hill Medical Center

At Novant Health Mint Hill Medical Center, volunteers play an important role in creating a welcoming and supportive environment for patients and families. They generously give their time and talents to assist in many ways, from greeting visitors and offering directions to providing comfort items and reassurance during stressful moments.



In addition, volunteers support team members with essential tasks that help care teams focus on patient care. Their presence helps create a warm, compassionate atmosphere throughout the facility. Through their kindness and dedication, volunteers foster meaningful connections and remind us that healthcare is not only about treatment, but also about compassion, humanity, and community.



1,465

Total hours volunteered



45

Number of volunteers



50,995

Equivalent paid hours

Novant Health

Mint Hill Medical Center

Facility program highlights

Spreading gratitude, one card at a time

We believe healing goes beyond the operating room. It is about compassion, connection and care. That is why our thank you card and sympathy card programs have become a meaningful part of the patient experience. Through this initiative, volunteers partner with our guest services and surgical services teams to handwrite heartfelt cards for patients following surgery. Each card is mailed to the patient's home as a reminder that their well-being continues to matter after discharge.

The impact has been powerful. Patients have shared their gratitude, and surgical services patient experience scores have improved. This program reflects our commitment to exceptional care and human connection.



End-of-life companions: Offering presence and compassion

We believe dignity and compassion should be present at every stage of life, including its final moments. Some patients nearing end of life do not have loved ones available to be with them, and while our clinical teams provide exceptional care, they are not always able to offer continuous presence.

To address this need, we launched the End-of-Life Companion Program, inspired by the No One Dies Alone model. Trained volunteers provide comfort, presence, and support to patients in their final days or hours, offering dignity during this meaningful time. This collaborative effort brings together volunteer services, spiritual care, hospice, and other hospital teams. We continue to expand this program, reinforcing our commitment to holistic, patient-centered care.

Novant Health Presbyterian Medical Center Novant Health Charlotte Orthopedic Hospital

Presbyterian Medical Center and Charlotte Orthopedic Hospital serve as two key care hubs in Charlotte, providing comprehensive medical services and specialized orthopedic care for patients across the region.

Across both campuses, the volunteer services program plays an essential role in enhancing the patient and family experience.

Volunteers support hospitality and wayfinding, deliver comfort items, assist with patient needs, and offer meaningful personal connection during moments of stress or uncertainty. Their presence strengthens the welcoming environment of each facility and helps ensure that every patient encounter feels supported and compassionate.



 **18,882**

Total hours volunteered

 **417**

Number of volunteers

 **656,905**

Equivalent paid hours

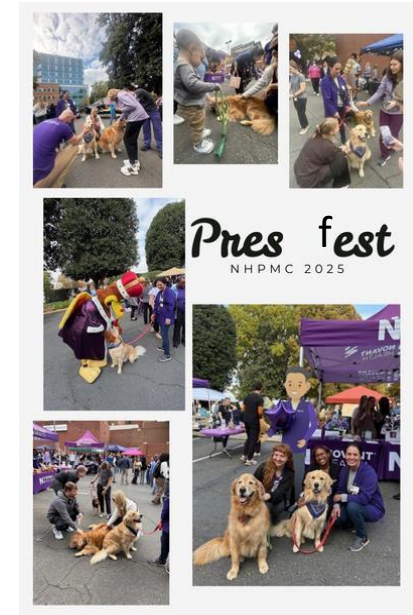
Novant Health Presbyterian Medical Center

Novant Health Charlotte Orthopedic Hospital

Facility program highlights

Pet Therapy Program

This program includes 13 volunteer therapy teams who bring comfort, connection and joy to patients, visitors and team members. Their therapy dogs and handlers visit patient rooms, offering companionship, emotional support and a calming presence during stressful times. They also support hospital events such as the Charlotte Marathon, National Hospital Library Day and Pres Fest, creating meaningful interactions wherever they go. Pet therapy helps lower stress, reduce anxiety, elevate mood and ease loneliness. Its benefits are felt by both patients and team members who often describe these visits as uplifting moments during busy or challenging days.



Healing power of music

Music has a unique ability to comfort, connect, and heal, and it plays an important role at Novant Health in supporting patients, families, and team members. This program is made possible through generous volunteers who share their musical talents across our facilities. Music is also clinically supported to promote emotional, physical, and mental well-being by helping reduce stress and anxiety, lowering heart rate and blood pressure, and improving mood during challenging moments.

Volunteer musicians make a meaningful impact each day. Piano performances create a peaceful atmosphere for patients and visitors, while our folklore group brings energy, culture, and connection through traditional music that often sparks smiles, memories, and shared moments. Together, these offerings help transform hospital spaces into environments of comfort and healing.

Novant Health Rowan Medical Center

The volunteer program offers year-round opportunities for individuals to give back, build skills, and make a meaningful impact in a healthcare setting. With flexible scheduling available seven days a week, including evening shifts, volunteers of all ages including adults and junior volunteers serve in areas such as Novant Health Wallace Cancer Institute, Novant Health Julian Road Outpatient Surgery Center, radiology, veteran rounding, the family surgical waiting area, and wayfinding and transport.



Whether assisting patients and families, supporting team members, or helping visitors navigate the hospital, volunteers play an important role in enhancing the guest experience and contributing to the mission of delivering remarkable care.

 **13,692**
Total hours volunteered

 **192**
Number of volunteers

 **166,414**
Equivalent paid hours

Novant Health

Rowan Medical Center

Facility program highlights

Wallace Cancer Center

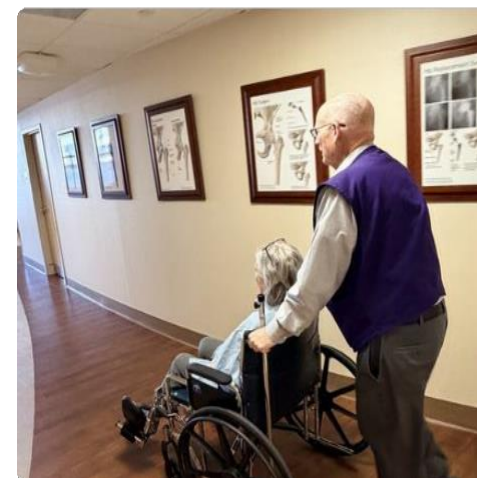
Wallace Cancer Center volunteers play an important role in enhancing the patient experience within the infusion center. They provide comfort and support to patients during treatment by offering snacks, beverages, blankets, and pillows, while also providing a friendly presence and meaningful companionship.

Volunteers also support the daily operations of the infusion center by escorting patients, stocking supplies, and preparing treatment spaces between appointments. Through their dedication and service, they help create a welcoming environment for patients and families while contributing to the efficient flow of care throughout the center.



Wayfinding and patient transport volunteers

In this high-impact program, volunteers guide visitors throughout the hospital, escort patients to appointments, assist with transport logistics and help families reach their destinations quickly and comfortably. These volunteers also support by assisting with patient discharges and ensuring patients are safely transported for exit or transition. They often serve as the first point of contact for guests, promoting a smooth, stress-free experience while supporting departments across the facility. Their presence improves patient flow, helps team members remain focused on clinical care and ensures everyone entering the hospital feels cared for and informed.



Novant Health Medical Group - Charlotte Region

Volunteers support a variety of clinic spaces by helping in different areas where they are needed most. They work alongside care teams to assist with day-to-day tasks that help keep clinic operations running smoothly and create a more supportive experience for patients and families.



Their presence allows clinic teams to focus more fully on patient care while volunteers contribute in meaningful ways throughout the day. Whether helping prepare spaces, assisting with patient needs, or supporting general clinic flow, they play an important role in the overall experience.

By serving across multiple clinic settings, volunteers help strengthen support for both patients and team members and support Novant Health's mission of improving the health of communities, one person at a time



2,392

Total hours volunteered



79

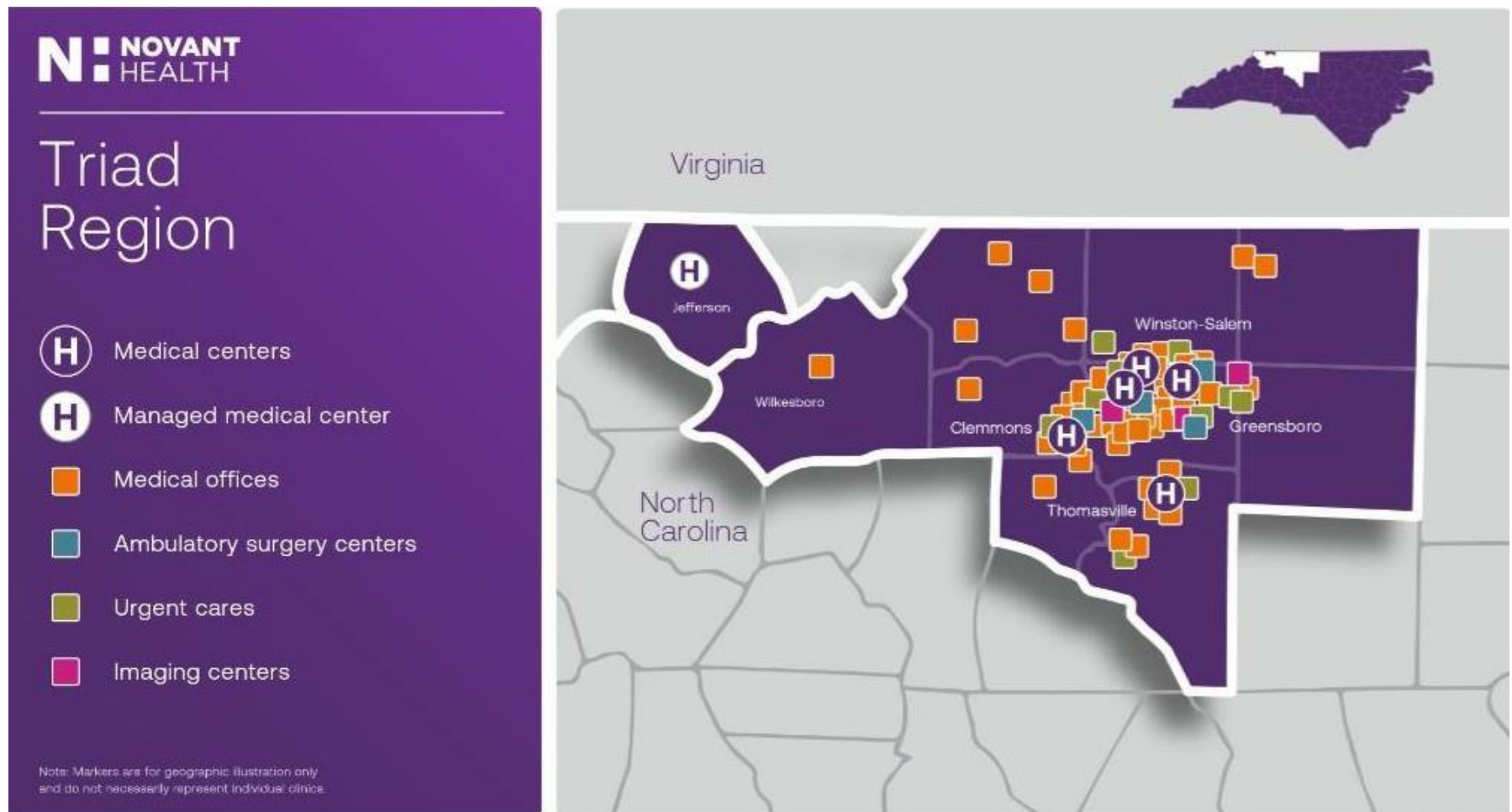
Number of volunteers



83,250

Equivalent paid hours

Overview of Facilities: Triad Region



Novant Health Clemmons Medical Center

Clemmons Medical Center strives to ensure everyone who enters its doors feels loved and surrounded by a circle of compassion, teamwork, laughter, music, and the special connection offered by pet therapy animals. The volunteer program welcomes individuals who want to make a meaningful impact in their community by helping greet and escort patients and families, support reception areas, offer directions, assist with patient care and clinic services, participate in community health events, provide administrative support, and contribute to fundraising efforts.

Volunteers not only offer invaluable service but also enjoy the camaraderie of others who share a passion for helping others in a healthcare environment.



4,501

Total hours volunteered



53

Number of volunteers



156,606

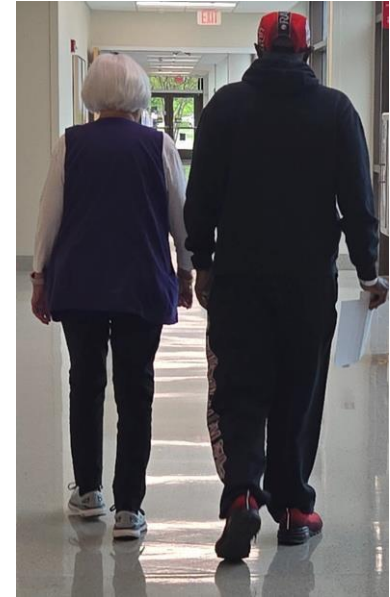
Equivalent paid hours

Novant Health Clemmons Medical Center

Facility program highlights

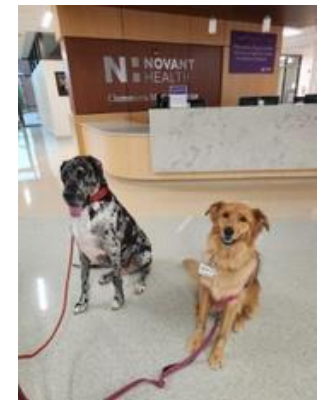
Lobby escorting

Our guest services volunteers are the welcoming heart of Clemmons Medical Center, greeting patients and visitors with warm smiles, kind words, and compassionate support. They help set a positive tone for each visit by offering guidance, easing anxiety and creating meaningful moments of connection. One memorable example occurred on Veterans Day, when a volunteer noticed a patient struggling to pin a Veteran's Day badge to his jacket. She stepped in to assist, and as she placed the pin on his lapel, he became emotional and thanked her with tears in his eyes. In that simple act, he felt seen, valued and honored, reflecting exactly what our team strives to provide every day.



Pet therapy program

We have seen firsthand the difference pet therapy animals make on a patient's experience, calming anxiety and creating a more pleasant visit for patients, as well as for their family members and team members. That is why we are working to expand our program with the goal of having a therapy animal available each day of the week.



Novant Health Forsyth Medical Center

Novant Health Forsyth Medical Center's volunteer program plays a key role in supporting compassionate care. With volunteers ranging in age from 14 to 90 and beyond, the program brings together individuals across generations who share a commitment to service and connection.



Junior volunteers help foster early engagement, while other volunteers enhance the patient and visitor experience through efforts such as veterans rounding, pet therapy, music, book and art carts, and support in waiting areas. Volunteers also assist with special events at the Derrick L. Davis Cancer Institute and help create floral arrangements for the gift shop.

The program has grown significantly since 2023, expanding its reach and impact across the medical center. Their dedication helps create a welcoming environment and supports the mission of improving the health of the community.

 **29,436**

Total hours volunteered

 **459**

Number of volunteers

 **1,024,106**

Equivalent paid hours

Novant Health Forsyth Medical Center

Facility program highlights

Teen board

The teen board is made up of 15 passionate teen leaders committed to making a difference in our hospital and community. These students collaborate to plan and host community events, manage their own social media presence and mentor junior volunteers as they begin their volunteer journey.

Beyond their leadership roles, each board member actively volunteers within the hospital, helping create a welcoming, informed and supportive environment for patients, families and team members. Their dedication exemplifies the spirit of service and leadership that strengthens our mission every day.



Volunteer rounding: A win for everyone

Volunteer rounding enhances patient care and strengthens teamwork across the hospital.

- Patients feel more comfortable sharing small requests and appreciate the personal attention, reinforcing that we care about their experience.
- Leaders gain real-time feedback on unit practices, helping validate and improve action plans.
- Units benefit as volunteers meet comfort needs and reduce workload for clinical team, while supporting psychosocial care and enabling quick service recovery.
- Volunteers enjoy a meaningful experience tailored to their goals, creating value for both them and the organization.



Novant Health Kernersville Medical Center

Our volunteer services program is powered by a diverse and dedicated group of individuals, from young teens to seasoned retirees, all committed to making a meaningful impact. With more than 70 active volunteers, the program supports the

hospital in many ways, assisting within clinical and non-clinical departments, providing comfort through therapy dog visits and creating handmade items from home to brighten a patient's day. Together, these volunteers play an essential role in enhancing the patient experience and supporting daily operations.



9,866

Total hours volunteered



174

Number of volunteers



343,259

Equivalent paid hours

Novant Health

Kernersville Medical Center

Facility program highlights

Music volunteers

Our music volunteer program is a growing focus for our volunteer program. Gail and Tim play an eclectic mix of songs every Thursday. We're working to engage more music volunteers to fill out the rest of the weekdays. Their presence brings comfort, joy and a sense of calm to patients, families and team members. As interest continues to build, we look forward to creating a fuller weekly schedule that brings music to more areas of the hospital.



Pet therapy

We currently hosts eight pet therapy teams. Many of these teams visit a variety of Novant Health locations to brighten the days of our patients, guests and team members. Their friendly visits offer comfort, connection and a welcome moment of joy during the day. As the program continues to grow, we're excited to see these teams bringing smiles to even more areas across our network.



Novant Health Medical Park Hospital

Novant Health Medical Park Hospital in Winston-Salem is a smaller, specialized facility with 22 beds focused on elective outpatient and inpatient surgeries. Located on the shared campus of Novant Health Forsyth Medical Center, it is known for minimally invasive procedures, high patient safety, and an exceptional surgical experience..



The volunteer services program enhances this environment by supporting patients and families throughout their surgical journey. Volunteers assist with hospitality, wayfinding, comfort items, and personal support, helping create a calm, reassuring experience in a fast-paced surgical setting. Their presence strengthens the hospital's commitment to safety, service, and compassionate care



569

Total Hours Volunteered



7

Number of volunteers



19,829

Equivalent paid hours

Novant Health Medical Park Hospital

Facility program highlights

Pet therapy program

We have seen firsthand the difference pet therapy animals make in a patient's experience, helping ease anxiety and creating a more positive environment for patients, their families, and team members. In collaboration with Clemmons Medical Center, we are proud to support the expansion of this program, with the goal of having a therapy animal available each day of the week. This initiative reflects just one of the many ways our volunteers contribute to delivering remarkable care across our facilities.



Novant Health Thomasville Medical Center



Our volunteer program offers community members a meaningful way to support patients, families and team members. As a small community hospital, we take pride in personalized care, and every volunteer's contribution truly matters.

Volunteer opportunities include rounding on patient floors, greeting and wayfinding, assisting in the surgical waiting area, supporting PACU team members, helping in the Learning Place, and offering comfort in high-need areas like the ICU and emergency department. Whether connecting with patients or guiding visitors, volunteers make a lasting impact each day. We welcome dependable, caring adults and students. With full orientation and training provided, volunteers gain meaningful experience, build connections and support a hospital deeply rooted in its community.



4,783

Total hours volunteered



97

Number of volunteers



166,414

Equivalent paid hours

Novant Health

Thomasville Medical Center

Facility program highlights

Tell me a story

Tell me a story is an opportunity for a volunteer to spend a block of time, asking the patient questions about their youth, their likes and dislikes, their dreams and desires. This builds a relationship between the patient, the volunteer and care team which makes the patient feel seen as we learn more about them. This is critical for positive patient experiences, as well as incredibly interesting conversations. The story is written, bound and gifted to the patient upon discharge.



Mammography escort

Our Hospital performs a mammogram about every 15 minutes. Sometimes these are normal annual exams; sometimes they are conducted to determine if there is something wrong. In either case, a mammogram causes most women some anxiety. We have volunteers who warmly and kindly escort our patients to mammography. They show them to the dressing room, how to put on the gown and where to lock their belongings. After it is done, these volunteers are the friendly faces who walk them back to the entrance. This role allows volunteers to build relationships with our patients as well as decrease their anxiety.



Novant Health Medical Group - Triad Region



The Novant Health Medical Group Clinics have benefited from volunteer support since 2021. This volunteer program began at the close of Novant Health's robust vaccine clinic, which operated from the former Sears Department store at Hanes Mall in Winston-Salem. Seeing community volunteers, outside of the hospital, gave inspiration to the launch of an ongoing Medical Group clinic opportunity. Starting with three family medicine clinics and growing into many specialty clinics, the program has great success stories measured by numbers and by smiles!

Volunteers currently support several Novant Health Clinics:

Primary and Family Care: Gateway Family Medicine, Friedberg Family Medicine, Maplewood Family Medicine, New Garden Family Medicine, Primary Care Lindley Park and Forsyth Pediatrics Kernersville.

Specialty Care: Cardiology, Cardio Rehab and Cancer Wellness, Neurology and Sleep Clinics Kimel Park, Orthopedic & Sports Medicine Robinhood, Spine Specialists and Brain and Spine Surgeons, Triad OB/GYN, WomanCare OB/GYN, Urology Kimel Park

Rehabilitation and Imaging: Encompass Health Rehabilitative Hospital, Maplewood Imaging Center and Maplewood Rehab Center



5,710

Total hours volunteered



119

Number of volunteers



198,665

Equivalent paid hours

Novant Health Medical Group - Triad Region

Facility program highlights

Student volunteers

Each summer, our clinics see a rise in volunteer support from high school and college students. They have bright futures ahead of them and bring great energy into the clinics. Pictured here are two veteran volunteers alongside two students, celebrating the students' summer of volunteering and all they contributed. The program fosters bonding and connection among volunteers of all ages, making each season memorable.



Pet therapy

Pet therapy has enjoyed a robust year of volunteer visits from devoted volunteers with their specially trained dogs. Currently three therapy teams with their dogs make visits to bring joy to patients, ease stress and also provide short wellness breaks for our Novant Health team members.



Overview of Facilities: Coastal Region



Novant Health Brunswick Medical Center

Novant Health Brunswick Medical Center has been a cornerstone of care in Brunswick County since 1977. Originally opened as Brunswick Community Hospital and later joining Novant Health in 2006, the medical center expanded into its current Bolivia facility in 2011 to better

serve a rapidly growing community. Today, it offers a wide range of services, including 24/7 emergency care, heart and vascular services, maternity care, and numerous inpatient and outpatient specialties that support long-term wellness. Volunteers contribute to this mission in meaningful ways, offering support that complements the hospital's clinical excellence. Whether greeting visitors, assisting families, or providing comfort and reassurance during stressful moments, volunteers help create a warm, community-focused environment that reflects the spirit of Brunswick County. Their presence strengthens the connection between the medical center and the people it serves.



21,017

Total hours volunteered



190

Number of volunteers



731,207

Equivalent paid hours

Novant Health Brunswick Medical Center

Facility program highlights

Brunswick Pink Angels Program

The Brunswick Pink Angels Program continued its tradition of supporting individuals on their breast health journeys by assembling and distributing more than 70 Pink Angels spirit support bags through the combined efforts of hospital volunteers, community members and foundation team members. These bags offered comfort and encouragement to those receiving breast health services while also helping raise awareness of the foundation's broader initiatives, including the expanding reach of the 3D mobile mammography unit, which increases access to lifesaving screenings across the region. Founded by a dedicated group of volunteers, the Pink Angels' legacy of compassion and advocacy remains a vital part of our mission to promote breast health and wellness throughout the community.



Women's services: Home and campus volunteer impact

Home-based volunteering plays an essential role in supporting women's services at Brunswick Medical Center by extending our reach into the community and enhancing the patient experience. Over the past year, with more than 800 births, home volunteers provided every newborn with a handmade quilt or afghan and matching cap, all lovingly donated and included in each family's discharge package. Campus volunteers contribute to this effort through monthly card-making workshops, ensuring each gift includes a personal message. Together, these combined efforts reflect the collaborative spirit of our women's services team, uniting compassion, craftsmanship and community engagement to support mothers and families from delivery through discharge.



Novant Health New Hanover Regional Medical Center



Novant Health New Hanover Regional Medical Center is the primary healthcare provider and the regional referral center for 10 counties across southeastern North Carolina. With approximately 800 beds on the main campus, it offers advanced specialty care – including the region’s only Level II trauma center, comprehensive stroke and neurosurgery services, women’s and children’s care with an all-private-room NICU, and extensive cardiac, orthopedic and oncology services.

The volunteer program at New Hanover Regional Medical Center, Novant Health New Hanover Orthopedic Hospital, and Novant Health Pender Medical Center is a robust reflection of the dynamic and growing population in southeastern North Carolina. The program will continue to expand with the opening of Scotts Hill Medical Center in June 2026.



53,949

Total hours volunteered



766

Number of volunteers



1,876,893

Equivalent paid hours

Novant Health

New Hanover Regional Medical Center

Facility program highlights

Patient experience volunteers

The Patient Experience Volunteer assignment launched in 2024 at the Novant Health Deloris P. Jordan Neuroscience Institute and the Novant Health New Hanover Emergency Department. This popular assignment has now been expanded to include inpatient rooms in the Main Tower, NH Rehabilitation Hospital and NH Pender Medical Center.

Volunteers engage patients and their family members in positive conversations while offering comfort items (puzzles, stress balls, cards, reading glasses) to help their stay be more comfortable. This program has been very rewarding to the volunteers as they interact in a meaningful way with patients. It has also been supported by the senior leadership team, nurse leaders and team members on each unit.



Junior volunteer achievement program

The Junior Volunteer Achievement Program at Novant Health New Hanover Regional Medical Center gives high school students hands-on experience in clinical and non-clinical hospital settings while building teamwork, communication and leadership skills. Launched in June 2025, 28 students volunteered for five months, rotating through departments including Radiology, Neuroscience, Surgical Services, Rehabilitation, Food/Nutrition Services, and Guest Services.

Mid-session, junior volunteers met with healthcare professionals and toured the new Simulation Lab. All junior volunteers who completed this program received certificates of recognition and the opportunity to apply for a Junior Volunteer College Scholarship.



Novant Health Pender Medical Center



Novant Health Pender Medical Center is a critical access hospital in Burgaw, NC, and has been caring for the community for more than 70 years. The facility recently completed major renovations, with inpatient services reopening in February 2025 alongside upgraded emergency, surgical, and imaging services that support high-quality, modern rural healthcare.

The volunteer program at Pender Medical Center is small but deeply impactful. In 2025, 24 volunteers contributed 1,104 hours of service, with much of their support focused in Surgical Services. Their dedication brings comfort, reassurance, and personal connection to patients and families, reinforcing the hospital's long-standing commitment to neighbor-to-neighbor care.



1,104

Total hours volunteered



24

Number of volunteers



38,408

Equivalent paid hours

Novant Health Pender Medical Center

Facility program highlights

Surgical Services Ambassador/Discharge Volunteers

The surgical services Team embraces their volunteers. These volunteers assist with assembling patient medical information packets, preparing rooms, and discharging patients. Volunteer Michael was recently celebrated for achieving 500 hours of service!

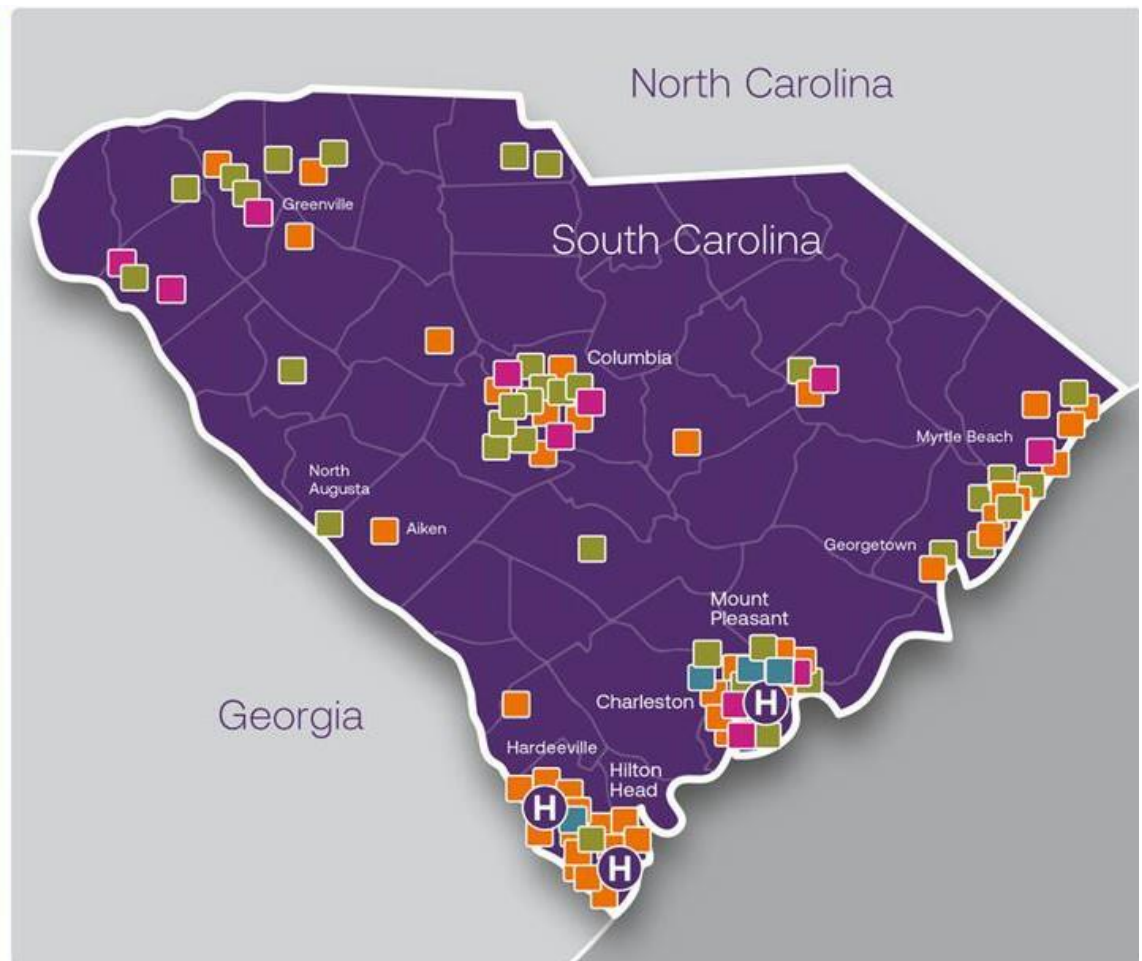


Healthcare Hero Award

Novant Health Pender Medical Center's volunteers Chris and Jackie, pictured to the right of photo, recently celebrated being nominated for the Greater Wilmington Business Journal's Healthcare Hero award.



Overview of Facilities: South Carolina Region



Novant Health Coastal Carolina Medical Center

Novant Health Coastal Carolina Medical Center in Hardeeville, SC, opened in 2004 to serve the growing Beaufort County community and joined the Novant Health system in 2024.

The 44-bed facility offers 24-hour emergency services, women's services with a special care nursery, and minimally invasive and robotic-assisted surgery.



Volunteers play an important role throughout the hospital, greeting visitors in the main lobby, staffing the auxiliary gift shop, and supporting the emergency department and same-day surgery. Volunteers also assist behind the scenes in materials management and food services, participate in the Born to Read program promoting early literacy with new parents, create handmade comfort items for patients, and provide visits as certified pet therapy volunteers.



3,016

Total hours volunteered



26

Number of volunteers



104,958

Equivalent paid hours

Novant Health

Coastal Carolina Medical Center

Facility program highlights

Surgical services volunteers

Volunteers in the Same Day Surgery Department play a vital role at Coastal Carolina Medical Center. They support daily operations by stocking essential supplies for surgery, including gloves, warm blankets, and refrigerated items such as patient juices. They also assist with cleaning, wiping down beds, and preparing them for incoming patients.

On days when surgeries are scheduled as frequently as every thirty minutes, their contributions are especially important. By helping to prepare rooms efficiently, they support the team in keeping procedures on schedule throughout the day.



Novant Health

East Cooper Medical Center

East Cooper Medical Center has been part of the Mount Pleasant community for more than four decades, growing from its original hospital into a modern facility and, most recently, joining Novant Health as it expands care across the Charleston region.



Volunteers add an important layer of support to this work. Their time is spent helping patients and families feel at ease, offering directions, lending a listening ear, and stepping in wherever an extra hand makes a difference. In a hospital known for its strong community roots, volunteers help keep that sense of connection front and center.



6,053

Total hours volunteered



36

Number of volunteers



192,485

Equivalent paid hours

Novant Health

East Cooper Medical Center

Facility program highlights

40 Years of Volunteer Service

In November 2025, the Volunteer Services Organization (VSO) at East Cooper Medical Center celebrated 40 years of service, marking more than 70,000 volunteer hours dedicated to enhancing the patient experience across the hospital. Following this milestone, the organization made the strategic decision to transition volunteer operations internally to Novant Health. While the structure evolved, the VSO's legacy continues through a donation to the Novant Health Foundation, supporting patient-centered initiatives.



Novant Health Hilton Head Medical Center

Novant Health Hilton Head Medical Center, located on Hilton Head Island, SC, joined the Novant Health system in 2024 and celebrated its 50th anniversary in 2025, marking its opening in August 1975. The 93-bed acute care facility provides 24-hour emergency, surgical, and cardiac care for the island community.



Volunteer services has been part of the hospital since its inception, when hospital auxiliary volunteers helped open the facility. Today, volunteers support patients, visitors, and team members as greeters, the gift shop team, trolley drivers, pet therapy volunteers, and at-home crafters who donate baby caps, lap blankets, and patient shawls. Junior volunteers have also returned, providing hospitality through “cheer cart” visits throughout the hospital.



7,442

Total hours volunteered



55

Number of volunteers



258,928

Equivalent paid hours

Novant Health

Hilton Head Medical Center

Facility program highlights

Front lobby visitor check in greeters

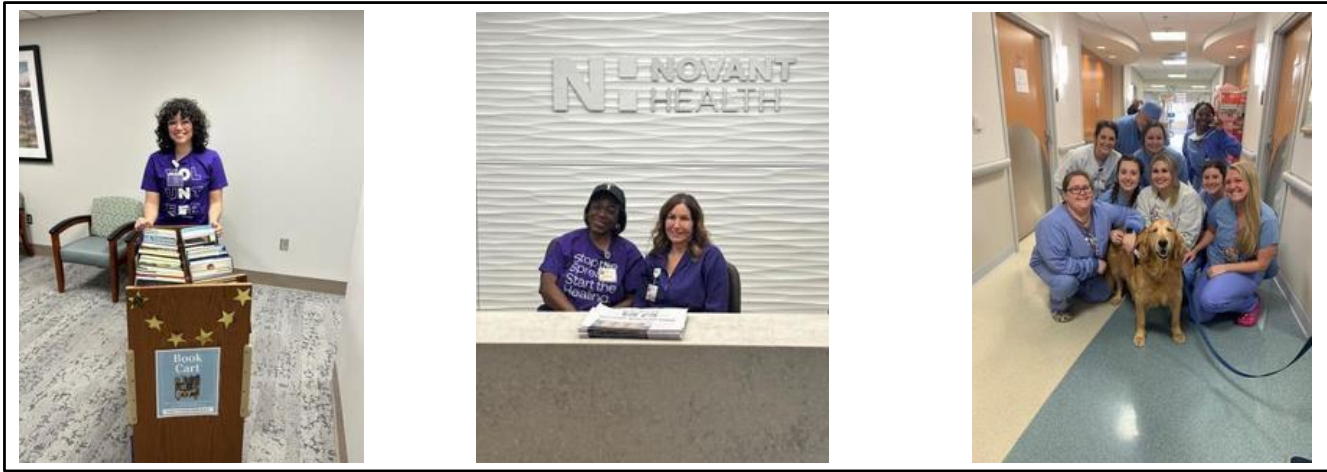
Volunteers support patient and guest experience by checking in all visitors to Hilton Head Medical Center. Throughout ongoing hospital transitions, they have remained flexible and committed in this role, contributing a total of 3,294 hours at visitor check-in in 2025 alone.

In addition to welcoming guests and issuing visitor badges, volunteers support a wide range of services, including wayfinding, patient transport, package and floral deliveries, and staffing the information desk. They have also adapted to new processes, including training and onboarding to access the recently implemented Epic system, allowing them to view patient census information as part of their responsibilities.

Many of these volunteers have demonstrated long-standing commitment, with some serving in this role for nearly 30 years. Their contributions extend far beyond greeting visitors—they are an essential part of Guest Services and play a key role in supporting the overall experience at



Join our volunteer program and help us deliver remarkable care.



Volunteering is a meaningful way to make an impact while gaining valuable experience.

Benefits of volunteering in healthcare:

- Excellent opportunity to build skills
- Great way to give back to our community
- Provide a meaningful way to spend free time

Novant Health offers volunteer opportunities in:

- Hospitals
- Clinics
- Hospice Care Programs



Scan the QR code to learn more and complete and application today!

Opportunities may include: Assisting with wayfinding, supporting team members, veteran rounding, providing patient visits with certified pet therapy dogs, music playing and more!