



2021 Governor's Volunteer Service Award Winners

Ed Collins became a **Randolph Health** volunteer on August 8, 2012 and has a lifetime total of 2000 volunteer hours. Ed is a man of integrity, courage, knowledge, and thankfulness. He has volunteered in many of Randolph Health's critical volunteer staffing areas. He has served as a mentor to redesign the Volunteer Annual Education modules for use online and in person for less tech-savvy volunteers. When Randolph Health began cataract eye surgeries in the main hospital, he developed a procedure to better streamline the process of supporting patients and their families during the Eye Day Clinics. As surgeries have increased, he has taken a leadership role in recruiting and training the additional volunteers needed. His commitment to the coordination and streamlining of volunteer utilization increases patient satisfaction, communication to families and allows staff to concentrate on clinical patient needs. He has excellent management skills and extraordinary people skills and applies them to benefit the hospital and patients alike. He has proven to be a tremendous asset to the volunteer program at Randolph Health.

Gail Hancock volunteers in the Outpatient Center at **Randolph Health**. She began volunteering on October 29, 2014 and has 2866 lifetime hours, primarily in the Outpatient Center. She meets/greets incoming patients and escorts patients throughout the hospital. She greets visitors with her warmth and welcome and provides directions as needed. She communicates to waiting families where they can obtain personal service and answers questions they may have. She assists with the discharge of all outpatients. She keeps the waiting area clean and tidy and cleans wheelchairs after each use. She has excellent interpersonal skills and helps train new volunteers. She is often asked to do extra things beyond her normal duties and is always willing to do what is needed. The Outpatient Center is always busy and COVID has created particular challenges. With higher emphasis on sanitization, extra time is spent keeping the area and equipment clean. COVID has kept some volunteers at home, and she has helped fill large gaps in the volunteer schedule. Her generosity and commitment have been a huge asset to Randolph Health Volunteers.

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Betty Hunt is a dedicated volunteer for the **Randolph Senior Adults Association (RSAA)**. The time and commitment she has given to RSAA has spanned decades, and she has served in a variety of leadership roles. She has served on the RSAA Board of Directors and is currently an active Ex-Officio member. She has served on the Planning Committee for RSAA's annual fundraiser and helped to raise thousands of dollars for senior programs and services. She also leads outreach efforts at Cedar Grove United Methodist Church, where she works to organize programs that reach hundreds of local seniors. She serves as a Delegate to the North Carolina Senior Tar Heel Legislature, a role she has held for 20 years. From 2009-2011, she served as its speaker. Her compassion and dedication embody the mission of Randolph County Senior Adults Association. There is no one more dedicated to RSAA's core foundation or the kindness required to inspire our local community.

Kimberly Phillips was previously a director of Service to the Armed Forces for the **American Red Cross**. Now, she brings 34 years of experience to her current role as a team leader of Red Cross volunteers providing casework services to current and veteran military personnel and their families. Her team responds to hundreds of calls a year. Her casework is exceptional, and her clients praise her for her compassion. Her years of experience, and knowledge of military and community resources, make her the go-to person for all difficult financial cases. She was one of the leaders who created the original organization and plan for how to address casework in this region. Their approach was recognized as a best practice for handling casework nationwide. Two years ago, the national organization recognized this team as best in the nation. In addition to her work with Red Cross, she is the primary caregiver to her elderly mother and participates in many community volunteer activities. She's led food drives for Hospice, Open Door Ministries and Community Outreach of Archdale-Trinity (COAT). She is also active in her local SerCo Club. Kim is noted for her "quiet calm" and there is no better person to fill her role with Red Cross.

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