

IMMUNOTALK

ISSUE 31 FEBRUARY | MARCH 2025

A MESSAGE FROM THE CEO

It's hard to believe we're already two months into 2025! Our year has been off to a strong start with well-executed customer deliveries, new business development activities, and customer audits. And in the normal organizational cadence, Q1 is heavily focused on our people. This is the time of year when we (people leaders) conduct annual performance reviews, set individual goals for the coming year, process annual merit increases, and pay bonuses for the prior performance period. Indeed, our HR team and your leaders have been busy!

In this month's edition of ImmunoTalk, we reflect on our safety performance in 2024, talk about the importance of effective CAPAs (and tackling the root cause of a problem), and spotlight the power of kindness. Many thanks to **Theresa Lomeli**, **Scott Lee**, and **Tami Wilson** for these submissions.

I am thrilled to see that we reduced our OSHA recordable incidents by 66% vs. 2023! You have truly made safety a priority in your centers, and for that I'm grateful and proud of your efforts. I am still concerned that our most frequent type of recordable incident is "Cut/puncture injuries with potential exposure to bloodborne pathogens." Thankfully, none of these incidents resulted in serious illness. But let's not rely on luck! Please, double down on your efforts and eliminate this type of injury this year.

Join me in recognizing and celebrating our teammates who will hit significant service anniversary milestones this month (and February): **5 years: Aaron Renshaw**, VP, New Center Development; **7 years: Lucas Widner**, Manager, Field Education; **8 years: Holly Gary**, Assistant Controller; and **10 years: Jose Molina**, Manager, Plasma Collections. Congratulations to each of you, and thank you for your loyalty!

As always, be sure to check out Kudos Korner, which features activities and photos from **Quincy** and **Ruston**.

Onward!



"Making good strides."

Marvin Dyke
CEO

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2024 REPORTING SUMMARY

BY: THERESA LOMELI

Ensuring workplace safety remains a top priority at ImmunoTek, and the latest OSHA data highlights our progress in fostering a safer environment. Each year, ImmunoTek centers meeting OSHA's criteria must electronically submit injury and illness data from their OSHA FORM 300A. This information helps OSHA collect, analyze, and improve nationwide workplace safety efforts.

KEY FINDINGS FROM 2024

- **Total Employee Incident Investigation Reports (EIIRs) Submitted:** 153
- **OSHA Recordable Events:** 21
- **Most Common Recordable Incident:** Cut/puncture injuries with potential exposure to bloodborne pathogens
- **Most Reported Incident Category:** "Other" events, with the top three subcategories being:
 - Ergonomic injuries
 - Insect bites
 - Temperature-related injuries

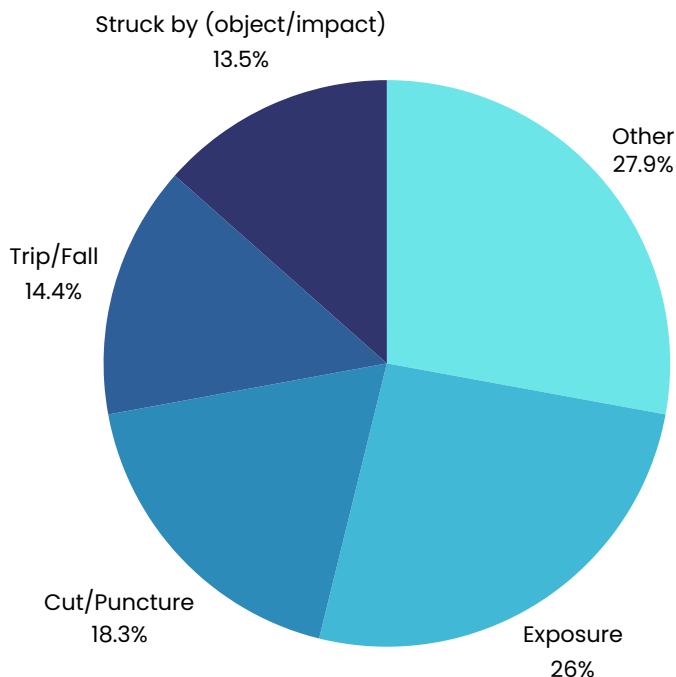
YEAR-OVER-YEAR IMPROVEMENTS

- **37% decrease** in total EIIR submissions compared to 2023
- **66% decrease** in OSHA recordable events

These numbers reflect the **dedication and commitment** of our teams **to workplace safety**. However, our work doesn't stop here. To sustain and build upon this success, we must continue prioritizing safety initiatives, encourage proactive reporting, and leverage the **Safety Opportunities** feature in **iSupport** to address potential risks before they become incidents.

By staying vigilant and proactive, we can ensure that 2025 continues this positive trend in workplace safety!

EIIR SUBMISSIONS 2024



NOT



ALL CAPAS ARE CREATED EQUAL

BY: SCOTT LEE

While this may ring out with a resounding “duh” (as my teenager would say), we rarely take a step back to truly evaluate the effectiveness of our corrective and preventive actions—much like we don’t give a second thought to the soap dispensers in the bathroom.

Odd comparison, you say? You’re not wrong! Allow me to provide some context.



The Problem:

A team member identifies a trend of leaking soap and sanitizer dispensers continuing to produce liquid long after use. The dripping liquid created soapy messes on the counters, floors, etc.

The Solution:

Place a tray under each dispenser to catch the leaking fluids.

The dripping has generally been contained and the bathrooms are notably less messy.

Problem solved, right?

While this reduced the messy bathrooms, the problem was not solved. Instead, the creators put a band-aid on the problem to avoid dealing with the real issue: stopping the pump from dripping in the first place.

We often take this same “fix” approach in our own environments, choosing quick fixes over true problem-solving due to time, money, or resource constraints. Let’s be honest, you know you’ve done it – we all have.

But what if we approached CAPAs differently – like Dr. Joseph M. Juran suggested – by investing time and resources upfront in process design and employee training rather than chasing corrective actions later? It may cost more initially, but it saves significantly in the long run.

How we hire, train, and hold people accountable is just as critical to our success as having the best processes. In this instance, simply being “able to fog a mirror” does not mean someone is the best candidate (quoting the master of one-liners, Scott Ramsey here), just as putting someone through a checklist of tasks doesn’t mean they are truly “trained.”

People take time, effort, and resources—there’s no denying that fact. However, when we invest in hiring the right people, instilling the “why,” and guiding them through their development, they in turn do the same for others, creating a sustainable culture of success.

No, not all CAPAs are created equal—but some can create excellence.



THE POWER OF KINDNESS IN THE WORKPLACE

BY: TAMI WILSON

In our fast-paced industry, often demanding world, it's easy to get caught up in the day-to-day tasks, but one thing that can truly make a difference is **kindness**. Whether it's a smile, a kind word, or simply taking a moment to check in with a colleague or donor, acts of kindness create a ripple effect that can brighten someone's day, especially when you never know what someone may be going through.

Everyone you encounter; whether it's a fellow employee, a donor, or a partner, carries their own story and challenges. A little compassion can go a long way in making others feel seen, valued, and supported. Kindness not only strengthens relationships, but it fosters a positive work environment where collaboration, trust, and respect thrive.

At the end of the day, being a good human is what matters most. It's the simple, everyday actions of kindness that can transform a workplace and a community. So, let's make kindness a priority in everything we do, for the well-being of ourselves and those around us.

HERE ARE FIVE WAYS TO SHOW KINDNESS DAY TO DAY...

Take a moment to recognize someone's hard work or share a genuine compliment. A simple acknowledgment can brighten someone's day and boost morale.

1



If a colleague is overwhelmed, offer to assist with a task or provide support. Even small gestures of help can relieve stress and strengthen teamwork.

2



Take the time to listen without interrupting. Showing empathy and understanding makes people feel heard and valued, especially when they're dealing with challenges.

3



Never underestimate the power of gratitude. A sincere "thank you" for someone's effort, no matter how big or small, fosters appreciation and goodwill.

4



A quick "How's everything going?" or "Is there anything you need?" can make a huge difference in someone's day. It shows that you care beyond just the work at hand.

5



Small acts of kindness like these can make a big difference in creating a supportive and positive work environment.

Quote by Aesop -- ***"No act of kindness, no matter how small, is ever wasted."***



FEBRUARY ANNIVERSARIES

1YEAR

Amanda Farnsworth	Najda Clark
Andrew Maggio	Norra Powers
Ashley Ross	Sarah Hafner
Brandon Lingard	Steven Oliver
Christine Peyton	Valencia Bush
Ciera Minor	Veronica Jackson
Clifton Sukhai	
Jamelia Tyson	
Kayla Key	
Kerry Crew	
Lana Hood	
MacKenzie Lockhart	
Makhenzi Brooks	
Megan Miller	
Michal Zamulinski	

2YEAR

Allison Stucki	Lashone Davis
Briyith Amador	Latasha Cane
Colleen Eswine	Lori Miles
Darby Wilson	Rena Mollihan
Davieonna Nichols	Veronica Teague
Erinn Pertuset	
Jamey Black	
Karen White	
Keita Walker	

3YEAR

Camile Colbert
Janice Grier
Marlow Alexander

4YEAR

Desmone Kearse
Pamela DeLucia

8YEAR

Holly Gary

10YEAR

Jose Molina

FEBRUARY CELEBRATIONS



BIRTHDAYS

Alana Orona	Raven Smith
Alexis Smith	Reed Smith
Amber White	Samantha Rackcliffe
Amy Levario	ShaKira Johnson
Anna Faciane	Sharie Coleman
Autumn Garrow	Sheila Dowell
Ayshia Little	Sierra Maugans
Cheryl Daniels	Tara Manigault
Cory Hammond	Taylor Bradley
Cynthia Peterson	Thomas Ulrich
Debbie Sharpe	William Jackson Jr.
Dominique Holmes	Yasmine Owens
Donald Hartin	
Eldridge Graves Jr.	
Ericka Brister	
Erin Brangers	
Erinn Pertuset	
Giovanni Sifuentes	
Hailey Caplinger	
Hailey Underwood	
Haley Stover	
Ines Bucinski	
Jacqueline Conaway	
Jacqueline Greely	
Jade Jones	
Jamyia Fletcher	
Jana Kloecker	
Ja'Niyah Brumfield	
Johaida Gonzalez	
Kaitlyn Maugans	
Kally Rose	
Kelly Grimes	
Kris Berry	
Lapatches Barnes	
Latresta Addison	
Lawrance	
Stephenson	
Lori Leindecker	
Madison Sink	
Marlisha Johnson	
MoNeisha Hughes	
Pamela Griffin	



MARCH ANNIVERSARIES

1YEAR

Alexis Mcsherry
Alissa Stonewall
Amanda Epling
Brennan Pierce
Chelsey Shoup
Christopher Holt
Christopher Patterson
Danielle Welte
Desiree Bost
Elizabeth Jackson
Ericka Brister
Haley Johnson
Hannah O'Brien
Jocelyn Valdes
Joycelyn Batiste

Kaiya Newsome
Leeza Roseman
Mario Bartolo-
Campos
Michelle Walton
Nekeria Harrell
Nykirea Winchester
Sean Myers
Sydney Albritton
Taylor Bradley
Tia Beckem
Wesley Short
Ymani Washington
Ynikili Howard

2YEAR

Colby Johnson
Donna Coburn
Jasmine Swanson
Jennifer Mackey
Katelyn Tompkins
Kayla Roberts
Latresta Addison
Linda Ruiz
Lindsay Mitchell

Lucinda Babcock
Marvin Dyke
Monique Simms
Nia Wilson
Norma Salazar-
Mercado
Samuel Sanders
Scott Peterson

3YEAR

Adam Hite
Andrea Autman
Ashley Joseph
Benjamin Ward
Demirria Williams

Freddy Johnson
Nathan Callender
Rachelle Phillips
Tara Smith

4YEAR

Chelsea Stewart
Donald Hartin
Gladys Daniels
Joanna Nieves
Tarnisha Jackson
Veronica Whitehead

5YEAR

Aaron Renshaw

7YEAR

Lucas Widner

MARCH CELEBRATIONS



BIRTHDAYS

Alicia Hoebeke
Alyssa Ruiz
Amer Tyler
April Shirley
Ashley Wetterling
Austin Bash
Barbara Filbey
Blanca Reyna
Caitlin D'alessandro
Christine Mims
Christopher Holt
Christopher Walker
Daniel Moran
Deana Collins
Derek Rhoades
Destiny Ford
Dorticha Holloway
Greta Greenup
Jamey Black
Jasmine Swanson
Jennifer Jones
Jerdasia Shelvy
Jessica Walls
Kaiya Newsome
Kayley Harper
Keita Walker
Kenzi Keathley
Kibsaim Gonzalez
Kimberly Davis
Kira Glasper
Kiwana Autrey
Koleasha Haynes
Lawanji Rogers
Leiandra Hester
Leslie Denton
Lorrie Mathis
Lydia Frick
Madeline Fletcher
Makenzie Idlett
Markeevia Walker
Marneisha Moore

Mar'quisha Payne
Matthew Lingle
Megan Trapp
Mia Sanders
Michele Caldwell
Monica Miller
Nacurria Holt
Nancy Newman
Naquater Taylor
Nia Wilson
Norma Mercado
Nykirea Winchester
Pranati Robertson
Renee Svorec
Samantha Cunningham
Samuel Sanders
Shaquana Gary
Tammy Segebartt
Tara Whorley
Teena Cunningham
Tina Ahlstrom
Travis Miller
Ymani Washington
Ynikili Howard
Zainab Ali