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THOMAS GAGEN

AGE
7

Why His Story Matters!

Thomas's journey reminds us why our work at ImmunoTek is so important:

- Every bottle matters.
- Every role matters.
- Every person matters.
- Because behind every donation is a child like Thomas, waiting for hope.



The Diagnosis.

At our recent Town Hall, we had the privilege of hearing from Thomas Gagan, a remarkable young boy whose journey reminds us why our work at ImmunoTek is so important. At just seven years old, Thomas has already shown remarkable resilience. Born prematurely and later diagnosed with Specific Antibody Deficiency (SAD), his body cannot produce the antibodies needed to fight infections or respond to vaccines. For the past four years, Thomas has relied on bi-weekly **IVIG treatments made possible through plasma donations** to stay healthy.

Life Beyond Treatment.

Thomas is a joyful, active child who loves playing with cars and tractors, fishing at the lake, and spending time with his dog, Diesel. His favorite game, Pie Face, always makes him laugh. His mom (Beth) describes him as the “smartest 7-year-old I know” and says his smile brightens every room.



Read more on IDF at
<https://primaryimmune.org>

RISING STARS & ROCKSTARS MEET **RENA MOLLIHAN**

Diving into ImmunoTek ready for any challenge!



Since joining in February 2023 as a Phlebotomist, Rena Mollihan has quickly become a versatile member of the team. She is trained as a DCT, Phlebotomist, Product Specialist, and PCS Repair Tech, and is proud to have become a Designated Trainer. Known as one of the “go-to” phlebs, Rena loves both her coworkers and donors, and appreciates the strong teamwork in her center.

Outside of work, you’ll find Rena with family, friends, at the gym or relaxing at home with her dog. At work, she enjoys the friendly, fun, and “homey” culture of her center. She loves her team and the donors, stating she learns something new every day from the people she meets.



THIS OR THAT?

Coffee | Tea

Dogs | Cats

Beach | Mountains

Book | Movie

Early Bird | Night Owl

Both

Week Days

Weekends

Highlights of her time so far include winning the 2024 Halloween costume contest, traveling to Chicago for PCS Repair Tech training, and helping out at another center in Pennsylvania.



SNACK OF CHOICE: Reese’s Cups



FUN FACT: Rena can crochet and loves to paint. She also has a 28 year old daughter who lives in Rhode Island.



FAVORITE QUOTE: “If you want it, work for it.” - Unknown



DID YOU KNOW?: Rena grew up in Germany and went to school for graphic design.



Looking ahead, Rena hopes to grow into a management role, with Assistant Manager Camile Colbert as her inspiration. For now, she continues to bring energy, skill, and dedication to her team each day.



RISING STARS & ROCKSTARS MEET **JESSICA SWANEY**

Jessica has been a valued member of the ImmunoTek team since 2020. She started her career with the Training Department, traveling the country to help successfully train multiple team members for their center opening before moving into her current role in Greensboro. In her position, she performs key medical responsibilities while also lending a hand in other areas of the center whenever possible. She especially enjoys the opportunity to educate donors and contribute to their comfort during visits.



SNACK OF CHOICE: Donuts!



DREAM SUPERPOWER: Ability to talk to animals.



FUN FACT: Jessica has a functioning mermaid tail!

Jessica describes the company culture as “business-oriented” and “organized,” thanks to the collaboration between staff and leadership in creating systems that work for everyone. She values being able to bring her authentic self to work. If she could switch roles with anyone in the company for a day, she would choose someone in Quality because she enjoys maintaining high standards.

One of Jessica’s proudest accomplishment? Earning an EMT license in 2021, allowing her to step into a medical role. Jessica credits this milestone, along with her time with Training, for building her confidence and expanding her professional skills. Jessica is especially proud of helping the company grow by supporting training initiatives and working alongside her team.



THIS OR THAT?

Coffee | Tea

Dogs | Cats

Beach | Mountains

Book | Movie

Early Bird | Night Owl

When she’s not at work, Jessica loves spending time with her husband and their four cats. She is excited to enjoy their new home, where she spends a lot of time renovating and adding personalized Swaney touches to make it their own.





MILESTONE MOMENTS

CAPTURING WINS THAT SHAPE OUR FUTURE.



MCCOMB CELEBRATES THREE YEARS!

Cheers to three years of success in **McComb**! This milestone is a testament to the teamwork, passion, and dedication that drive your center forward every day.



SPOTLIGHT ON JEFFERSONVILLE

The **Jeffersonville** center was proud to host a recent visit from our **CEO & President, Marvin**, and **CFO, Iris**. During their time onsite, they connected with employees, toured the facility, and gained a firsthand look at the dedication and professionalism of the Jeffersonville team. Their visit served as a meaningful reminder of the important role each center plays in advancing our mission. A special **THANK YOU** goes out to the entire Jeffersonville Team for your warm welcome and for showcasing the very best of who we are. Your efforts and energy make us proud.

BEHIND THE SCENES

MEET KELLY LANDRY PAYROLL SPECIALIST

From payroll precision to sports mom sidelines, Kelly balances it all!



Kelly joined ImmunoTek in October 2019 and has been keeping payroll running smoothly ever since. On a typical day, she's juggling everything from tax questions and timesheet issues to special reports and UKG configurations, all while connecting with employees across every level of the company.

KELLY DESCRIBES THE ORGANIZATION AS TRANSFORMATIVE AND VALUES THE FAMILY-LIKE ENVIRONMENT ON HER TEAM AND ACROSS THE ORGANIZATION.



SNACK OF CHOICE: Popcorn and peanut M&Ms



FUN FACT: Kelly is originally from Colorado, but has lived in Houston and New York. Now she resides in the smallest town in Louisiana.



FAVORITE QUOTE: "This too shall pass"



IF YOU COULD SWITCH ROLES WITH ANYONE IN THE COMPANY FOR A DAY, WHO WOULD IT BE?

Kelly states she would love to be in a center, watching the ins and outs of ImmunoTek donors. Or, Tami Wilson because she travels all over the world.

Outside of work, Kelly is a proud mom of three (Marseille, 21; Cooper, 18; and Alexander, 17) and spends a lot of her time at baseball fields and soccer games. She's also an animal lover with two dogs, two cats, and a habit of rescuing strays. While she's not cheering on her kids, she enjoys Broadway plays, musicals, and music with her friends.



In the coming years, Kelly is excited to watch her kids grow into hardworking young adults and see what life has in store for her as she approaches the *empty nester* chapter.

THIS OR THAT?

Book | Movie

Dogs | Cats Both!

Coffee | Tea

Beach | Mountains

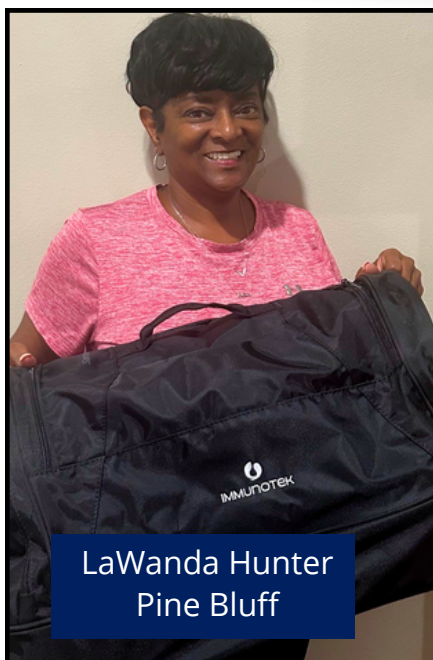
Early Bird | Night Owl



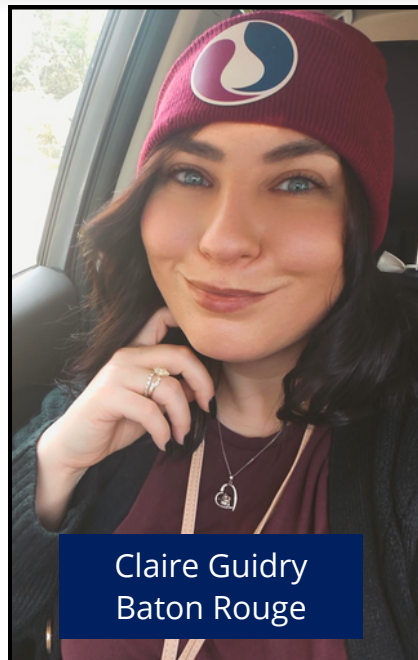
SUMMIT POWER SKILLS DEVELOPMENT WHERE GRIT MEETS GROWTH

Our center leaders have been busy climbing new heights through *Summit*. From May through August, they embarked on a journey designed to sharpen their skills in coaching, communication, problem-solving, and team development, all while continuing to guide and support their teams!

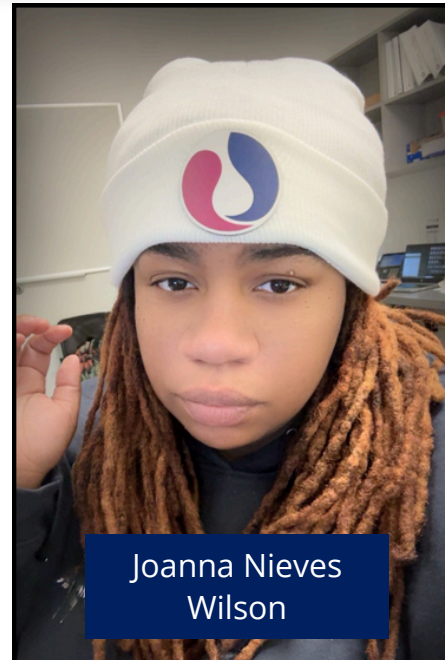
Now, it's time to celebrate their success! Congratulations to all who completed Summit! We can't wait to see the positive impact you'll continue to make in your centers!



LaWanda Hunter
Pine Bluff



Claire Guidry
Baton Rouge



Joanna Nieves
Wilson

Friendly competition. Impressive outcomes.

Everyone rose to the challenge; here's to those who went the extra mile.

1. Ashley Blackwell
2. LaWanda Hunter
3. Chris McKenzie
4. Noel Brown
5. Ben Ward
6. Anna Faciane
7. Joanna Nieves
8. Winton Burnett
9. Claire Guidry
10. Elizabeth Harms
11. Andrew Maggio
12. Rheagan Decker
13. Scott Dies
14. Derek Oestreich



Derek Oestreich & Rheagan Decker
Quincy



Ben Ward
Queensbury



**IMMUNOTEK™
SAFETY**

Whether you're celebrating Halloween or just enjoying the fall season, here are a few tips to help keep the festivities flowing and the workplace safe!



1 Costume Guidelines. Avoid masks, excessive face paint, or props that may obstruct vision, hinder mobility, or pose infection risks. No loose clothing that could get caught in equipment.

2 Safe Decorations. Keep hallways, exits, and emergency equipment (fire extinguishers, eyewash stations, etc) clear of decorations. Candles and open flames are not permitted. Use battery or electric lights instead.

3 Trip Hazards and Emergency Exits. Secure cords for decorative lights and ensure floor decorations don't create slips, trips, or falls. Decorations should not block signage, fire alarms, or emergency exits.

4 PPE First. Costumes should never interfere with proper glove use, lab coats, or PPE compliance.

5 Food Safety. If treats are shared, avoid homemade items. Provide only sealed, individually wrapped snacks to protect against cross-contamination. Clearly label treats that contain nuts or other common allergens.

6 Sanitization. Wipe down decorated areas and high-touch surfaces regularly. Do not pass around costume props or communal makeup. Maintain standard protocols, such as glove changes and hand washing.

7 Friendly, Not Frightening. Be respectful. Not everyone chooses to celebrate Halloween. Gory or scary costumes and decorations may be alarming to our donors or team members. Keep it lighthearted and welcoming!



With these tips, we can keep this month safe, festive, and friendly.
There is nothing scarier than unsafe fun!

KUDOS KORNER

YOU MAKE IT HAPPEN. WE MAKE IT KNOWN!

Have a great story, achievement, or celebration to share?
Send it our way for the next edition!

Certificate of Excellence

THE MONTHLY QUALITY AWARD

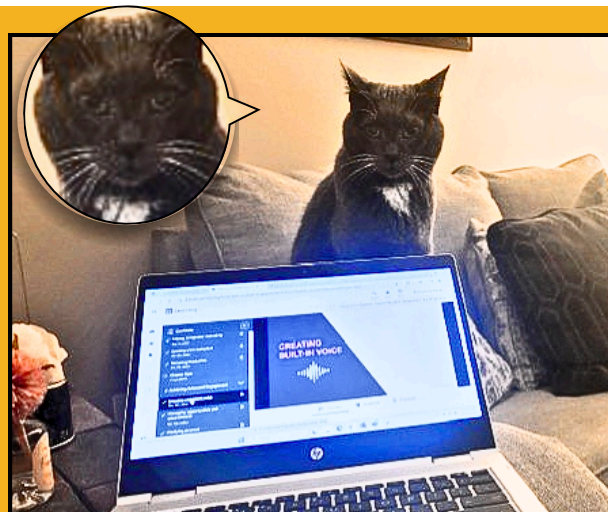
Bellmead Center

CERTIFICATE OF RECOGNITION FOR THE
HIGHEST OVERALL QUALITY PERFORMANCE IN
August 2025

DATE 9/18/25
DIRECTOR / VP *[Signature]*

DATE 9/18/25
DIRECTOR / VP *[Signature]*

Excellence Unlocked! Bellmead sets
the bar high for **Quality!**
Congratulations Bellmead!!



Summit lessons in action: **Albany**
QAM **Pamela DeLucia** sharpens her
leadership at home. Her cat? Not
quite sold on sharing the attention.



Consistency counts! The
Jackson team was treated
to lunch in recognition of
their **outstanding**
attendance record.



Tiffany Hyatt, Horn Lake MOS, represents
ImmunoTek while connecting with future talent at
the Landers Center Career Fair in Southaven, MS.



OCTOBER CELEBRATIONS

birthdays & anniversaries

Aaron Renshaw

Aisha Majied

Amber McCoy

Andrew Maggio

Andrew Smith

Brennan Pierce

Da'Brittney Strauder

Dana Savell

Darrell Sittig

Delano Morgan

DeLarrous Brock

Doneater Estes

Felicia Bray Colbert

Jamecia Jones

Jekelis Green

Jerissa O'Banner

Joycelyn Batiste

Keyara Sterling

Kitanna Howard

Kourtney Duncan

LaWanda Hunter

Linda Ruiz

Makalia Martin

Merry Ann Coakley

Noel Brown

Rena Mollihan

Rosa Meredith

Sherri Cuccio Dupuis

Stephanie Jacinto

Tisha Alexander

Travis Mills

Troyshay Williams

Tyon Blake

1 YEAR

Alesha Lupo

Camesha Abushanab

2 YEARS

Carmilla Hotard

Edward Jones

Jade Jones

Jana Kloecker

Shannon Broadwater

3 YEARS

Adriana Thompson

Glenn Cassida

Keyara Sterling

Melanie Winchester

Tiara Bush

William Johnson

5 YEARS

Ashley Pridgen

6 YEARS

Kelly Landry

7 YEARS

Anna Faciane