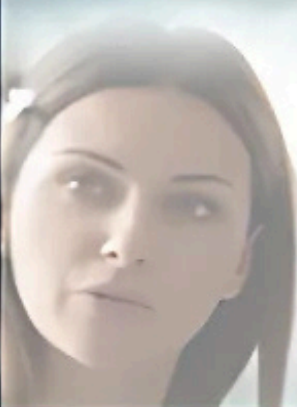
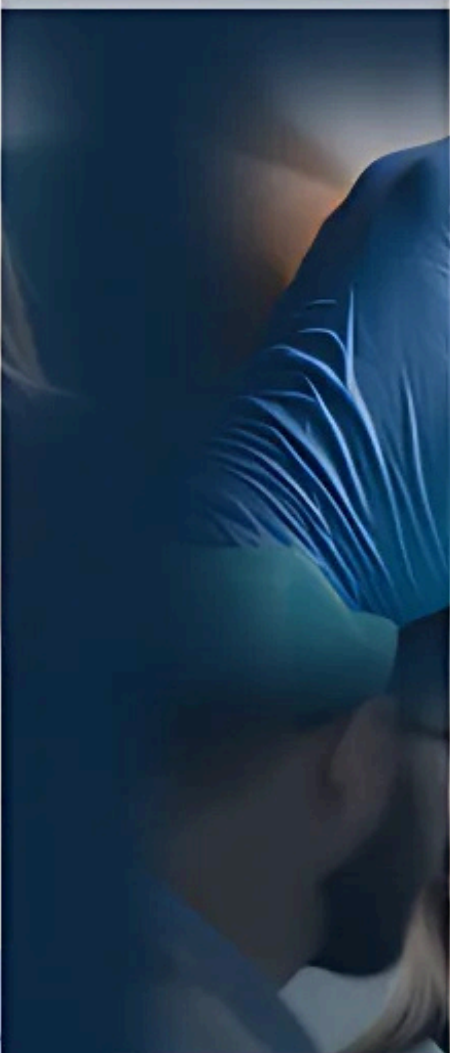




# IMMUNOTALK

Edition: July 2025



*Forged by Challenges. Refined  
through Excellence*

Team,

We are proud to unveil our new company motto: **Forged by Challenges.  
Refined through Excellence.**

This phrase captures the spirit of who we are and who we continue to become. Every obstacle we've faced has strengthened our resolve, sharpened our focus, and brought out the very best in us. Being forged by challenges means we don't back down when times get tough. We rise, adapt, and grow stronger. Being refined through excellence means we hold ourselves to the highest standards in everything we do for our donors, our teams, and the communities we serve.

It's more than words, it is a mindset! One that defines our culture, our purpose, and our path forward.

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“

BEING IN THE CENTER  
WITH THE LEADERSHIP  
TEAMS AND LINE STAFF  
IS WHERE I FEEL MOST  
FULFILLED.

”



CELEBRATING 10 YEARS

*Happy Anniversary!***JAMICHELLA YOUNG**

DIRECTOR OF REGULATORY

In 2014, Jamichella took a leap of faith. After years of third-shift operations management in a reference laboratory, she began searching for a role that matched her skills while offering a more balanced life. A job posting for a Quality Assurance Manager at ImmunoTek caught her eye, even though it was a field she knew nothing about. The job description felt like it had been written just for her.

Ten years later, Jamichella has become a cornerstone of ImmunoTek's culture and mission. Her journey has taken her across departments and responsibilities, but one thing has remained constant, her commitment to servant leadership. "No Matter what position I've held, my focus has been fostering the growth and development of others and improving systems and processes," she reflects.

Jamichella's most rewarding moments come not from titles or tasks, but from time spent alongside frontline teams, listening, learning, and sharing her knowledge.

Jamichella's decade of service has been shaped by growth, adaptability, and a deep-rooted desire to give back professionally and personally. Outside of work, she devotes time each month to community service, uplifting those in need and encouraging others to do the same.

When asked what advice she'd give to someone new in the plasma industry, her response is both practical and inspiring: "Be reliable and committed. Stay open to development. Be adaptable and detail-oriented. This work matters - and so does how you do it."

From servant leadership to community impact, your legacy is one of excellence and heart! Congratulations on a decade of inspiring growth and your contributions to the success of ImmunoTek. We can't wait to see what's next!



This year marks an incredible milestone for Leander, who is celebrating ten years of dedicated service to ImmunoTek. While we often see the visible impact of frontline roles, Leander's decade-long career is a powerful reminder that some of the most critical contributions happen behind the scenes.

# CELEBRATING 10 YEARS *Happy Anniversary!*

**LEANDER DELAHOUSSE**

SENIOR SYSTEMS COORDINATOR

Leander began her plasma journey with International Bio Resources (IBR) working in IT. That experience laid the foundation for a career that would grow in both scope and impact. When the opportunity at ImmunoTek appeared, it felt like a perfect fit, and has been a rewarding path ever since.



Leander has been an integral part of major system upgrades, taking pride in writing validation documents and test protocols that help uphold the integrity of the technology that powers ImmunoTek's mission. "Whether my role was big or small, being part of those projects has been incredibly rewarding."

“

WHETHER YOU'RE ON THE  
FRONT-LINE OR BEHIND THE  
SCENES, NEVER FORGET  
THAT YOU'RE PART OF  
SOMETHING BIGGER.  
PLASMA SAVES LIVES, AND  
WHAT YOU DO TRULY  
COUNTS.

”

Of course, a decade of service isn't all about systems and processes. Leander recalls pre-COVID days fondly, when the office came alive with birthday celebrations and themed events. One holiday party stands out in particular: a Wizard of Oz-themed celebration, where Leander turned a thrifted blanket into a Toto costume, complete with wagging tail. "We won that year," she laughed.

Outside of work, Leander brings that same energy and passion to her community as a member of the church choir.

Congratulations, Leander, on a remarkable 10 years of impact, integrity, and inspiration. We're grateful for everything you bring to ImmunoTek and proud to celebrate this milestone with you!



BY CORY HAMMOND

Tight timelines push collaboration. Small budgets fuel innovation. Constraints strip away distractions and force us to prioritize what truly matters. Efficiency isn't about cutting corners; it's about working smarter and staying agile under pressure.

[illegible]

Doing more with less isn't just a survival tactic—it's a mindset that builds resilience, fuels innovation, and creates stronger teams. When we stop chasing "more" and start valuing what works, we unlock a kind of resourcefulness that leads to lasting success.

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## "PROGRESS OVER PERFECTION" BY CASSIE ALVAREZ

When I first entered the plasma industry, it wasn't because I had a passion for compliance. I had just graduated and found a leadership program that I hoped would prepare me for a career in long-term care.

Like many of you, I was drawn to this work by a desire to help others. But over time, that purpose evolved. I wanted to understand how lifesaving therapies are made and how to make systems better. Whether it was a process, a program, or a team, I wanted to leave things better than I found them.

That's what drew me to Quality. QA isn't about pointing out what's wrong; it's about asking what could be better and building systems to support meaningful, lasting improvement. Continuous improvement isn't just a buzzword. It's a mindset. It isn't a project or a push. It's about curiosity, intention, desire, motivation, and the courage to ask hard questions.

- Did I do my best work today, or did I just get through it?
- Did I make a decision out of habit instead of intention?
- Is there a pattern in our errors (or in our successes) that we're not talking about?
- What can I learn from what didn't go right?

Growth starts with reflection, and reflection isn't always comfortable. But real improvement lives in the questions we're willing to ask and the habits we're willing to change.

So, this month, I encourage you to reconnect with your *why*:

- What brought you here?
- What made you choose this work – not just this job, but this mission?
- What keeps you showing up when the work gets routine, or the days get long?

When we reconnect with our *why*, improvement stops being about unattainable perfection, and starts being about progress. It becomes a daily choice to care more deeply, listen more closely, and lead more intentionally.

*Better than Yesterday* isn't about perfection. It's about progress. One thoughtful step forward, again and again. Let's keep stepping, together.

# RISING STARS & ROCKSTARS

*Turning courage into compassion - Koleasha's journey to a calling she loves!*

## MEET **KOLEASHA HAYNES**

**PHLEBOTOMIST | BATON ROUGE, LA**

From day one, Koleasha has brought heart, determination, and contagious positivity to the Baton Rouge center. Though she began her journey at ImmunoTek feeling nervous about performing sticks, she didn't let fear hold her back. Just shy of her two-year anniversary, Koleasha is now a top performer, proudly leading in yield and representing the true spirit of growth and grit.

“ **YOU CAN ACCOMPLISH ANYTHING WITH TIME AND A POSITIVE ATTITUDE!** ”

Pamela Selvage shares, “Koleasha is not just a Phlebotomist - she is a real star! She was one of the first to cross-train and takes pride in everything she does. She is deeply passionate about mental health and truly cares for her coworkers and donors!”

Koleasha is driven by her love for people, whether she's giving donors an “at home” experience or checking in on the well-being of her team. Her journey into phlebotomy was a bold shift, but the leap of faith led her to a career she genuinely loves.



**FUN FACT:** Originally from California, Koleasha loves playing the piano and fishing.



**OFF THE CLOCK:** Koleasha is a devoted mom who finds joy in cooking and entertaining.



**SNACK OF CHOICE:** Seafood and Cake & Ice Cream (not together)



**DREAM SKILLS:** Car Repair



**DREAM POWER:** Ability to heal the sick



**MOTIVATED BY:** The love she has for her family, friends, and God.

### **KOLEASHA'S PICKS THIS OR THAT?**

Coffee | Tea

Early Bird | Night Owl

Book | Movie

Beach | Mountains

Dogs | Cats







# BUILDING A SAFER TOMORROW: UNDERSTANDING KEY SAFETY REPORTING

BY: RYAN TAYLOR

At ImmunoTek, safety is a shared responsibility. Each report, observation, and discussion regarding safety contributes to fostering a more secure and supportive atmosphere for our employees and donors. To ensure our teams remain informed and empowered, here is a brief overview of two key reporting categories, and two incident terms you may encounter in the workplace.

## Employee Incident Investigation Report (EIIR)

An EIIR is submitted via iSupport by management promptly after a workplace incident involving an employee occurs. This report summarizes the incident briefly upon initial EIIR submission and comprehensively upon final EIIR submission. Immediate completion, especially post-medical treatment, is necessary for proper documentation, cause investigation, and initiating preventive measures.

## Safety Opportunity Report

A Safety Opportunity is a near miss or close call, not an injury or accident, that involves SOP violations or unsafe conditions. All employees must promptly submit these reports through iSupport within 24 hours. Each submission helps the Safety Department and management improve protocols, control hazards, and support ongoing training, ensuring a safer ImmunoTek for everyone.

**Incidents** are categorized as **Recordable** or **Reportable**. Let's take a look at both.

### Recordable Incidents

Work-related injuries or illnesses that meet OSHA recordkeeping criteria, such as:

- Medical treatment beyond first aid
- Days away from work
- Restricted job duties
- Loss of consciousness
- Diagnosed illness linked to work exposure

These must be properly documented and tracked to ensure compliance, and are used to evaluate workplace safety trends.

### Reportable Incidents

Incidents involving serious outcomes that require immediate notification to OSHA.

- A workplace fatality
- Inpatient hospitalization due to a work-related incident
- Amputation
- Eye loss

Rare events demanding urgent attention and swift reporting to remain compliant with federal regulations and to initiate immediate investigations.

Every report, big or small, makes a difference. Whether you experience a close call or witness unsafe behavior, speak up. Your proactive efforts directly contribute to a culture of accountability, awareness, and well-being across ImmunoTek. Safety is a team effort.

# ORDINARY DAYS. EXTRAORDINARY IMPACT. **THIS IS MY "WHY".**

In our line of work, we hear it often. *Our work saves lives.* It's true, but sometimes it's easy to forget.

Most days, we see healthy donors walk into our centers. They donate, we chat, we laugh, we collect plasma, and we freeze it. Then we do it again. And again. And again...The routine can blur the meaning. We get tired. We wonder if we're really making an impact. I've had those thoughts, too.

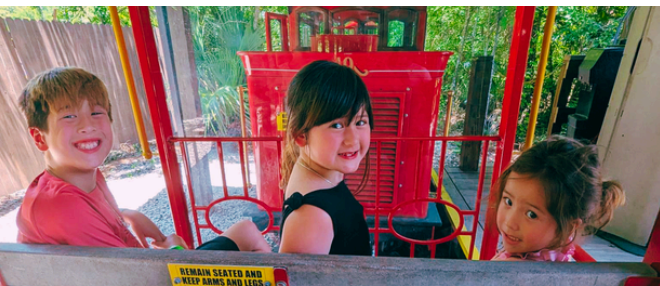
I started in this industry in 2009 in Moline, IL, as a Phlebotomist. I was young and had just dropped out of college, trying to decide what I wanted to do with my life. At the time, I was just looking for a job, but plasma quickly became so much more. I fell in love. I learned screening, then processing. I became a Senior Phlebotomist, a Supervisor, and kept climbing: Assistant Manager, Center Director, and eventually a role as a Corporate Training Manager with ImmunoTek.

It's been a long journey. Long days. Broken plans. Crisis Management. But also, so much personal growth, so many friendships, built confidence, and a major sense of pride. What I didn't realize until years later was the full truth behind that simple phrase: *Our work saves lives.*



Because on August 26, 2021, after giving birth to my third child, Jordan Noelle, I suffered serious complications. I experienced life-threatening blood loss and my body wouldn't clot on its own. To survive, **I needed plasma.** And I received it.

A stranger, somewhere, donated on a day that probably felt ordinary. Maybe they chatted with a staff member, told a couple jokes, then went home. That one donation, carefully collected and frozen, was transfused into me when I needed it most and helped to save my life. This is why we do what we do.



So if you ever find yourself wondering if you're making a difference, please remember...you are! **You're saving lives,** even if you don't see them. **The work you do saved mine.** Your commitment, resilience, and dedication to doing the hard work, day after day, not only saves lives...it builds careers, strengthens teams, and shapes futures

I am living proof that the work you do matters in ways you may never fully see. Whether you're just starting out or working your way forward, know that your efforts make a difference. Keep showing up, keep learning, and keep pushing, because every role, every challenge, and every act of care brings us closer to our purpose: saving lives.



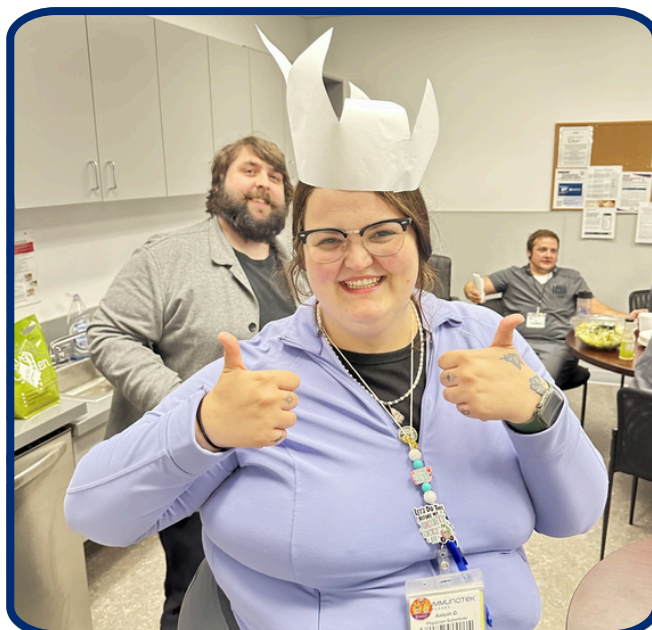


## KUDOS KORNER



Queensbury enjoys Olive Garden during their staff meeting, where Aayliah Doran was crowned their Freezer Safety Queen!

Look out Burger King! Queensbury is comin' in hot with the crowns!



During Wilmington's Hat Day, India and Lindsay congratulate Raymond Duker, who won a new Samsung tablet in the center's monthly raffle.

Congratulations to TEAM QUINCY for their commitment to Quality Excellence!

HIGHEST OVERALL QUALITY PERFORMANCE  
MAY 2025

### Certificate of Excellence

THE MONTHLY QUALITY AWARD

### Quincy Center

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

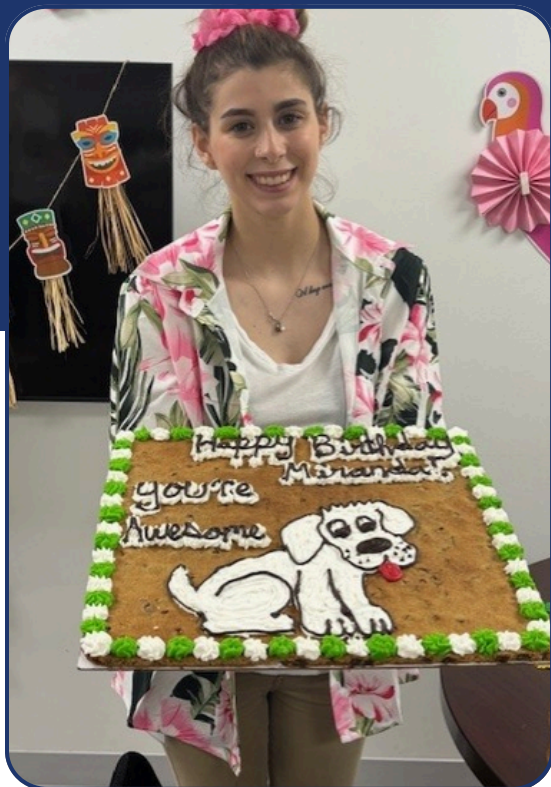
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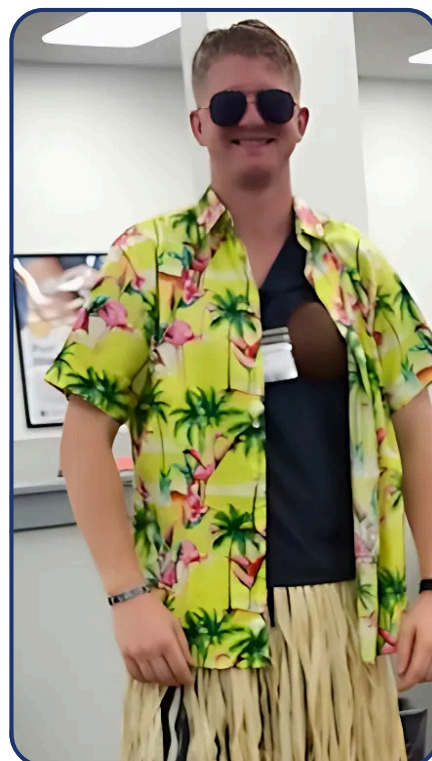




## JEFF CITY TURNS KUDOS KORNER INTO... **MAHALO MOMENTS**



**JEFFERSON CITY CELEBRATED MIRANDA'S BIRTHDAY AND THE CENTER'S 100% YIELD WITH A HAWAIIAN-THEMED PARTY! MAHALO (THANK YOU) FOR YOUR HARD WORK AND THIS INCREDIBLE ACHIEVEMENT!**



**Have a great story, achievement, or celebration to share?  
Send it our way for the next edition!  
[SPOTLIGHT@IMMUNOTEK.COM](mailto:SPOTLIGHT@IMMUNOTEK.COM)**

## JULY CELEBRATIONS

# birthdays & anniversaries

Adriana Thompson  
Ashley Wright  
Brandon Lingard  
Bryant Patterson  
Daijah Browhaw  
Danielle Thompson McGee  
Elijah Nadler  
Halle Lacy  
Iris Ho-Palma  
Jasmine Dalton  
Katie O'Donnell  
Krislynn Roberts  
Lashone Davis  
Linda Chesney  
Madesyn Portillo  
Marlow Alexander  
Rebecca Van Steenberg  
Shontell Thomas  
Solange Murray  
Tamia Wilson  
Tania Wagner  
Tiara Bush

### 1 YEAR

Aaliyah Doran  
Alerian Newborn  
Amber McCoy  
Avery Wilson  
Christopher Walker  
Ciera Stancil  
Cooper Pennington  
Daijah Browhaw  
Elisa Scott  
Jovial Childs  
Kourtney Duncan  
Kurt Stadtmuller  
Madesyn Portillo  
Myah Pitts  
Owen Lee  
Rosa Meredith  
Thomas Ulrich  
Trisha Harrell

### 2 YEARS

Bryant Patterson  
Darius Brumfield  
Emaleigh Havard  
Iris Ho-Palma  
Keyuana Griffin  
Latia Wilson  
Marvella Robb  
Rebecca Van Steenberg  
Tara-Lynn McClenning  
Tyler Benson  
William Jackson

### 3 YEARS

Chaka Burden  
Dominique Holmes  
Jennifer Jones  
Lashonda Craddieth  
LaWanji Rogers  
Pamela Griffin  
Tedric Mickens

### 4 YEARS

Crystal Ruiz  
Ronda Goldman

### 6 YEARS

Katie O'Donnell

### 7 YEARS

Amanda Smith  
Danny Veryamani  
Scott Lee

### 9 YEARS

Sherri Dupuis

### 10 YEARS

Jamichella Young  
Leander Delahoussay