



Joining Forces
With Blood Systems



Donor Recognition
Clubs Update



Employee & Lab
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Bloodlines

Community Blood Services Newsletter

Life Shared. Life Saved.

Community Blood Services & Blood Systems Join Forces



HR's Deana Fatovic visits Arizona

On February 1 Community Blood Services joined Blood Systems, headquartered in Scottsdale, Arizona. Our new relationship with Blood Systems is expected to expand the depth and breadth of the transfusion medicine support the center provides to the sophisticated medical community it has been serving for more than 60 years.

"With Blood Systems as our parent organization, we will bring new services and sustain a strong blood supply for our region. By joining such a large, national organization, we also anticipate significant benefits for the donors and patients we serve as we improve our efficiency and effectiveness," said Dr. Dennis Todd, Community Blood Services president and CEO.

Blood Systems President and CEO Dan Connor said working with Community Blood Services will allow Blood Systems to introduce its clinical services and patient blood management programs to other sophisticated medical communities outside of its traditional base in the western United States.

"We are proud that Community Blood Services has chosen to join us and we look forward to working with its dedicated team," Connor said.

With approximately **4,100 employees**, Blood Systems is one of the nation's oldest and largest transfusion medicine organizations. Founded in 1943, Blood Systems' Blood Centers Division (Bonfils Blood Center, Blood Centers of the Pacific, Community Blood Services, Inland Northwest Blood Center, LifeShare, LifeStream and United Blood Services) provides blood, blood components and special services to patients in nearly **700 hospitals** in **22 states**. This year the Blood Centers Division will collect approximately **1.2 million** life-giving blood donations.

In addition, Blood Systems Research Institute generates and analyzes data to aid the US and worldwide transfusion community by recommending testing strategies and technology. Creative Testing Solutions, a co-owned venture with OneBlood, the Institute for Transfusion Medicine and Bloodworks Northwest, is the largest independent blood donor testing organization in the country, and tests approximately 33 percent of the United States blood supply at high volume laboratories in Dallas, Phoenix, Seattle and Tampa.

Blood Systems' BioCARE division distributes therapeutic biologicals and recombinant coagulation factors, including such products as albumin, coagulation factors, fibrin sealants, IVIG and Rh immune globulin. Blood Systems also owns Canyon State Insurance Company which provides support for such select insurance programs as workers' compensation.

Blood Systems is a founding member of America's Blood Centers (ABC), the AABB (formerly the American Association of Blood Banks) and HemeXcel Purchasing Alliance and HemeXcel Resources, which were formed in late 2013 with partners Bloodworks Northwest, ITxM, New York Blood



“The future promises to be bright!”

- Dr. Dennis Todd
President & CEO

It's been five months since we officially joined the Blood Systems' family and we have begun to settle in and connect with our counterparts in Arizona. At this time I think it's important to re-emphasize a couple of points I made back in January when I first announced we were joining Blood Systems.

First and foremost, I will remain as president and CEO of Community Blood Services (CBS), reporting to Dave Green, president of the Blood Centers Division of Blood Systems. In addition, as a subsidiary of Blood Systems, we will still operate under our own FDA and state licenses and remain responsible for any changes in respect to our operations. The advantage we

now have as the result of joining Blood Systems is that we have a wealth of talent and very strong professionals throughout Blood Systems providing additional support and helping us to continue to fulfill our mission.

One significant change made at this time is the transfer of our Quality Assurance (QA) Department's staff and responsibilities directly to Blood Systems. The QA transfer is a board-mandated policy for every Blood Systems blood center. It means QA must now adopt Blood Systems' quality program and our QA staff is transitioning to becoming employees of Blood Systems, reporting to Donna Fisher, director of quality for field operations based in Denver, Colorado. As QA continues to fully integrate into Blood Systems, we can expect to see a lot of Donna in Montvale.

Also as part of the ongoing integration, our Finance Department has begun adopting the Blood Systems finance reporting program and our insurance, with the exception of medical benefits, has been transferred to Blood Systems' insurance, Canyon State Insurance, reducing our company's insurance costs.

Many of you have already noticed a steady stream of Blood Systems' visitors at our Montvale headquarters which will continue as Blood Systems gets to know us. You can view a schedule on SharePoint as the dates for those visits are set.

I was especially excited to have Blood Systems' Leadership Development team, headed by Don Colvin, visit us in mid June. In the future this team will run two programs designed to provide our management team with the tools needed to effectively manage our operations. Many members of Blood Systems' leadership team have participated in these programs. The STARS program for supervisors and managers emphasizes team building, effective communications, conflict management and motivation. The Inspired Leader Program for directors, managers and others discusses the concepts of strategic thinking, budgeting, communication and business ethics. Both programs will be run on-site or at various Blood Systems locations.

As we all know, whenever there is change rumors often follow about what that change may mean. Some rumors have caused much unnecessary concern within our CBS family. Rumors have circulated that Blood Systems is chopping positions at CBS, looking to eventually close CBS, and that I will be leaving soon. I want everyone to understand these rumors have no basis in fact! I will remain as your CEO and Blood Systems is not closing CBS or eliminating positions. Blood Systems made a strategic decision a couple of years ago to invest in expanding its sphere of influence nationally to effectively compete in a changing market. For a number of years New Jersey has been a prime target for that expansion. Blood Systems has made a multi-million dollar investment in Community Blood Services and would not consider closing or disrupting a business that has grown into one of the largest most preeminent blood centers in New Jersey.

So where did these rumors come from? It turns out that a couple of former CBS employees have fed false information to some of our staff members. We know who these former employees are and have addressed their very unprofessional behavior with their current employer. I am asking, please, that if you hear of any subsequent rumors you see me or your department head to get the true facts.

In the meantime, you can expect to see small blood centers continuing to struggle for survival as a result of changes in our industry throughout the country and, in many cases, seeking relationships with larger organizations like Blood Systems. A few years ago, New Jersey had eight blood centers serving its hospitals. Today that number is down to five and I predict that number will eventually become three, with Community Blood Services being one of those three.

Our reputation as one of the best blood centers in the region is why Blood Systems was so interested in having us join its family. Regardless of our affiliation, what will allow us to survive and grow in our industry's changing landscape is offering top-notch customer service. If we continue to be attentive to the needs of our hospital clients, respect our donors, and work as a team everything else will fall into place. Keep up your great work and the future promises to be bright!

Our Blood Center Is Now Serving Former BCNJ Donors and Hospitals

Community Blood Services, which has been providing the blood needed by patients in area hospitals for more than 60 years, is now serving many of the blood donors, blood drive sponsors and hospital customers of the Blood Center of New Jersey (BCNJ) in East Orange following the closing of BCNJ.

After experiencing serious financial setbacks in recent years, BCNJ pursued an Assignment for the Benefit of Creditors that resulted in Community Blood Services acquiring selected BCNJ assets to continue servicing community donors and hospitals.

“Since BCNJ closed in December our blood center has focused on maintaining a stable blood supply for patients who need transfusions in our community hospitals by welcoming BCNJ’s volunteer donors and blood drive sponsors,” said Kathleen McKenna, vice president of operations.

Our center has also welcomed a number of BCNJ’s frontline staff to continue to serve donors, blood drive sponsors and hospitals, including former lab techs, donor technicians and recruitment account managers, McKenna said.

Community Blood Services reopened BCNJ’s former Parsippany donor center in February and has just begun a recurring mobile blood drive in the area of BCNJ’s former West Orange donor center. We are also working on scheduling recurring platelet donor drives previously operated by BCNJ.

“It is a great sign that collections have increased since taking on BCNJ’s donors and donor groups but we still have a ways to go to meet the goals we set to ensure we can consistently provide the blood products needed by our hospital clients,” said McKenna. “I know that by working as a team we can make this happen.”



New Recruitment Department account managers from BCNJ (from left) Brenda Saunders, Jeff Ochital and Bridget Schindo

Open House Welcomes Donors to New Parsippany Donor Center



Dr. Todd and Parsippany Mayor Barberio

Community Blood Services is now welcoming former Blood Center of New Jersey (BCNJ) volunteer donors, as well as new donors from the Morris County area, to its new Parsippany Donor Center in New Jersey.

An open house Grand Opening was held March 26 to acquaint donors with the new center at 1259 Route 46 East, Building #4, Suite 12. Parsippany Mayor James Barbiero and Dr. Dennis Todd, president and CEO of Community Blood Services, held a ribbon cutting to kick off the event.

East Orange-based BCNJ, which closed its doors in December 2014, had previously operated the Parsippany Donor Center. In February Community Blood Services reopened the center three days a week to accommodate platelet donors who previously had donated at the site, as well as blood and plasma donors. The center is open Monday, 7 a.m. to 3 p.m.; Thursday, 12 noon to 8 p.m.; and Sunday, 8 a.m. to 2 p.m.

“Community Blood Services has been working hard to establish long-term relationships with former BCNJ donors and blood drive sponsors in support of the blood needs of New Jersey’s hospital patients,” McKenna said. “We hope to also attract new volunteer donors to the conveniently located center.”

McKenna said the need for donors increased after Community Blood Services took on the additional responsibility of supplying blood and platelets to some former BCNJ hospital clients. She said Community Blood Services is the main supplier of hospitals in the Atlantic Health System which serves patients in Morris/Sussex/Passaic and Union counties, including Morristown, Overlook, Newton and Chilton medical centers.

On the Road with Platelets



Our shrinking platelet donor base has led our Recruitment Department, under the guidance of our new recruitment director, Rita Polchin, to launch a new pilot program – “On the Road with Platelets.” Starting in May, a team of recruiters started visiting our fixed sites and mobile blood drives to recruit new platelet

donors and encouraging them to become committed, frequent donors. This will be an ongoing project, with additional strategies to be implemented in the future, Polchin said.

Polchin noted our platelet donor base has been steadily declining due to travel restrictions, medical reasons and donors aging out or relocating. In addition, many donors often have time constraints when donating and can't spend the extra time it takes to donate platelets.

“On the Road” team members include Rita Polchin; Garrett Allen, call center manager; Robin Gathers, administrative assistant; Maureen Barker, platelet recruiter; volunteer Joe McHale; Marion Plumley, recruitment supervisor; and account manager Brenda Saunders. Several team members are dedicated platelet donors themselves who understand just why it's so important to donate regularly.

“You can help to save a life! If you are a male, please consider becoming a platelet donor or reach out to your male family members and friends to urge them to become platelet donors.” - Rita Polchin

Increasing our platelet donor base is important for a variety of reasons, including the fact it will help the blood center financially by decreasing the cost of imports. At least 50 platelets must be collected each day to meet the needs of our community hospitals and we are falling far short of that goal. Also, since platelets are only good for five days, they must constantly be replenished. We're turning to the same donors over and over to ask them to come back. Finally, platelet demand increased when we took on the additional responsibility of supplying platelets to former BCNJ hospitals.

Team members will educate and try to convert whole blood donors into platelet donors and encourage them to become frequent donors by joining Delaney's Platelet Donor Club. Five-year-old Delaney used many platelets when she was diagnosed at 4-months-old with Stage IV neuroblastoma (see page 7) and the club encourages members to commit to making three donations a year. Rita said recruitment will also try to schedule platelet-only mobile blood drives in the future to further increase the donor base.

Take Advantage of 403b Contribution Opportunity!

Consider contributing to a 403b account today and make an investment in your future. Whatever your financial situation is today, examining your retirement planning strategy now could help you reach your retirement objectives tomorrow!

Your retirement is a key part of your employee benefits package and we hope that you take advantage of the opportunity. When you enroll and save through Community Blood Services' sponsored 403b plan you can save and lower your current tax obligation; any investment earnings accumulate tax-free and YOU decide how to invest and manage your own account. Our plan, administered through Voya, is for employees regularly scheduled to work 20 hours or more a week.

Please see Jeannette in HR if you would like more information and/or an enrollment packet.

Employees are also welcome to contact our 403b consultant, Brian Saxton, at [973-993-2504](tel:973-993-2504) with additional questions.



Calling All Employees... The Referral Reward Program Needs You!

The need for first time mobile blood drives is ongoing, especially during the critical summer months when the blood supply dwindles because there are fewer blood drives and donors are away on vacation. We know that often the most successful blood drives are those organized through referrals. We encourage any employee to refer a new sponsor group (church, corporation, school, community group, etc.) and earn \$50! New sponsor groups are defined as first-time blood drive sponsors or those who have not run a blood drive within the past three years.

If you have a new sponsor group to refer, please contact Human Resources at Ext. 1422 for more information.

BLOODLINKS Program Continues to Grow

BLOODLINKS, our “Unique Donor, Unique Hero” program, ensures all seriously ill patients who need uniquely matched units of blood for transfusion have access to tested and matched blood to meet their special needs. Patients who have received multiple transfusions can develop multiple antibodies whose combination may represent a challenge in finding suitable donors for those patients. BLOODLINKS’ donors supply rare antigen negative RBC units for both one-time patients’ transfusion therapies and for “chronic” patients receiving ongoing transfusions.

Our rare blood unit inventory is continuously replenished with the help of our [BLOODLINKS program](#) which freezes very rare blood units before their expiration dates. Testing for all units is done in the Montvale lab.

Our Recruitment Department works closely with the Immunohematology Reference Laboratory (IRL) in Montvale to identify and recruit these special donors with a combination of negative antigens that are suitable for transfusion into patients with multiple antibodies. At the end of each month diverse drives for the month ahead which will be attended by African American, Latinos and Hispanics are identified and the IRL pulls those units after the drives for the rare donor inventory. In addition, mailings are done to educate rare donors so when they are called they will understand why they are needed. In an attempt to keep the rarest donors coming back a letter is sent telling them why their donations are so important.

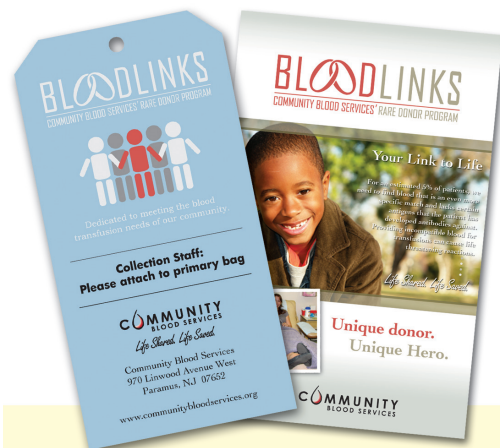


(left to right) Dr. Pearl Bongolan, director of Technical Services, with HLA-matched platelet donors Johanna Caturan and Kimberly Steinberger. Johanna is a medical technologist in the Stem Cell Division’s cord blood laboratory, while Kim was once a donor services rep team leader at CBS.

Any illness that suppresses bone marrow red cell production can necessitate blood transfusions, depending upon a patient’s hemoglobin levels and symptoms. “Chronic” transfusion patients can be battling leukemia or other blood cancers, as well as sickle cell anemia. The need by “chronic” BLOODLINKS patients varies widely. Some require as few as two units a month, while one recent HackensackUMC patient required 13 rare units in just one week, as well as platelets.

Currently we are supplying 17 patients with these special units in various hospitals, six of whom have sickle cell anemia. We also supply HLA-matched platelet units to our hospitals.

In 2014 we supplied 130 rare units on average each month to our hospitals. In June 2015 alone, we sent 51 units to HackInsackUMC, 37 units to Trinitas hospital and 17 units to Overlook hospital.



DID YOU KNOW?

- At a minimum, sickle cell patients usually require C, E and K negative antigen matches. These are the first negative antigens the IRL looks for when testing donors.
- We test most of our Type O and Type A donors to see if they have these rare negative antigens.
- So called “double Duffy” negative antigens (Fya, Fyb) are common in the African American population.
- “Big E” and “Big C” negative antigens are common among Hispanic rare antigen donors.
- There is no single test available that allows us to test a donor for all antigens. Testing is done in waves, revealing antigen statuses one at a time.



Katerina Hatzis and Thanh Nguyen, FDU Pharmacy School



Caitlin Beard and Xin Huang at Felician College, Environmental and Social Issues Club and Nursing Association

The HLA Bone Marrow Registry

Since January 2015 The HLA Registry has facilitated 22 recruitment drives, adding over 750 new members to the registry, 361 potential match requests, and 14 marrow and peripheral blood stem cell (PBSC) collections. Eight of the PBSC collections were performed at our own CBS apheresis center.

(See page 7 for PBSC donor Denis Zamora's story.)

Since the best outcome for patients is from the 18 to 44 year old age group recruitment efforts are being focused on colleges, universities, and technical schools. Among the young groups this past year willing to make an extra effort to help save a life were the Marrow Club at Seton Hall Prep, the Environmental and Social Issues Club at Felician College and FDU's Pharmacy School.

On average 30 - 40% of donors potentially matched to a patient end in disappointment. When we call to notify a donor that he or she is a potential match many individuals are too busy, no longer interested, or have moved and we just can't find them.

The HLA Registry is working with Be The Match at NMDP on various pilot projects to help increase the number of committed members. One of the latest is to gauge the strength of commitment at the time of recruitment. Each individual who registers is asked five questions. Should they not be willing or very willing to commit to those questions they are asked to read more about becoming a donor on www.bethematch.org and wait until they are ready to make the commitment and instead register at another event or online in the future.

The HLA Registry Recognized for Achieving Highest Minority Goal

The HLA Registry at Community Blood Services received an award for Outstanding Achievement at the NMDP 2014 Council Meeting in Minneapolis for tallying the highest number of minority recruitment registrations over goal. The registry exceeded its registration goal by 246.4% for fiscal year 2014. The registry also was recognized for its growth in the number of Caucasians recruited since 2013.

This award highlighted a busy year at The HLA Registry. Most live bone marrow registration drives targeted the education and registration of potential donors with ethnically diverse backgrounds to help address the shortfall on the national Be The Match registry of minority donors available for minority patients in need of lifesaving bone marrow and stem cell transplants.

"We are grateful for all who step up to become potential matches for patients in need," said Kathy Young, recruitment manager for The HLA Registry. "In particular, we need those with diverse genealogy because the registry worldwide is under represented for minorities at only 7%. Since 70% of patients waiting for their cures will require a non-related donor, the search becomes even more vital for those of multi-racial ethnicity."

**Not yet a member of the Be The Match registry?
Call Kathy Young at ext. 1480 to ask how you can join.**



**DON'T
HOPE.
ACT.**

BE THE MATCH



Delaney's Club Captures Donors' Hearts

Our mission to ensure an adequate supply of platelets for patients in our area hospitals led us to the perfect little ambassador to inspire donors to join our newest donor recognition club. Her name is Delaney and she is president of [Delaney's Platelet Donor Club](#). At 3 months old Delaney was diagnosed with stage IV neuroblastoma and needed weekly platelet transfusions during chemotherapy and radiation to treat her cancer. Today, this bright, adorable five-year-old is in remission but still fighting the aftereffects of her treatment.

Delaney and her mom Kaitlin, who live in Wood Ridge (NJ), want everyone to know how important platelet donations are to saving lives in our community. "Delaney has needed platelets her entire life" said Kaitlin. "A donor who pledges to donate platelets can become another child's hero. We can do it together!" Delaney's club encourages donors to commit to making three donations a year to increase the platelet supply.

Kaitlin and Delaney, who tirelessly spread the word about Delaney's special club, are the coordinators for Montclair State University's bone marrow and blood drives. Delaney also

serves as our ambassador on Facebook, Twitter and Instagram by educating the community about the ongoing need for platelets and reaching out to platelet donors when there is an urgent need.

Donor recognition clubs like Delaney's not only recognize our dedicated volunteer donors but help us to increase donor frequency so we can better meet our hospitals' needs. They also allow us to target specific blood types and products to meet those needs. In addition to Delaney's club, we offer a [Special Delivery Donor Club](#) for Type O negative cmv negative donors who donate pediatric baby units. And we offer a [MVP \(Most Valuable Plasma\) Club](#) for our AB male plasma donors.

"We depend upon our donor techs in the donor rooms and on mobile blood drives, our telerecruiters who call donors, and other staff members who talk with blood drive coordinators, friends and family members about the importance of donating to remember to mention these unique clubs so we continue to increase club memberships to ensure there is always an adequate supply on our shelves," said Karen Ferriday, Community Affairs director.

Delaney's Uncle Pays it Forward

Denis Zamora, a Wayne police officer who lives in Clifton, knows how important it is to give back and to honor the commitment to answer the call for a patient in need by donating. His niece Delaney depended upon countless committed platelet donors to help her through her cancer.

Denis joined the Be The Match national marrow registry through The HLA Registry's drive in April 2014 at Montclair State University where Delaney's mom works and coordinates blood and marrow drives. On June 4th he was called as a potential match for a young woman with acute myelogenous leukemia (AML). Denis quickly agreed to help the woman and went to have his blood drawn. The blood was then sent to the young woman's transplant center somewhere in the U.S. but in August 2014 he was told the patient was not yet ready for transplant and he became available for another patient in need.

Surprisingly, Denis was called again shortly afterwards in January 2015 as a potential match for another young woman. Again Denis quickly agreed to go for his blood test. One month later he received the call to say this patient needed him to donate his Peripheral Blood Stem Cells (PBSCs) for her life-giving transplant.

Denis next participated in an information session to learn more about his donation and what was ahead of him and had his physical to ensure it was safe for him to donate. In February Denis' PBSCs were collected at our Montvale Donor Center where he spent the day under the care of our skilled apheresis staff. That same day, Denis' lifesaving cells were transported and infused into his recipient and today she is recuperating and doing well!





Employee Appreciation Week

Community Blood Services hosted a 61st anniversary party and all employees were the guests of honor when the week of August 25 thru August 29 was officially designated Employee Appreciation Week. Each day had special activities such as Wear Red Day, games, giveaways, food and, of course, prizes! Contest winners included:

Winners of the Jelly Bean Contest:

- Montvale: Rose Shaw
- Paramus: Angela Kukelka
- Allendale: Kevin Morrison

Winner of the Scavenger Hunt Photo Contest:

- Team Stem Cell (Johannah Caturan & Nigel Thurstans)

The company would like to thank all employees who participated in the celebration of Community Blood Services' 61st anniversary (and reminds employees to watch for news coming soon for the next anniversary celebration). We could not have come this far as an organization without the hard work and dedication of each of our staff members and truly appreciate all you do.

Week-Long Event Honors Our Lab Professionals

In April we celebrated National Medical Laboratory Professionals Week by recognizing and thanking our laboratory staff for their loyal support throughout the years. Medical Laboratory Professionals Week is an annual celebration of the lab professionals and pathologists who play a vital role in every aspect of health care, a time to honor those who work behind the scenes performing and interpreting critical testing every day.

Starting April 20 and throughout the week our lab colleagues participated in fun-filled activities which included STAT! Challenges, a photo contest, a scavenger hunt, a zoom in photo game, an RBC bag candy-counting contest, and a lab coat design contest. The week wrapped up with a fashionable catwalk of the designer lab coats and an awards ceremony, followed by ice cream for all. **Winners included:**

- **Anna Sianozecki** from the Stem Cell Division had the fastest turnaround time in the scavenger hunt. Anna found all 10 lab-related items in less than half an hour.
- **Norina Ismailzada** in the Reference Lab won the RBCs candy counting contest. Norina guessed 160 – the actual number was 166.
- **Team Reference Lab** won the Lab Coat Design Contest, with the winning coat modeled by Evah Yikona-Spaudling. Nigel Thurstans of Stem Cell and Darshana Mistry of Technical Services also modeled the coats created by their teams in the catwalk.
- **Team Reference Lab** won the photo contest with their super heroes-themed photo.
- **Linda Sciapco** and **Norina Ismailzada** of the Reference Lab were the Macroscopic Photo Game winners.

Other award winners were:

- **Norina Ismailzada**, Sunshine Award for the brightest smile
- **Alice Etienne**, Champagne Award for most sparkling personality
- **Nigel Thurstans**, Duct Tape Award for being able to fix just about anything
- **Evah Yikona-Spaudling**, First Responder Award for always being ready to go as needed
- **Carl Oerke**, Baby's Bottom Award for smoothest in times of crisis

Celebrating Our Volunteers!



Community Blood Services' dedicated volunteers serve as blood center ambassadors and help us to fulfill our lifesaving mission by sharing their talents at the blood center. As a CBS team member each volunteer makes a difference in ensuring the donation process runs smoothly and that our donors have positive experiences and feel appreciated.

Volunteers who serve in our Telerecruitment, Community Affairs, Human Resources and Clinical Services' departments, together contribute hundreds of hours per month volunteering.

Every year Community Blood Services holds a Volunteer Appreciation breakfast to recognize and thank these outstanding volunteers. This year's breakfast was held May 12 at The 9 Iron Grille in Paramus, NJ. Six volunteers

attended, along with the employees who work closely with each of them. Volunteers attending this year's event were Corland Bartlett, telerecruitment caller; Jill D., receptionist; Joe McHale, former blood center Trustee and a volunteer since 2006; Ruth Primavera, canteen volunteer; Gina Schwartz, data entry, who now works at the blood center; Sandy Snow, a canteen volunteer since 2009; and Lois Uhl, canteen volunteer. Special thanks to Volunteer Lidia DiCarlo, who has been helping out in the donor canteen in Paramus since 2000, clocking more than 3,100 volunteer hours!

Know a friend or family member who would like to volunteer? [Click here](#) to learn more. Please tell interested individuals to call 201-389-0429 or email jeannette@cbsblood.org.

**Please take a moment to recognize our volunteers' contributions when you see them.
A thank you goes a long way!**

Longtime Employees Honored at Anniversary Breakfast

Human Resources hosted a breakfast for some VIPs this past March.

We salute the following Community Blood Services employees for their years of loyal employment.

5 years

Ashley Pemberton

Clinical Services, Donor Technician

Estrella Daroy

Technical Services, Medical Technologist

John Ruehl

Transportation, Driver

Jonnathan Rios

Technical Services Technician

Linda Taibot

Telerecruitment Team Leader

Jamie Lapy

HLA Administrator

Olga Linetski

Finance, Assistant Controller

Kathleen McKenna

Operations, Vice President

Grace Bialobrzeskii

Transportation, Driver

Diane Eliya

Quality Assurance Director

Elizabeth Ruiz

Cord Blood, Collection Specialist

Paramjit Kaur

Clinical Services, donor Technician



10 years

Joseph Bulaon

Community Affairs, Graphic Artist

Steve Duffy

Quality Assurance, Technical Specialist

Carlos Valle

IT Director

Lisa Ward

Clinical Services, Supervisor

Jorge Gomez

Facilities, Warehouse Assistant

15 years

Karen Ferriday

Community Affairs, Director

Carmen LoBue

Medical Affairs, Assistant

Raul Miranda

Transportation, Driver

25 years

Kiran Patel

Components, Technician

Maureen Barker

Telerecruitment, Donor Service Rep

**CBS salutes Maureen & Kiran
for 25 years of dedicated service!**



Barbara Molnar, Quality Assurance assistant, just celebrated the 1st birthday of her first grandchild, Madison Anne, who weighed in at 6 pounds 10 ounces and 17 1/2 inches long when she was born a year ago on June 16, 2014 to Barb's daughter Amanda and husband Angel. Barbara welcomed granddaughter #2 on September 30, 2014 when her son Joe and his wife Christina became proud parents to their beautiful daughter Lily, 7 lbs. 1 oz. 19 inches long.



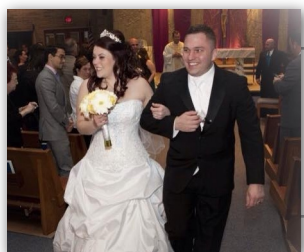
Dotie Plaza, donor coordinator, The HLA Registry, reports proudly that the Be The Match Walk Run to Cure Blood Cancer last September was a true family affair with husband Joe Plaza, daughters Eva Plaza Garabedian and Laurie Plaza and granddaughters Olivia and Grace all participating! The day of the run was also Olivia's 14th birthday and Grace's 12th birthday! The Plaza family showed they all have the power to cure blood cancer!



Karen Ferriday, director of community affairs, and her husband Jack have been enjoying their first grandchild, Zev Odin Nemiroff, who was born on October 2, 2014 to Karen's daughter, Jenn Ferriday, and her husband, Gabe Nemiroff of Sandia Park, New Mexico. Zev was 8 lbs. 1 oz. and 21 inches long.



Catherine Frassetto, search specialist for The HLA Registry, welcomed her 5th grandchild, Landon Michael Adams, on April 7, 2015. Landon's parents, Tara and Rob, and big brother Liam, 5, are so happy Landon has finally arrived! Landon was 6 lbs. 3 oz. and 18 1/2 inches long.



Robert Hatch & Nicole Marie Brady (now Hatch) were married on March 20th at the Our Lady of Consolation church in Wayne, then followed up the ceremony with a fun-filled reception at the Venetian in Garfield.

Staff Promotions

Congratulations to all of our colleagues on their promotions this past year!

Christian Todd, Carlos Valle and **Pearl Bongolan** all have been promoted to directors of their various departments. Christian is now Director of Hospital Services; Carlos is Director of Information Technology (IT); and Pearl is Director of Technical Services.

Diane Elyia, who has played a key role during our transition with Blood Systems, has been promoted to director of Quality Assurance (QA), reporting directly to Blood System's corporate office. Diane will lead the QA team and spearhead projects and audits to ensure CBS maintains the highest quality standards.

Olga Linetski was promoted to assistant controller in the finance department. In her new role, Olga continues to manage the payroll, accounts payable and billing departments but now also manages all daily operations of the finance department including external audits, inventory and reporting. She is also the point person for the staff's finance needs.

Robert Hatch was named the Recruitment Department's lead account manager. In his expanded capacity, Rob is responsible for training/mentoring the account managers in all areas of account management including customer service and drive efficiency. Additionally, he will be accountable for researching, implementing and measuring new recruitment strategies.

Deana Fatovic has been promoted to the position of HR manager, responsible for developing and directing all Human Resources programs and initiatives for CBS. Deana, who received her B.A. in psychology with a minor in human resource management from Rutgers University, is expected to complete the human resource management master's degree program at Rutgers in 2016.

Johannah Caturan has been promoted from a lab aide to a medical technologist in our Stem Cell Division. She is currently preparing for her medical boards (United States Medical Licensure Examination).

Employees On the Move!

Best of luck to all in their new positions!

Elise Johansen is the HLA team's new community engagement representative. Previously, Elise was an account manager in our Recruitment Department. Elise will be helping our HLA team find marrow "Heroes" for patients around the world searching for donors by adding new, committed members to the national Be The Match registry.

Cindy Jules will be moving from the Components Laboratory back to the Quality Assurance Department where she will take on the role of quality manager, providing support in monitoring and improving the quality system processes here at CBS.

Denise Ross has moved to a new position in Operations as special projects manager. Denise will be coordinating and managing special projects with various departments. Currently, she is overseeing the transition to DoVac Elite, a

collections software that will track all donor interactions from registration through collections.

Nigel Thurstans has moved from the Stem Cell Division into his new role as quality control coordinator in the Clinical Services Department. Nigel is responsible for quality control of all critical equipment and supplies used in the collection of our lifesaving blood products.

Joining Our Team!

Rita J. Polchin, MBA of Paramus has been named director of donor recruitment. Rita has more than 25 years in the blood banking industry at several blood centers and came to us as a consultant after working at Blood Center of New Jersey. Before that Rita was a corporate executive in the pharmaceutical industry.

Help Around The House:

Human Resources would like to thank the following employees who regularly assist with reception: **Joyce Deraney, Cathy Frassetto, Robin Gathers, Jamie Lapy, Carmen Lobue, Barbara Molnar, and Lauren Rosano**. Your help is truly appreciated. If any current staff members would like join our reception helpers, please contact the Human Resources Department.



Linda & Tracy

Kudos Korner:

Kudos to Telerecruiters **Tracy Donald-Rose** and **Linda Taibot** for recently bringing in three Type O positive male donors at a moment's notice. A request had been made by Hospital Services for two volunteer donors to help a pediatric patient undergoing open heart surgery and they were able to go above and beyond the call for action to meet that patient's needs!

Elizabeth Ramesdorfer continues to be the top performing telerecruiter in Montvale for Special Delivery club enrollment. Liz signed up a total of 50 Type O negative cmv negative 'baby blood' donors to the club from February through May 2015. To qualify, each enrolling donor promises to make a minimum of three whole blood donations in the coming year.



Elizabeth

The **Immunoematology Reference Laboratory** had record-breaking sales of 194 rare blood units in June. In the first half of the year, the IRL sold 868 rare units, an increase of 11% from from last year's (YTD). On July 7, the reference lab sold a record-breaking 24 rare units in one day, all supplied by our committed rare and BloodLinks donors!

The **Technical Services Laboratory** also increased the sale of HLA-matched and crossmatched platelets by 15% from last year (YTD). Thanks to our committed staff, 100% of the demand for these rare platelets has been fulfilled solely by our dedicated CBS platelet donors.

Community Affairs Corner

Help Spread Our Message – Connect to Our Social Media

Ongoing community outreach overseen by Community Affairs uses multiple online marketing and social media platforms, including our website (www.communitybloodservices.com), [Facebook](#) (3,735 Likes), [Twitter](#) (493 followers) and [Instagram](#) (290 followers) to stay connected to the communities we serve. YOU can help those numbers jump even higher by "liking" us on Facebook, connecting with us at twitter@cbsblood and posting photos on Instagram@communitybloodservices. Please share our stories and urgent blood need appeals on your own social media pages to help spread the word and ask your friends, family members, blood drive coordinators, hospital clients, church members, or the organizations you belong to or work with, to do the same.



More "Faces" Needed – YOU Can Help!

What is one of the best ways to bond with our community and attract new donors, as well as ensure our current donors keep coming back? By connecting them through personal stories from the "Faces" of our organization –the patients we help, the donors who take time to provide lifesaving blood and blood products, the groups who run blood drives with us. Patient and donor stories often come from our very own employees who set up and work at blood and marrow drives, recruit our donors, interact with our hospital clients and speak to community members. Whenever you come across a potentially compelling story please ask the patient/donor, drive coordinator or family member involved if they would be willing to share their story and be a CBS "Face." If so, pass their contact information onto Community Affairs at karenf@cbsblood.org or ext. 1428 and we will do the rest!



Shayne

Delaney

Eleanor