



**FRESENIUS  
MEDICAL CARE**

# TOGETHER AS ONE

OUR PEOPLE AND CULTURE

2020-2022

# Culture of Caring



**OUR MISSION** To deliver superior care that improves the quality of life of every patient, every day, setting the standard by which others in the healthcare industry are judged.

## A WORD FROM OUR LEADERSHIP

Every day, I am lucky enough to hear stories of the incredible work of our Fresenius Medical Care Family and the love and care that we have for each other—and our patients. Time and again, I see how they are improving lives—our patients', and our colleagues'—as well as the communities across the country that we call home.

It is with this in mind that I am proud to present our first ever Fresenius Medical Care People Book, to showcase stories about what makes our company—our family—special. In it, you'll find inspirational stories about how our employees have stepped up—going the extra mile for our patients, for their communities, and for each other.

We have been tested throughout the pandemic, and our colleagues have remained steadfast and resilient. They have had each other's backs. Whether delivering food\*\* to homebound patients, sewing masks for those who needed them, or covering for colleagues at short-staffed centers, distribution centers, and manufacturing plants, they have demonstrated the kind of care and dedication that has helped us deliver exceptional care during uncertain times.

The pages that follow offer a small glimpse into this amazing work. And I know that each individual act of kindness has had a ripple effect, one that lifts us up and inspires us to do more. Reading these stories fills me with admiration and gratitude. I thank my colleagues for keeping our patients as their North Star, and for being such valuable members of the Fresenius Medical Care Family. I am so proud of them for continuing to love our patients, love each other, and love their work—it makes all the difference.

With thanks,

**Bill Valle**, Chief Executive Officer  
FRESENIUS MEDICAL CARE NORTH AMERICA



## Table of Contents



<b>1.</b> Commitment. Compassion. Values.	5
<b>2.</b> Teamwork & Togetherness	15
<b>3.</b> Together We Lead, Together We Achieve	25
<b>4.</b> Caring—the Core of What We Do, the Heart of Who We Are	33
<b>5.</b> Together We're a Force	41
<b>6.</b> Bettering Our World, Together	49

\*\*Fresenius Medical Care employees must follow all policies and procedures. If you or your facility are considering a program that involves gifts or donations of time, or has any patient involvement, please be sure to discuss the program with your local Ethics & Compliance Officer.

## Chapter 1

# COMMITMENT. COMPASSION. VALUES.



# The Dream Team

This is a special shout-out to my PCTs in South Minneapolis! We are more than just PCTs; we are support coaches, comedians, singers, and ALL-STARS for our time, patience, and devotion to quality care. My team is exceptional because they are always going above and beyond while seeking nothing but a happier patient.

— **Julie Nguyen**, Patient Care Technician III  
FRESENIUS KIDNEY CARE SOUTH MINNEAPOLIS



To be successful, most careers demand dedication and hard work. That's true for our employees as well. And our team members take it a step further. They exhibit selflessness and a passion for caring that is inspiring. The sacrifices they make are truly incredible. Whether it's small things like staying connected to patients via phone calls and texts or big things like donating a kidney, there's a constant effort to go above and beyond what is expected. It's a special group and we're proud to work alongside them.

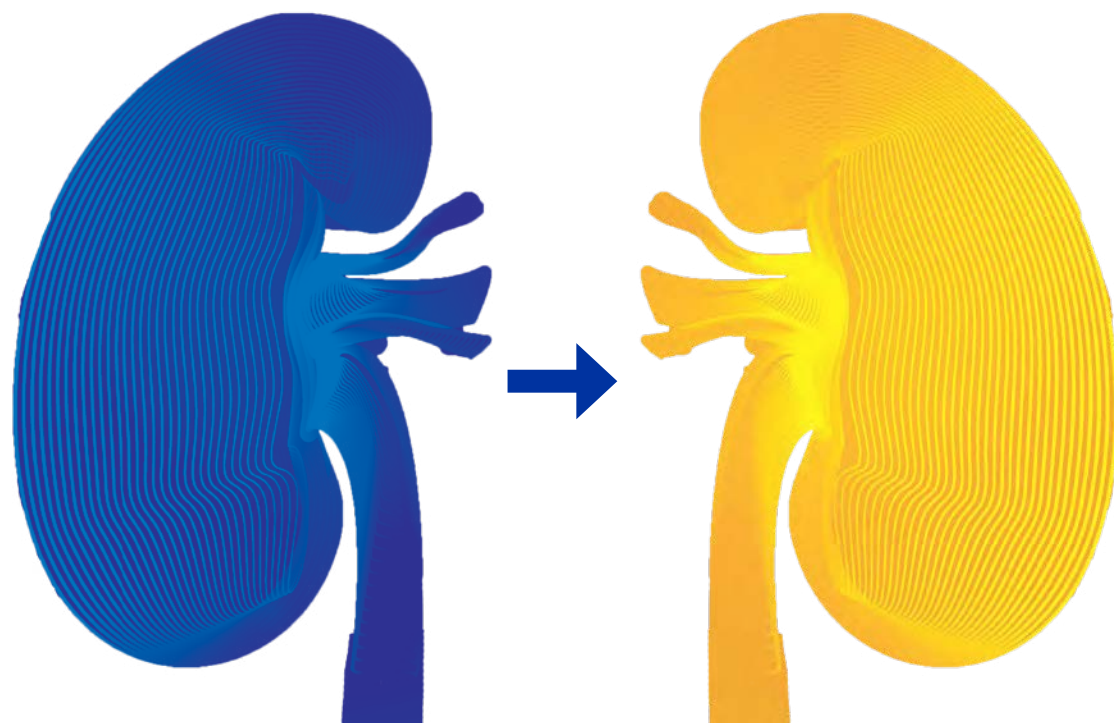


Linda Reedy, facility MSW II, Fresenius Kidney Care

As a Fresenius Kidney Care social worker, Linda Reedy witnesses the impact of chronic kidney disease on a daily basis. In 2018, she decided to do something she'd been thinking about for a long time: donating a kidney. She worked with a team from Massachusetts General Hospital to locate a person in need through the national registry.

Since her transplant recipient lived in Wyoming (too far to get her kidney to him in time), he flew out to Washington, D.C., and had the surgery there. His wife also donated her kidney on the same day. Since donating her kidney, Linda has kept in touch with the man who received it through cards, email, and texts. In fact, he recently emailed Linda to let her know that he's paying it forward and has donated three times to the National Kidney Foundation in her name. We salute you, Linda, for everything you've done and continue to do to support those living with chronic kidney disease. You're a real hero!

## Paying It Forward, *and Forward Again*



## Bringing the Fight to the Fight



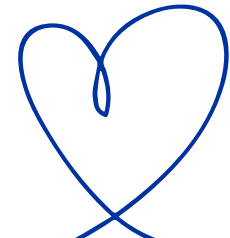
Chris Mitchell, clinical educator, Fresenius Medical Care (left), and Lindsey Palmer, therapy specialist, Fresenius Medical Care

**WITH MANY COVID-19 PATIENTS DEVELOPING ACUTE KIDNEY INJURY SECONDARY TO MULTI-ORGAN FAILURE AND SHOCK, CONTINUOUS RENAL REPLACEMENT THERAPY AND THE RESOURCES TO ADMINISTER IT HAVE BEEN IN HIGH DEMAND.**

Lindsey Palmer and Chris Mitchell from the Critical Care team were asked to board the 1,000-bed U.S. Naval hospital ship USNS Comfort, docked outside of New York City during the early surge, to provide training on the NxStage® System One™ to the courageous crew.

For one day, Lindsey and Chris were allowed on board to work with nephrologists, interventional radiology providers, nurses, and corpsmen to provide the tools and information they would need to successfully use the NxStage System One to treat patients. In a matter of hours, Chris and Lindsey completed a process that typically takes weeks. "To see all they were able to accomplish for this group in such a short period of time, and ultimately how many patients will receive treatment because of it, is nothing short of amazing," said Joe Turk, president, Renal Therapies Group.

# Making Mom Proud



## LEISA NORTON WROTE TO US ABOUT HER AMAZING DAUGHTER, LEAH. THIS STORY IS BEST TOLD IN LEISA'S OWN WORDS.

"My daughter, Leah Norton, is a patient care technician (PCT) at the Fresenius Kidney Care center in Quincy, Massachusetts. She heard me talk often about Fresenius Medical Care and the critical work the company does on a daily basis. She decided to apply for the PCT position after graduating college. To say she loves her job is a big understatement. Due to COVID-19, she put her renal nursing degree on hold and concentrated on putting herself last and her patients first.

Countless extra hours, emotional turmoil seeing her beloved patients get sick, and having to be away from her family to keep them safe may have weakened another's resolve—for Leah, it served to strengthen her desire to pursue her renal nursing degree. She is amazing and makes me proud every single day to be her mother. She and her colleagues are clear examples of what we all should aspire to be—selfless, caring individuals who put others first each and every single day."



Andrea Morris, Fresenius Kidney Care dietitian, having some Halloween fun

# Helping Others Live Their Best Life

Andrea works so hard to make our patients feel like family. She looks for fun ways to engage them in their treatments and will do whatever it takes to help them have the best quality of life possible.

— **Gretchen Kosegarten**, Fresenius Kidney Care manager of social work services

# Serving Up Support on Christmas Eve



Surprising the troops with a holiday meal

For many who celebrate the holiday, Christmas Eve is spent at home, gathered with friends or family. Instead, during the pandemic, dozens of New York's National Guard stationed at Monroe Community Hospital in Rochester filled in to address critical staff shortages.

They performed a variety of tasks at the hospital, from tending to patients to assisting with meal preparation and delivery. With their help, hospital staff were able to handle a combination of pandemic-caused staff absences and surges in patients.

With support from Fresenius Kidney Care, 30 National Guard soldiers on the front lines were able to enjoy a surprise Christmas meal, served by Chief Executive Officer Bill Valle, Christine Rozek, a biomedical technician, and others who stopped by to volunteer during the holiday.

"To have the Guard come in and help out made a difference not only for our care team but for our community—we couldn't be thankful enough for them," said Bill.

Our Core Values guide us in our daily work as we strive to achieve our purpose together.

## **COLLABORATIVE**

*We team up.*

## **PROACTIVE**

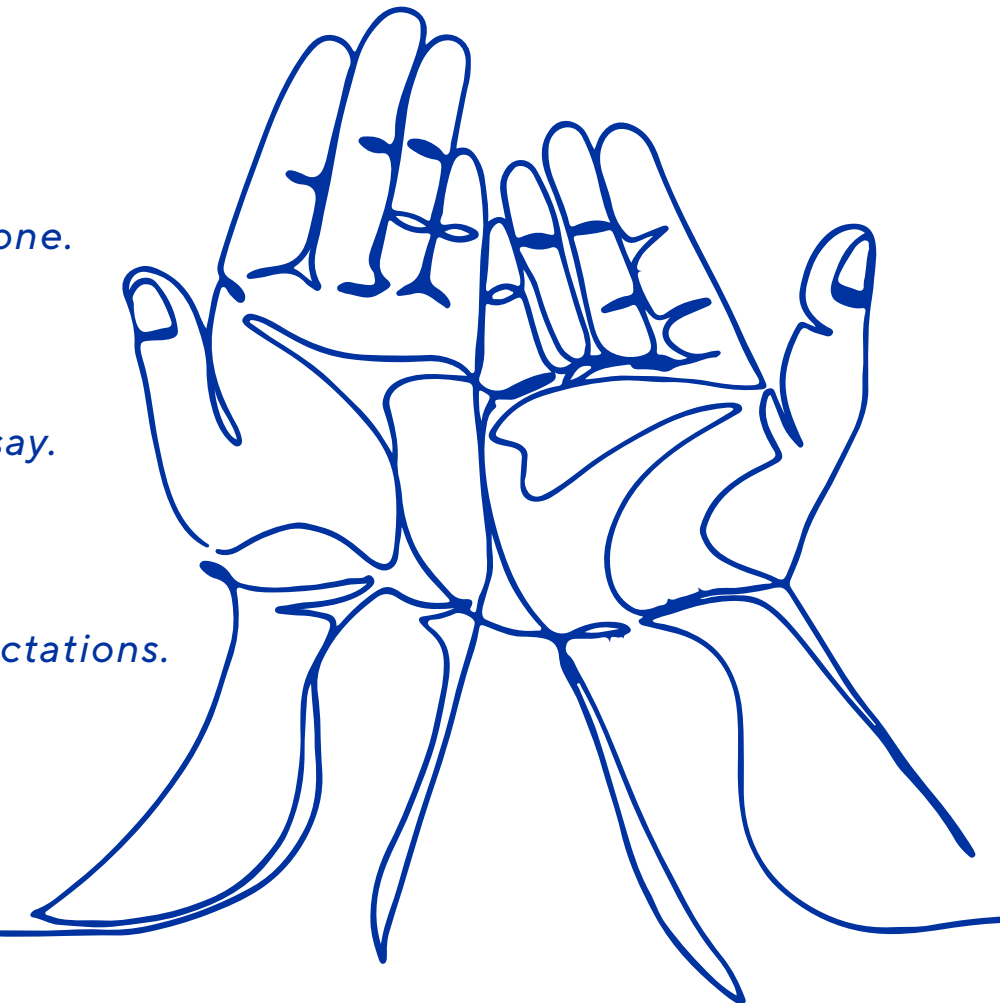
*We get things done.*

## **RELIABLE**

*We do what we say.*

## **EXCELLENT**

*We exceed expectations.*

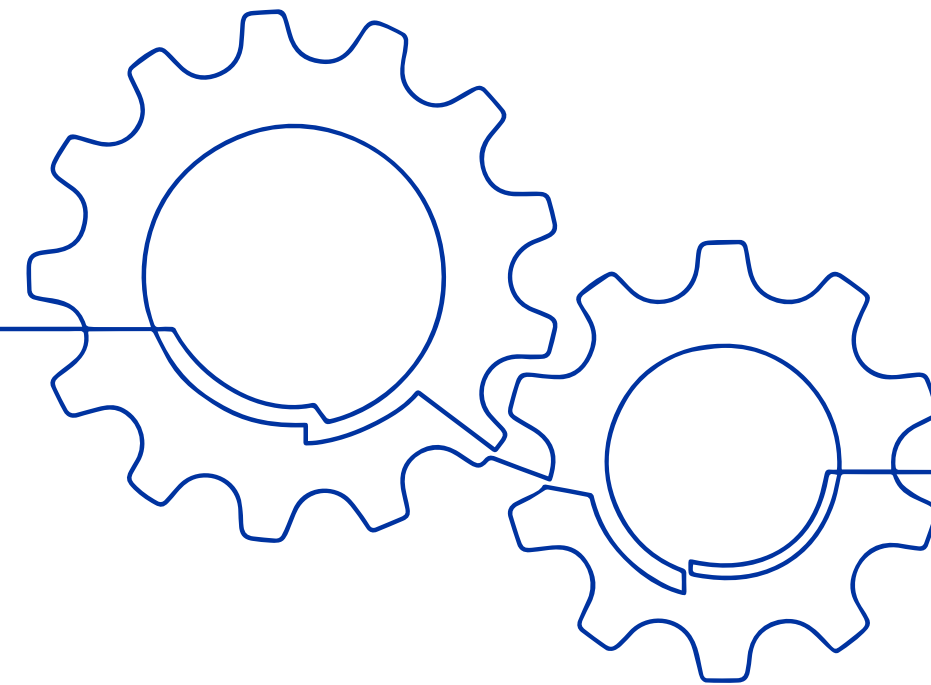


Our Purpose: **Creating a future worth living. For patients. Worldwide. Every day.**



## Chapter 2

# TEAMWORK & TOGETHERNESS



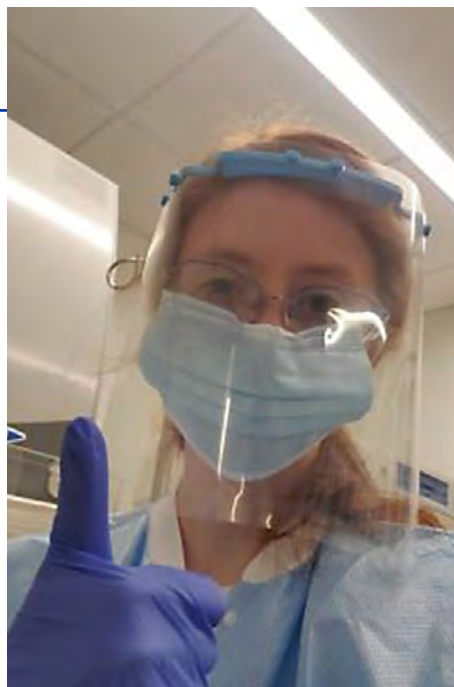
“You helped save many lives, as surely as if you resuscitated them yourself.”

— **Dr. Donald Landry**, NewYork-Presbyterian Hospital physician-in-chief, in response to the support provided to the hospital during the pandemic



“That’s not part of my job description” is not part of our vocabulary at Fresenius Medical Care. It’s not who we are and it’s not the kind of attitude people who work here display. We seek out ways to help each other. We look for ways to make coworkers’ jobs more efficient and more effective. We do all of these things because, in the end, we know it all comes down to providing the best possible care for our patients.

## Face Shields for Frontline Workers\*\*



Mia Garbaccio, research biomedical engineer, Renal Research Institute

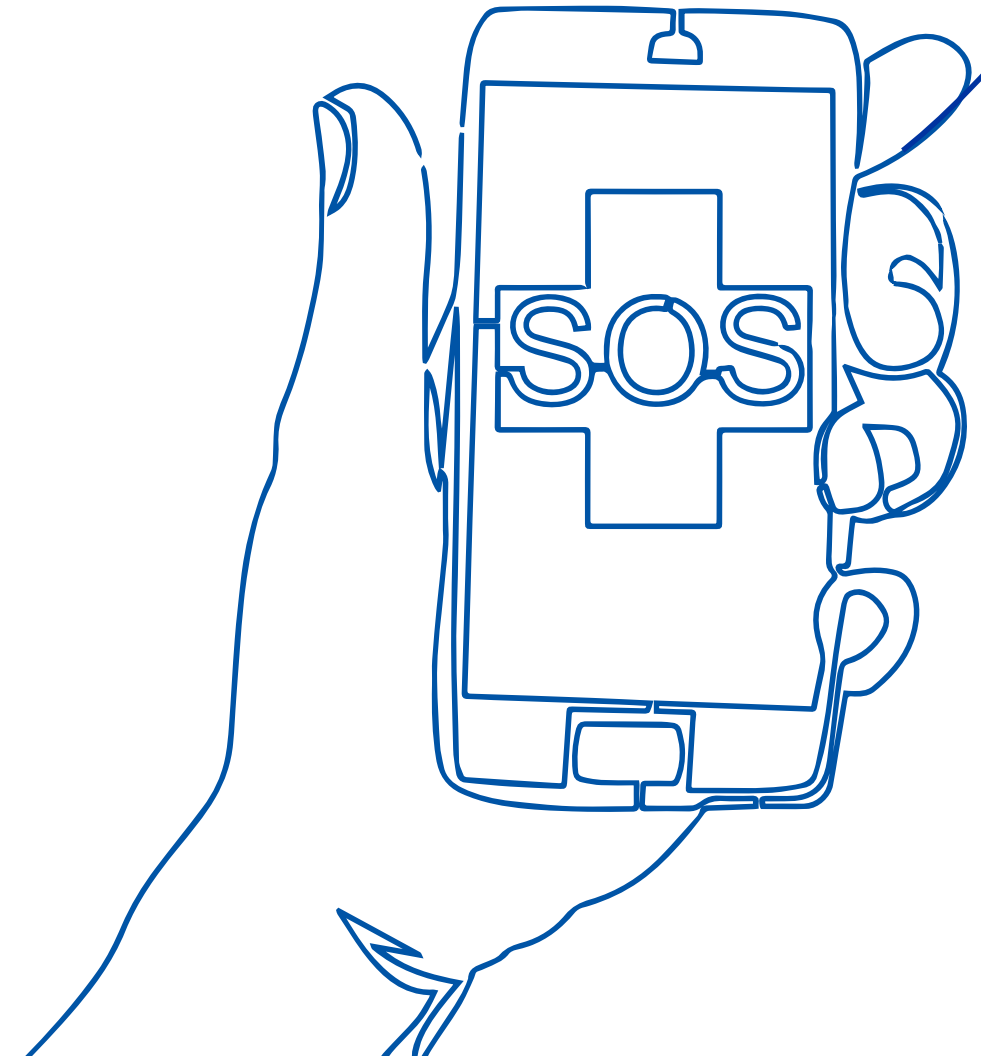
When COVID-19 hit New York City and hospitals were facing the nationwide shortage in personal protective equipment (PPE) for frontline workers, a Renal Research Institute team used their innovative thinking to address the problem, bringing PPE to those who needed it. Research Biomedical Engineer Mia Garbaccio and Clinical Research Coordinator Amrish Patel, along with Director, Clinical Pharmacy Initiatives GMED Fresenius Kidney Care Operations, Chance Mysayphonh of Fresenius Kidney Care, teamed up to print 3D face shields for frontline workers in New York City.

Using only a few printers, the team printed, assembled, disinfected, and distributed 660 face shields to medical staff in New York City, with 120 sent to Fresenius Kidney Care centers. With each face shield taking about one hour to print, the team put in over 660 hours of work to deliver equipment to those who needed it most. Mia says, “We were honored to help the people of New York City, especially those who are at risk.” The team continues to work with organizations and charities to donate PPE to frontline workers in the city.

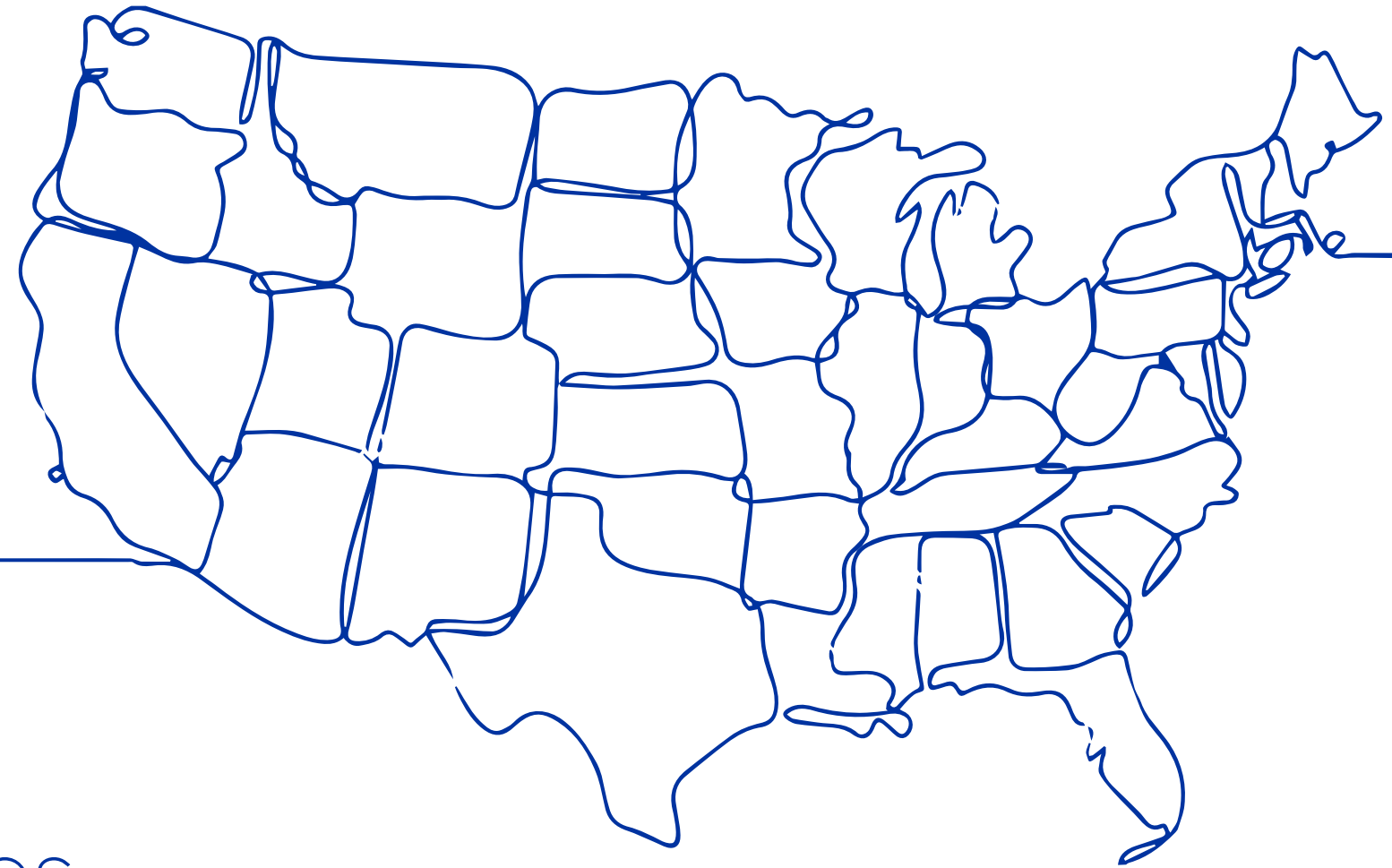
## Heroes with Heart

When a patient did not arrive home after his nocturnal treatment, Registered Nurse Leia Atwood and nocturnal patient care technician Amy Mettler immediately sprang into action. They followed the patient’s route home and Leia came upon the patient sitting unresponsive in his car on a side street—the car still running, heat on high, doors locked.

She immediately called 911 and began pounding on the windows of the car. When emergency medical technicians arrived, they found the patient had a blood sugar level of 40 mg/dL. Leia called the patient’s wife and let her know that he was okay, and the patient drove himself to a nearby restaurant to get something to eat. We salute you, Leia and Amy, two heroes who go to great lengths to ensure the health and well-being of their patients.



Thanks, Fresenius Kidney  
Care Finance teams, for your  
nationwide support!



## Providing Support Behind the Front Lines

Everyone had to adapt to the challenges caused by COVID-19. That's especially true for the Fresenius Kidney Care Finance teams, who collaborated with the Procurement department on a host of efforts to maintain accuracy and efficiency within invoices and accounts. In addition, these teams had to review the general ledger and document COVID-19-related expenses, which resulted in recording, on average, 50,000 line items per month. At the same time, these teams continued to provide the best customer service to our facilities while ensuring they received everything necessary for our patients.



## Responding to the Call

The Azura Vascular Care team in Puerto Rico has gone to great lengths to provide care for end stage renal disease patients. The center has received patients as “add ons” due to vascular access problems that need immediate attention. Even when the appointment schedule is full, the team makes sure to see these patients on the same day.

According to Director of Nursing Naid Irizarry Rivera, even when staff members stay late after their shifts to serve patients, “the next day they come in with the same energy and the same smiles on their faces.” The team truly believes in our mission and works hard to give patients a better quality of life, while also managing their own personal and family needs.

## Getting Technology on Track

When Ward Clerk/Licensed Practical Nurse Cindy Cappa-Madore was having technology issues, Information Technology Technician Jermaine Miles arrived on the scene to help get her back on track. Cindy says she was at a standstill and Jermaine was able to solve all of her computer and program issues. “He took the time to explain everything and helped me clean up my reports.” Cindy adds that Jermaine left her feeling empowered.

**It is a terrible feeling when you lose control of the tools you need to do your job. Not only did Jermaine give me back my tools, he showed me better ways to use them.**

Cindy calls Jermaine a hero. We couldn’t agree more, and salute you, Jermaine. We appreciate all the hard work and dedication you display each and every day.



# Sharing Acts of Kindness



Avery S.

While our frontline workers stayed focused on patient care during the COVID-19 pandemic, the call from our non-direct patient care staff was loud and clear: "How can we help?" That's how the Helping Our Heroes program was born.

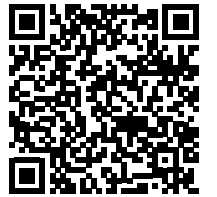
The program provided a way for volunteers to adopt a center or other location and perform acts of kindness like mailing inspirational quotes, crafts, treats, and gifts. The result? The lucky facilities felt loved and supported. It's just one more heartwarming way we take care of our Fresenius Medical Care Family.

Max & Nina U.



# Why We Wear Blue

Wearing blue means something special to each member of our Fresenius Medical Care Family. It's the color of our brand and the color of our scrubs. It's a symbol of trust, bravery, and dedication. On Fridays, we wear blue to show our connection to our frontline teams, our patients, and each other. You can find lots of ways to share your pride in our [Company Store](#).

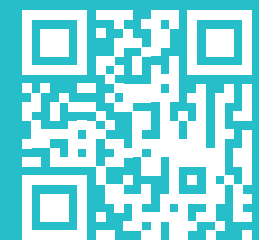


Members of our team showing their pride



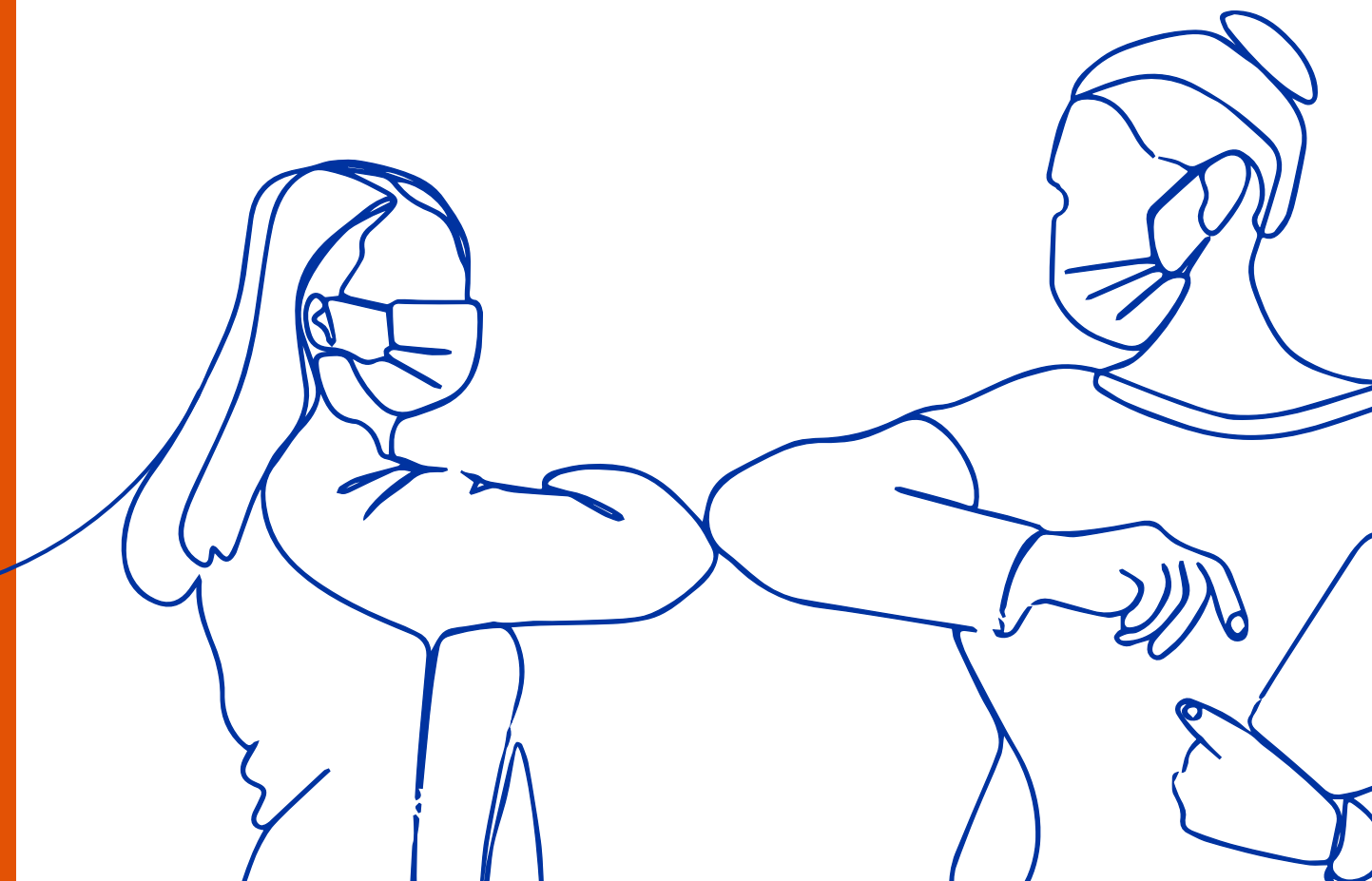
# Yes, We Have a Company Song!

It's called "Real Life Superheroes," and it's all about you. **Have a listen.**



## Chapter 3

TOGETHER  
WE LEAD,  
TOGETHER WE  
ACHIEVE



## Leading by Example

Amy Mealman is the director of operations for the Quad Cities, Illinois, area—and she's also a force of nature! Throughout 2020, her area faced challenges that left several centers struggling to find staff to run day-to-day operations, including our Inpatient Services department. Amy worked tirelessly to make sure patients were cared for and that every member of her team was supported and understood during this difficult time.

It takes great leadership and great teams to accomplish great things. We do what we do for our patients, in partnership with other healthcare professionals, administrative staff, and more. From organizing transportation in the middle of the pandemic, to empowering teams to own their development, to selflessly dedicating ourselves to our mission, the challenges are many—and together, anything is possible.

Amy Mealman, director of operations, Fresenius Kidney Care



# Stronger as a Team

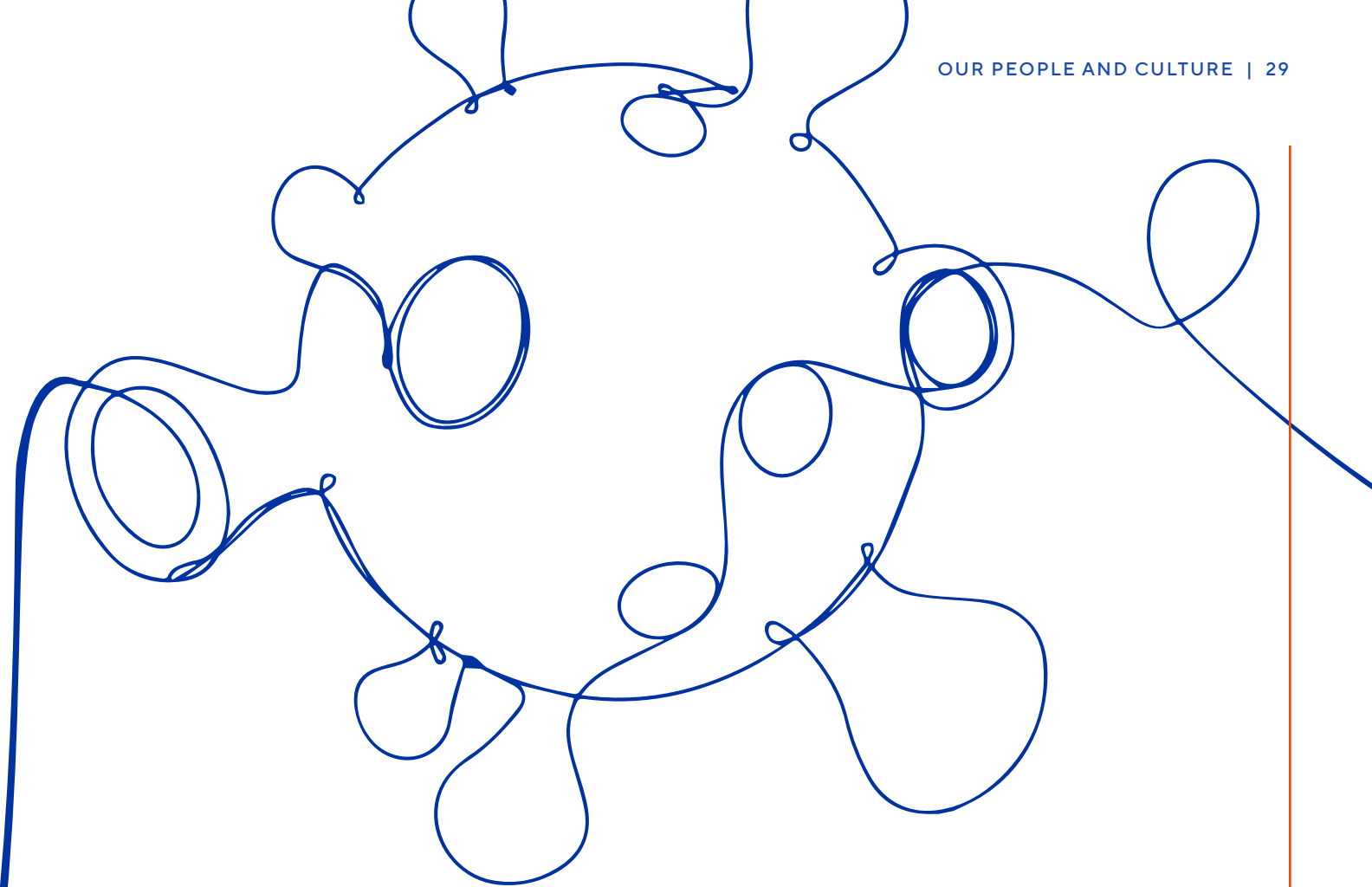
COVID-19 hit the community of Queens, New York, hard. Queens Artificial Kidney Center (QAKC) is located in Jackson Heights, said to be the most culturally diverse neighborhood in the United States. Many of QAKC's patients are essentials workers—bagging groceries, delivering food, and driving taxis.

In 2020, the team at QAKC volunteered to manage the COVID-19 isolation unit at sister center Queens Kidney Care. Laura Ilowite, licensed master social worker, led the organization of patient transportation to and from the isolation center. Project Coordinator Sara Inman developed a system for reporting COVID-19 patient data that served as an example for other regions. The team at Ambulnz ensured all the center's COVID-19 patients could get to and from treatment, regardless of health coverage. This collaborative team set the standard for Fresenius Kidney Care centers across the country. They are a great example of what can be accomplished when we work together.

Bringing positivity every day



Queens Artificial Kidney Center teammates





## Owning the Responsibility to Improve

Our commitment to safety is always a priority. So when the team at Fresenius Kidney Care Danville in Virginia found areas for improvement, Director of Operations Tana Black and Clinical Manager Rebecca Yocum worked collaboratively with Senior Manager of Patient Safety Lisa Koenig to develop a plan of action.

Working together with Clinical Services, Information Technology, Clinical Technology, Clinical Education, and Quality, they were able to provide the center team with the education and feedback they needed to improve. They actively engaged the staff in becoming part of the solution for excellent care of our patients.

The facility has made tremendous progress and the staff is eager for the continued learning. Now, feedback has become the expected norm within the facility, whether coming from the director of operations, clinical manager, or staff registered nurse. According to Lisa, this shows determination to do what is right for the patients and team, love for our work and one another, and grit to stay steadfast on the course to fulfilling our mission.

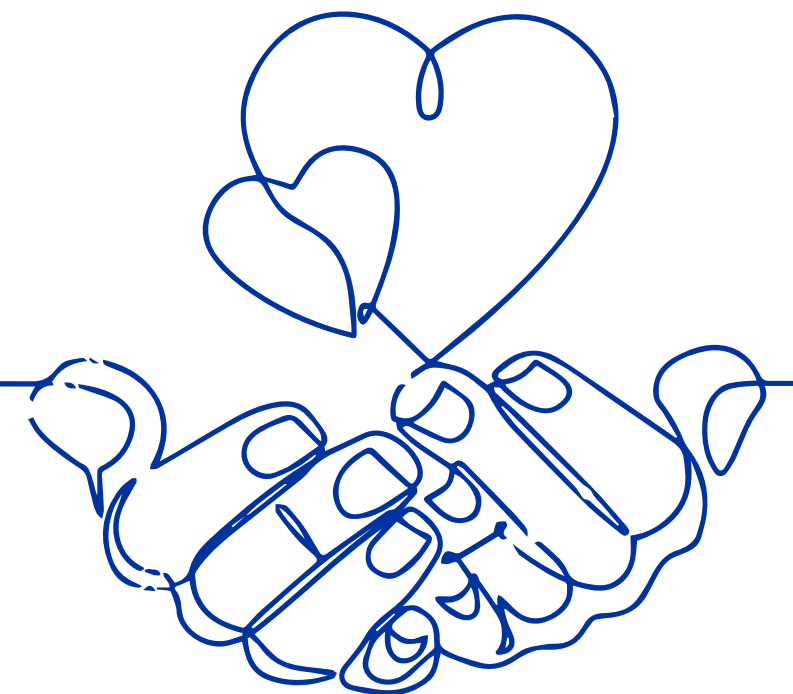
The Three C's  
**COMMUNICATE**  
**COORDINATE**  
**COLLABORATE**



Engaging the Entire Team  
**to Be a Part of the Solution**

## Chapter 4

# CARING—THE CORE OF WHAT WE DO, THE HEART OF WHO WE ARE



We love helping people because we care about each other. Patients. Coworkers. Community members. Strangers. It's as simple as that.

## Taking Care of Each Other

In October 2021, we kicked off our “Who Cares?” fundraising campaign to raise money for our CARES Fund emergency financial assistance program. And the answer to that question—“Who cares?”—was a resounding “We do!”

Thanks to your generous contributions, we raised more than \$126,000 and nearly doubled our number of CARES Fund employee donors. Best of all, donations made during the fundraiser were matched by our company, making the total \$252,000 and providing financial assistance to more than 1,000 employees.

Shout-out to the Marketing and Communications group, who led the way with 59 percent of team members participating as donors. Kate Dobbs, senior vice president, said, “I continue to be amazed by the giving spirit inherent in everything we do—from the way we care for our patients, to the way we support each other and our communities.”

To donate or learn more, visit [caresfundrelief.org](https://caresfundrelief.org).



## Our Brave Colleagues in Ukraine

Ongoing missile attacks forced our caregivers in Ukraine to sleep on makeshift cots in hallways and wooden pallets in basements, as commuting to work became a potentially life-threatening journey. The bravery, resolve, and commitment of our staff in Ukraine is truly inspiring.

Meanwhile, employees in the U.S. and other parts of the world asked how they could help. Our CARES Fund was previously designated for U.S. employees, so we expanded the Fund to include our staff and their families in Ukraine. This helped ensure that every employee in Ukraine received access to emergency funds, assisting them with food, shelter, medicine, and other basic needs.

A Fresenius Medical Care center in Ukraine



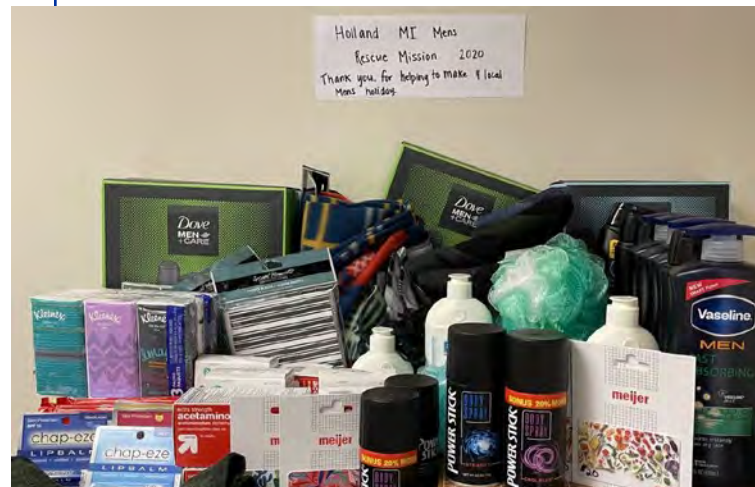
# Small Center, Big Heart



Spreading joy with gift packages

The small center in Holland, Michigan, is home to an amazing in-center team. Each Christmas they adopt a family to treat with gifts,\*\* but during the pandemic they adopted seven new friends—men who lived in the rescue mission in the area. The center team provided them with holiday gifts and personal care items, and felt great about spreading joy to their patients and community.

Packages of much-needed supplies



# Care, Compassion, and Camaraderie

Fresenius Kidney Care South Boston is all about teamwork through collaboration and support—not only for our patients, but also for the staff. During the pandemic, the team was busier than ever. They worked closely with the South Boston Home Therapy team to encourage and support patients considering home therapy. In addition, the team supported its neighboring COVID-19 Positive and Person Under Investigation unit in times of need. Through it all, the team maintained a positive attitude and had fun while supporting each other and our patients. Whether getting to know our patients and their concerns, understanding new challenges in their lives, celebrating joys, creating educational games, or just holding their hand, the staff demonstrated care, compassion, and camaraderie with each and every patient.

John Cameron, biomedical technician II, Fresenius Kidney Care



# We Honor Your Commitment

Kudos and thanks to all our loyal employees celebrating milestone anniversaries. Biomedical technician II John Cameron of Merritt Island, Florida, recently marked 20 years of service. Congratulations, everyone!



Working together to serve

Members of the Fresenius Kidney Care South Boston team



# Doing Whatever It Takes

When educator Robin Cameron could see the center she was visiting in Crawfordsville, Indiana, was extremely busy, she didn't call for help—she offered it. She came to the center at 8 a.m., and after sending some emails and making some calls, she donned her personal protective equipment and came out to work on the center floor. She asked how she could help the team, then quickly proceeded with lobby assessments, walking patients in and out, doing station turnover, and doing some machine troubleshooting. The staff wasn't surprised—it was not the first time she had done this. The entire center appreciates Robin's dedication to ensuring that safe care is provided to all of our patients. Thank you, Robin!

# Creative Thanks from Families

Over the past few years, we all faced unique challenges—ones that none of us could have fully anticipated before the start of the pandemic. Yet, with our patients as our North Star, our amazing team of professionals on the front lines ensured life-sustaining care, no matter what.

Through the Fresenius Medical Care Family Project, families from around the country showed their gratitude with artwork and letters. Thank you to all the kids and grown-ups who shared their creativity with both care partners and patients.



Justin Z. and family



Sanaa, Ihsan, and Farah G.

# Healing and Hope through Music

Social worker Katherine Nance, a 15-year veteran of a center, has a reputation for stepping up in times of need, whether helping patients, mentoring new social workers, or providing information and guidance to center employees.

But sometimes, Katherine brings something extra with her to work—her harp. During the holiday season, one that is often difficult for patients and center staff alike, she plays her angelic music. During a recent holiday season, Katherine's beautiful music, combined with her expert counsel, gave one patient a desperately needed lift.

The patient, a fellow music lover, was reluctant to open up to people in the center.

"The patient liked to keep to herself," Katherine said. "Then I played the harp one morning, and she loved it."

Instead of sleeping through treatments, the patient asked to move closer to Katherine and her harp, and started asking her questions.

"I definitely think connecting over music made a huge difference to her," Katherine said. "My harp can apparently influence outcomes."

Katherine Nance, facility MSW II, Fresenius Kidney Care



## Our Patient Experience Promise

We promise to deliver safe, high-quality, reliable, personalized care with empathy, compassion, and respect.

## Chapter 5



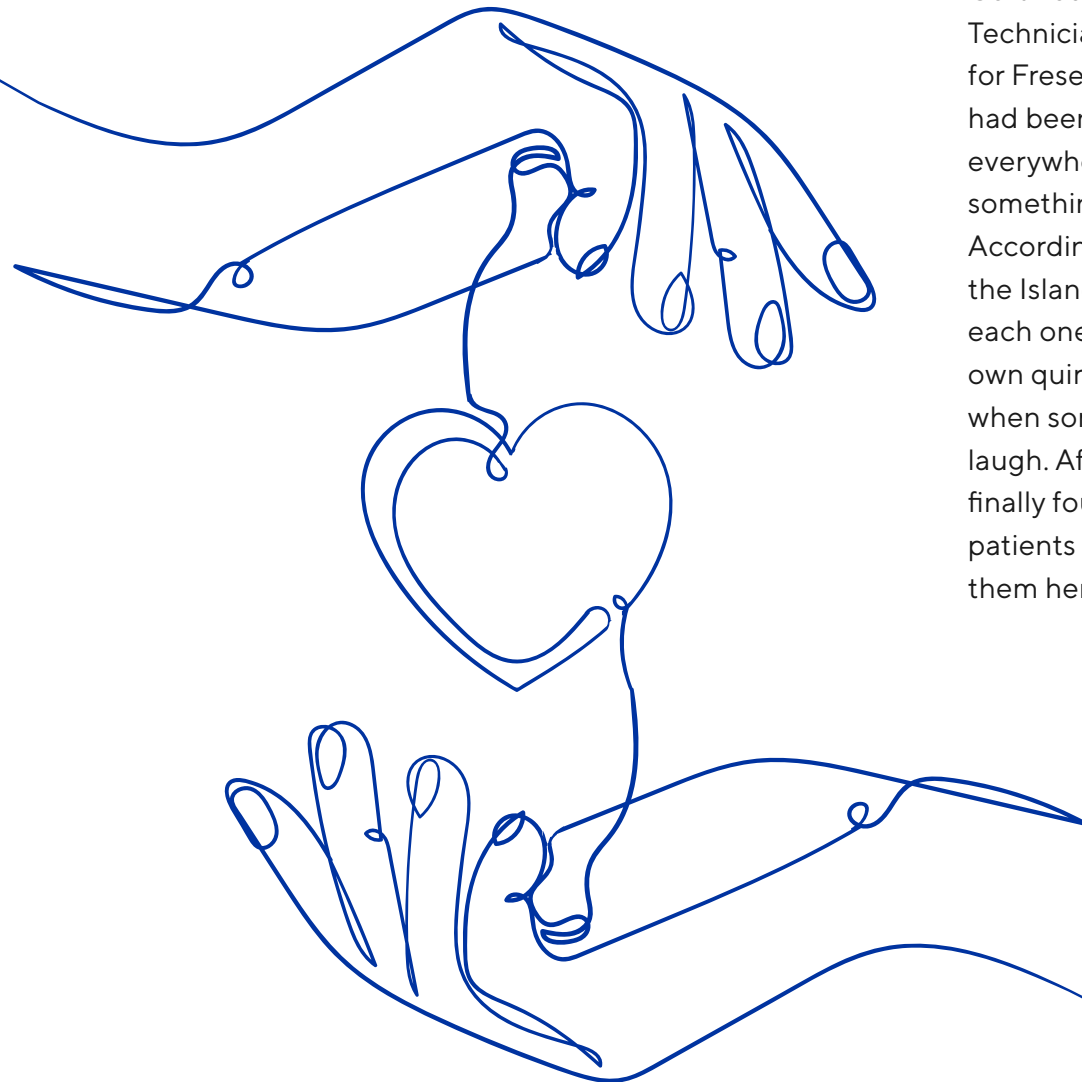
# TOGETHER WE'RE A FORCE



Life is full of twists and turns. From caring for loved ones to helping strangers, it's the little moments that sometimes make the biggest impact in our lives. We are in awe of the team members who face incredible challenges and, with the help of others, are able to rise to the moment. Together, anything is possible.

## Loving the Crazy

Before she came to the Hillsdale center in Michigan, Myria, a Certified Clinical Hemodialysis Technician, was traveling constantly for Fresenius Medical Care. She had been from coast to coast and everywhere in between, but saw something special at Hillsdale. According to Myria, "This center is the Island of Misfit Toys." She says each one of her patients has their own quirks and not a day goes by when someone isn't making her laugh. After years of traveling, Myria finally found a home. She loves her patients and coworkers and calls them her "perfect oddball family."



## When It Hits Home

Based in Parsippany, New Jersey, Clinical Manager Barbara Miller's work took on a deeper meaning when she learned her grandson needed a new kidney and she decided to become a living donor. It turned out that Barbara's sister was better suited to give a kidney to the infant—and they are both doing great. Still, this experience and her almost two decades of working daily with renal patients inspired Barbara to help others and become an altruistic donor for a stranger. She believes an educational push for both patients and potential kidney donors is overdue, saying, "A lot of people would give a kidney if they only knew about the need." We salute you, Barbara, and all you have done and continue to do for those impacted by kidney disease.

Barbara at work



Barbara at home



# Being a Care Partner and a Nurse

Three Fresenius Medical Care nursing professionals offer their unique perspectives on caring.

## Lorie's Story

Lorie Atkins has a "calling for caring." In addition to being a registered nurse for Fresenius Kidney Care, she's also supported her husband through his dialysis journey for more than 20 years. She's had the unique perspective of being both a care partner and a nurse. Lorie has a strong faith and says, "My purpose is to give people hope." She's a Kidney Care Advocate and recommends two things to care partners for those on home therapy. The first is to make dialysis a fun day. She suggests ordering takeout or watching a movie. The second is to not become a servant. There are some things a patient can and should do to help themselves—and that makes everyone feel better. She has a message for center staff: "What we do matters. It's not just showing up and doing a job. What we do makes a difference." We couldn't agree more.

Lorie Atkins, Kidney Care Advocate,  
Fresenius Kidney Care



## Tracey's Story

Tracey Keenan, a registered nurse (RN) at the Fresenius Medical Care University Dialysis Center in Orange, California, contracted and triumphed over COVID-19. Her colleagues supported her throughout the ordeal. Her clinical manager even went so far as to help Tracey get tested at a time when tests were scarce. A major motivation for overcoming the virus was Tracey's desire to rejoin her team in caring for patients as soon as possible.

After recovering, Tracey was cleared to return to work and expressed gratitude. She is thankful that she and her husband made a full recovery and that none of her patients tested positive for COVID-19. In addition, she appreciates her team and the company for the support they provided during this challenging time. We appreciate you too, Tracey!

Tracey Keenan, RN, Fresenius Kidney Care



## Anastasia's Story

Many years ago, Anastasia Erickson was in an abusive marriage. She had two children, ages two and four, and needed to find a way to escape and take care of her children. She decided to go to nursing school and become a dialysis nurse. This was something she had thought about for a long time as her grandfather had been a dialysis patient. It wasn't easy. There were many long, hard days and many tears shed. But she never gave up.

After graduating from school, the first job she applied for was with Fresenius Kidney Care—and she was hired. Anastasia's dreams were coming true. Since 1995, she has been a dialysis nurse with Fresenius Kidney Care and has never regretted it, even on the hard days. Anastasia loves her patients and enjoys taking care of them. She has encouraged many nursing students to look at dialysis as a career option. She is thankful to our company for taking a chance on her and, 25 years later, she still loves what she does. From all of us at Fresenius Medical Care, the feelings are mutual, Anastasia.





Susan Burkett, RN, Fresenius Kidney Care, with linemen

## Over the Top and Above and Beyond

Susan Burkett, a Home Therapies registered nurse (RN), deserves recognition for the over-the-top random act of kindness she performed for one of our patients. During a storm, a lot of her rural area lost power. She noticed a patient had not had treatment in three days and, after attempting to reach him to come in for a respite, she went to his residence. He insisted he had trees to cut so his power could be restored and did not have time to come to the center for four hours.

As Susan drove back, she pulled into a convenience store where linemen and trucks were sitting in the parking lot. She explained the story and exchanged phone numbers. The linemen said they would keep her posted. Within two hours the patient had power. Susan, we appreciate the kind of care and dedication for our patients that you displayed and can only hope that someone would do the same for us if we were ever in need.

## Where Patients Are Like Family

Fresenius Kidney Care Akron East is an inner-city center that is working through the pandemic together. Even when positive cases were at their highest, Akron East took great care of every patient who walked through the door. The staff and patients felt safe during a very scary time in all of our lives. The team considers their patients like family and the patients appreciate and trust them. Through it all, the team has proved that nothing can stand in their way.

Fresenius Kidney Care Akron East team



## Moving to the Top of the List

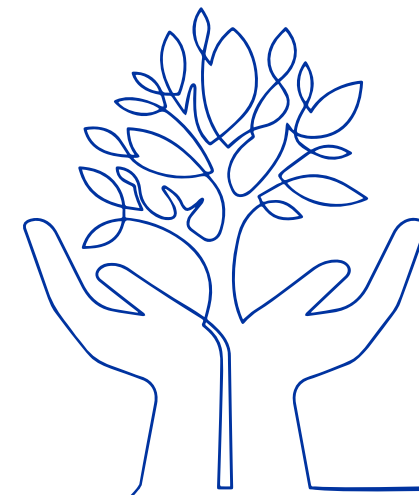
End Stage Renal Disease Network of the Ohio River Valley serves as the renal network for Ohio, Indiana, and Kentucky. They recognized our Akron Home Therapies program with the Most Patients Wait Listed award. The program moved 12 patients to the transplant waiting list from January to September 2020 and has 52 percent of its peritoneal dialysis patients and 47 percent of its home hemodialysis patients wait-listed as of January 2021. Congratulations to everyone at Akron Home Therapies—this is truly a team effort. Keeping patients healthy with a positive quality of life until they receive a transplant is what we strive to do!

Chapter 6

BETTERING  
OUR WORLD,  
TOGETHER



We are far more than just employees. We are citizens of small and large communities all over the world. We are tied to the places we call home and the people around us. We live to serve each other. These are stories about people who know that what they get out of their community is as important as what they give back.



## Great Idea, Less Waste

Jessica Davis, a registered nurse (RN) with Fresenius Kidney Care in Lehigh Valley, Pennsylvania, leveraged her passion for the environment to make a company-wide change. She identified a big waste contributor in our centers—the use of disposable plastic cups—and then she helped develop and implement a policy that would eliminate the unnecessary use of thousands of cups a year per center. Saving money. Saving the environment. Making the world a better place. Bravo, Jessica!

## Helping Families in Need\*\*

Based in Plymouth, Massachusetts, Inpatient Services Manager Donna Lynch and her team helped families in need for Thanksgiving by donating. Together, they were able to support five families over the holidays with turkey, fixings, sides, dessert, drinks, tableware—and even a gift card for a family night of bowling. Some of those helped included the family of a Veteran who served two tours overseas and a grandmother raising her two young grandchildren. The team considered it an honor to come together and give back to the community in which they live and work. Your dedication is inspiring. You are the true definition of community.

The Plymouth team



Jessica Davis, RN, director of operations, Inpatient Services, Fresenius Kidney Care





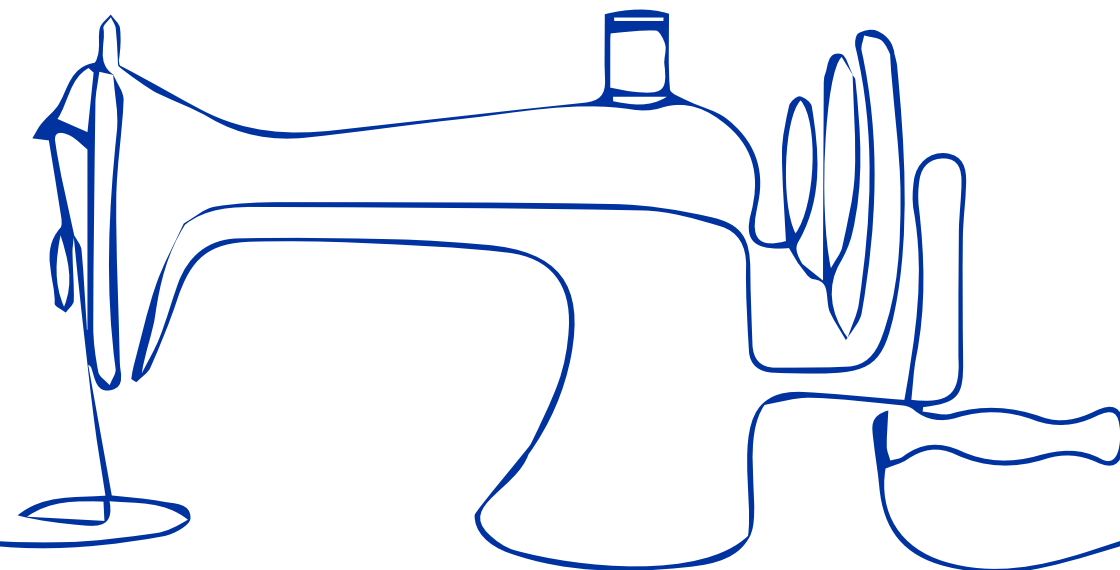
The Springfield team

## Stitching Together a Community

The Springfield, Massachusetts, Home Therapies team stepped up in multiple ways to help patients during the pandemic, including making cloth masks for patients to wear in the community and coordinating local food distribution.\*\* Showing an incredible dedication to our mission, the team was there for our patients when they needed it most—and in ways that went above and beyond. These are the kinds of stories we love to hear. A big thank you to the entire Springfield Home Therapies team!

## Breaking Records, Repairing Communities

According to Neil Jacobs, Ph.D., acting administrator for the National Oceanic and Atmospheric Administration, “The 2020 Atlantic hurricane season ramped up quickly and broke records across the board.” Our Operations teams prep, anticipate, and help centers and communities recover from these storms. We would like to thank everyone on the Fresenius Medical Care Disaster Response Team that helped so many patients, employees, and families through the hurricane season of 2020 and beyond. We all feel safer knowing we can rely on you in times of need.



# Helping Give the Gift of Life

For one patient in Texas, a pilot program supported by the Fresenius Medical Care Foundation is scheduled to lead to a lifesaving kidney transplant this year—and likely many more soon after—as new technology matches donors and patients.

Donate Life America's (DLA's) Living Donor Registry, the first of its kind in the United States, will use home swab tests to match living donors to the nearly 100,000 patients awaiting transplant. Through home testing, a donor's HLA and ABO blood type are securely stored online, accessible only to transplant centers to determine possible patient matches.

The Foundation granted \$500,000 to DLA in support of the Living Donor Registry program after seeing the potential to dramatically improve outcomes for those living with renal disease through quicker transplantation from more available donors.

"We are committed to ensuring that every eligible person who is seeking a kidney transplant receives one," said Bill Valle. "Kidney transplant is the best lifesaving option for people living with kidney disease. By creating these innovative, first-ever resources, we expect to nearly double the number of successful matches within one year of launch, leading to reduced average transplant waiting times for people living with kidney disease."



# Kidney Kid to the Rescue

Is your kid about to down a soda? Here comes The Kidney Kid with a tall glass of water. Did they lose their soccer ball and pick up the TV remote instead? Call The Kidney Kid—he'll find it. The Kidney Kid knows that regular exercise and a good diet are important for overall health and, as a result, kidney health.

Launched by our colleagues in the Asia-Pacific region in 2017, The Kidney Kid is an edutainment program that shows schoolchildren what super powers the kidneys have, and how they can protect these valuable organs. The program has been a great success in the U.S. as well, as part of our global corporate responsibility initiative to help children—and their families—prevent chronic kidney disease through education. With child-friendly information about kidney function, exercise, and balanced diets, The Kidney Kid makes learning fun for kids and grown-ups while recognizing that teaching about health should start at an early age. And the program keeps growing.

In 2022, company leaders announced a partnership with the Boys & Girls Clubs of America that included a \$250,000 donation to its Healthy Habits program. With 19 additional events planned, Fresenius Medical Care's Kidney Kid will engage thousands of kids and their families in his quest to bring renal health to all.



Teaching kids about their powerful kidneys





# Thank you!

We're always looking for inspiring stories. Have one to share? Please submit it at [connect.fmzna.com](https://connect.fmzna.com)





**FRESENIUS  
MEDICAL CARE**

OUR PEOPLE AND CULTURE

2020-2022