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Working on this book caused me to regularly reflect on what the field staff endures to make sure their clients are cared for with kindness, dignity, and respect. To them, I dedicate this book.

—Christine McLaughlin

### About the Creative Team

*Christine McLaughlin, Author.* Christine writes and edits nonfiction articles and books on a variety of topics for private and nonprofit clients. She's the author of *The Dog Lover's Companion to Philadelphia* and *Philadelphia: A Photographic Portrait*. Christine is also the coauthor of *American Red Cross: Dog First Aid* and *American Red Cross: Cat First Aid*. Her health care clients have included Abington Memorial Hospital, ADVANCE for Nurses, ADVANCE for Physical Therapists & PT Assistants, Einstein Healthcare Network, and Fox Chase Cancer Center. Christine lives in Oreland, Pennsylvania.

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