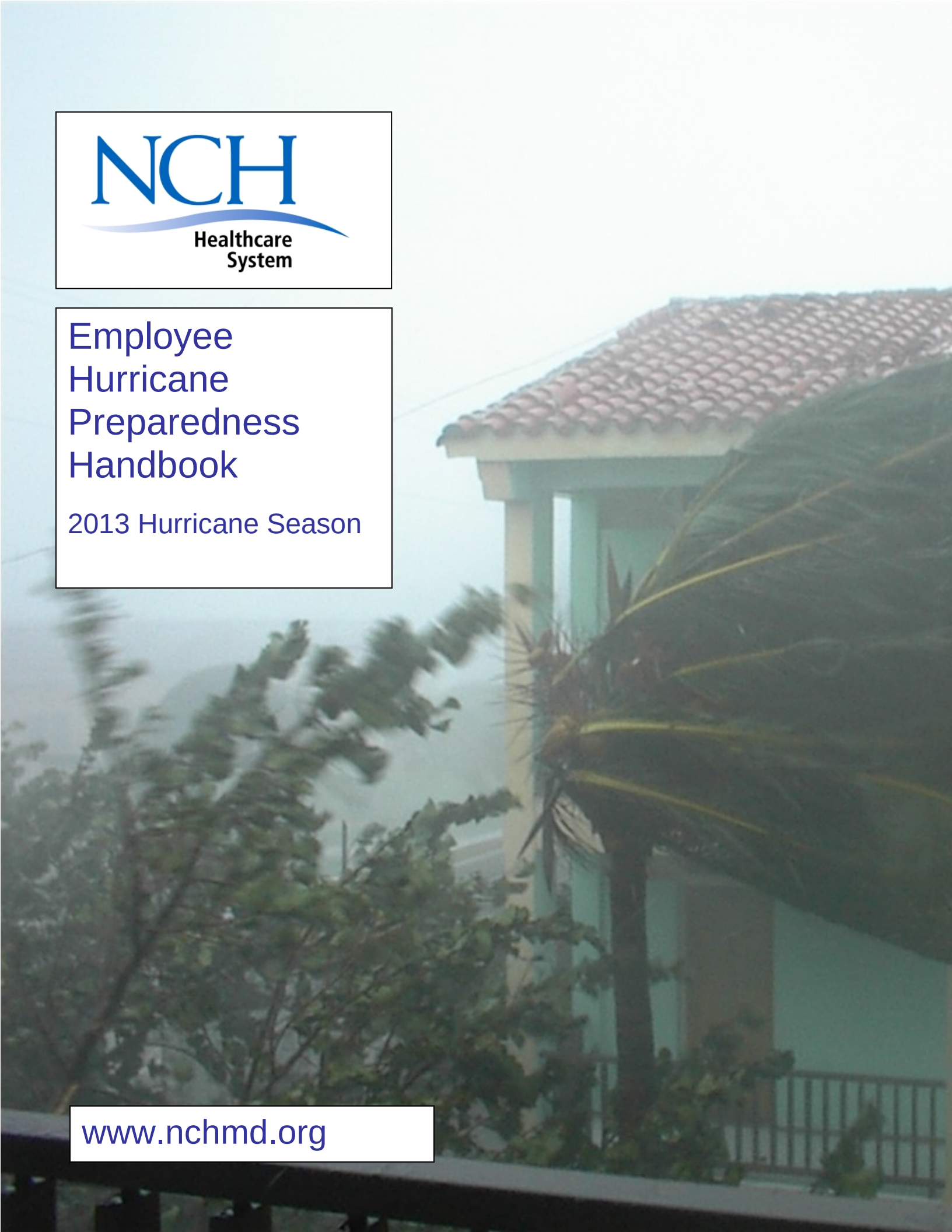
NCH Healthcare System

Employee Hurricane Preparedness Handbook

2013 Hurricane Season



www.nchmd.org

We're pleased to present the 2013 NCH Healthcare System Employee Hurricane Preparedness Handbook. This handbook is intended for you to use as a resource as we prepare for the upcoming hurricane season. We're very fortunate to live in a mild climate. However; it is a tropical climate and we must take this opportunity to plan for hurricane season that takes place from June through November.

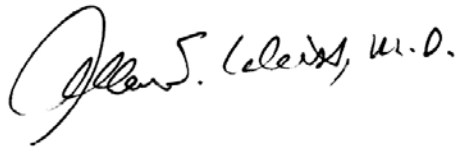
Our facilities and services are just as critical as local emergency management services and law enforcement when a storm threatens. Therefore, it's necessary to plan in advance for hurricanes, severe weather, and other disaster scenarios to support our patients and community so we're prepared if they occur. Every employee's participation is essential to assure that we continue providing optimum care to our patients.

Your manager will be the first source of information for you in planning for any disaster. We've also provided this Employee Hurricane Preparedness Handbook so you can prepare your family and household for a hurricane. This handbook also explains your role in our hurricane plan. Your participation is essential to the success of this plan, in which every employee will have a role. You may be assigned to one or more of the response phases, which include the pre-storm, during-storm, and post-storm phases. You may also be called upon to work in different settings or job functions as needs are identified. Every attempt will be made to accommodate an employee's personal needs whenever possible. Information pertaining to our emergency staffing process and childcare support are also highlighted in this handbook. Remember, our patients and communities are counting on us—and we're counting on you.

The Employee Hurricane Preparedness Handbook will help you better prepare for the hurricane season. Please discuss your role in the hurricane plan with your manager and your family.

"Let our advance worrying become advance thinking and planning"
-Winston Churchill

Sincerely,



Allen Weiss, M.D.
President and CEO
NCH Healthcare System, Inc.

INTRODUCTION

"If you don't have a plan for yourself, you will become part of someone else's plan"
- American Proverb

We understand the power of hurricanes and the impact they have on coastal communities. To help you understand how NCH Healthcare responds in the event of a hurricane or severe weather situation, we've created this Employee Hurricane Preparedness Handbook using information from the NCH Human Resources Severe Weather Policy (HR 2.20) and the Emergency Management Hurricane Response Plan (2.3.19). This handbook is designed to inform you about what to expect during a hurricane and how our organization responds to ensure that the health needs of our community are met. Areas addressed in this handbook include employee responsibility, storm communication, safety, sheltering, staffing of special needs shelters, and more. We also recommend that you review HR 2.20 and the Emergency Management Hurricane Response Plan (hospitals or physician practice) for a complete understanding of the topics in this handbook.

Please note: Because each department is responsible for developing its own response in support of the Emergency Management Plan. Be sure to check with your director or manager for your specific responsibilities during a hurricane.

EMERGENCY PLANNING AND YOU

There's an old adage that "Planning is everything." NCH Healthcare prides itself on being prepared. That's why the Hurricane Response plan was written to ensure that our patients' and community's needs are met while allowing you to meet family responsibilities during a hurricane or severe weather. This policy can be found on the intranet, MYNCH under Administrative Policies, Emergency Management. Employees of the NCH Healthcare Group should refer to specific response plans on MYNCH regarding this business entity.

EDUCATION

May has been designated as "Hurricane Preparedness Month", a time to discuss hurricane preparedness and communicate our Hurricane/Severe Weather Policy with all employees at the start of hurricane season. Informing new members of the NCH Healthcare family about their role during a hurricane is very important. That's why all new employees receive information on hurricane preparedness during the hiring process, at new-hire orientation, during their department or unit orientation, and before the start of hurricane season (June 1) each year.

If you are new to the area we would also recommend that you attend one of the many Emergency Management Hurricane Readiness Seminars given free to the public.

STAFFING AND PRE-STORM REGISTRATION

ESSENTIAL employees are those who have critical functions, which are required during and immediately after hurricane emergency situations; e.g. Incident Command Center, Security, Bedside Clinicians, etc. All essential employees should be assigned to teams designated to report ***before*** and ***after*** the storm. Prior to 1 June of each year, inpatient hospital Department Directors must submit a list of ESSENTIAL employees to Human Resources in order to establish logistical and emergency lodging needs.

Employees who are designated as **Essential** are required to report to work and shall be compensated as outlined in NCH Human Resources Policy 2.20. Any **Essential** employee who fails to report for work under these circumstances could be subject to the Corrective Action Policy.

NON-ESSENTIAL employees are those whose functions are not critical during or immediately after a hurricane emergency situation. Non-essential employees will be called to return to work when normal operations have resumed or should report to work as instructed by the manager. If you are a non-essential employee you may "volunteer" to work in an essential department. If you wish to volunteer, please notify your Director/Manager. Prior to 1 June of each year, your Director/Manager must submit a list of NON-ESSENTIAL employees who wish to volunteer to work during the hurricane event to Human Resources.

EMERGENCY/DISASTER STAFFING: Department Directors or Managers who are responsible to staff operational areas specific to a hurricane event or require additional personnel resources beyond the normal departmental capabilities as a result of the event; e.g. Security, Food Service, Child Care, Pet Shelter, etc. should, prior to 1 June of each year, submit the Disaster Control Emergency Staff Request Form to HR Employee Services. This will assist us in identifying our additional personnel needs and selection of resources from the Non-Essential Volunteer lists.

NCH Healthcare understands some employees may have extenuating circumstances; e.g. sole caregiver for immediate relative, etc. that make it difficult for them to work during a storm. Because of these situations, an employee may be considered exempt and excused from working during a storm. While an approved exemption excuses an employee from working during a storm, the exempt employee may be required to work in the pre- and/or post-storm phases. Exemptions must be granted by your department director and reviewed by Human Resources. If your situation doesn't fit into any of the categories above, you may be asked to work during a hurricane.

CHILDCARE ENROLLMENT - For employees who volunteer or are required to work during and/or after a storm, NCH Healthcare provides childcare for children who are age 16 or younger. A Childcare Enrollment Form must be completed annually in May each year. If you have children older than age 16, they may be allowed to volunteer in other areas of the hospital.

If schools and daycare facilities aren't open post-storm, working employees who have no other childcare options may bring their children to designated childcare facilities (check with the NCH Healthcare Disaster Hotline, 239-624-2051 for these designated facilities).

STORM COMMUNICATION - Communication is the key to emergency preparedness. In the event of an impending storm, the NCH Disaster Hotline (239-624-2051) is activated to give employees up-to-date information on facility preparations. The Disaster Hotline will provide updates for each of our hospitals and outside facilities as necessary. Information regarding the status of facility preparation is also available on the website at www.nchmd.org. However, the Disaster Hotline isn't intended to replace communicating with your supervisor, manager, or director, so be sure to check your home answering machine frequently and/or keep in touch with your department for your responsibilities during a storm.

SECURITY - One challenge we face during a storm is facility security. Many don't understand that hospitals and clinics are not general population shelters. During actual hurricane events, the hospitals may be placed in "lock down" status. Lock down will restrict entry and exit of employees & associated family members to the skybridge entry ways only. To ensure those inside our facilities truly belong there, employees working before, during, or after a storm will be required to show their NCH Healthcare identification badges before entering and exiting a facility. Hospital employee family members who present to the hospital will be issued wristbands at the time of registration. In addition, the NCH Healthcare identification badges are also used by employees to return to the hospital when roads are reopened after the storm.

COMMAND CENTERS - NCH Healthcare uses the Incident Command Center to coordinate storm preparations and communicate with state and local emergency management officials. Preparations coordinated through the Command Center include facility staffing, patient census, and bed availability, as well as computer system status. The primary Command Center is located at the Downtown Naples Hospital and can be contacted at 624-2460. The secondary Command Center is located at the North Naples Campus at 552-7278. Administrative personnel and department managers staff the Command Center beginning 48 hours prior to the expected landfall of the storm.

SLEEPING ARRANGEMENTS – Maintaining mental alertness during a stressful situation, especially a hurricane is very important. For Hospital employees who work during a storm event, every effort will be made to provide sleeping quarters when possible. Proper rest is paramount to having a sharp team that is ready for anything. Because of this, respite hours and areas are assigned to all employees and physicians who are at the facility during the storm. These areas are identified in the Emergency Preparedness Hurricane Response Plan (2.3.19).

FACILITY SAFETY - A common question during a hurricane or severe storm is, "How safe is the facility?" While the nature of a disaster prevents a guarantee of total safety, as healthcare workers who stay during a storm, we accept a level of risk to serve our patients. NCH Healthcare does perform regular vulnerability assessments of each facility to make them as safe as possible. Experienced structural engineers assess each building's physical strengths and weaknesses.

VOLUNTEERS - To make sure we can accommodate a high demand for services should a hurricane directly impact our area, we're asking that our volunteers be available after a storm. During the storm, they should seek other shelter or evacuate when directed to do so by the Collier County Office of Emergency Management.

EMERGENCY LODGING - Caring for patients in the hospital, as well as those injured after hurricane landfall, requires a well-staffed facility. In the event roads are impassable after a storm, the facilities must have enough staff to operate without interruption for a few days. Each department and off-site office is responsible for its own staffing plans, so be sure to talk with your director, manager, or supervisor.

Three distinct groups of people will be permitted in the hospitals during a hurricane, each with unique circumstances. These are patients, employees, and physicians. A great deal of planning has been directed toward this subject, and each group is addressed below:

1. Patients and their families: Patients are our primary concern and the reason we're here, so it's important to reassure them and their families during a hurricane. In the event of a storm, family members are always encouraged to seek the safety of an approved shelter. However, if requested, a family member will be allowed to stay with each patient. The family member will be required to bring the same supplies for his or her use as our employees. (See "What to bring when you come to work.")

2. Employees and their families: Our employees are critical to NCH Healthcare's success in any emergency, especially a hurricane, and we understand the stress of preparing a home and family for a storm. We understand how important it is to ensure your family's safety, so in addition to childcare; the following services will be provided as needed:

• Essential Employees and Non-essential volunteers and members of their ***immediate family*** only will be provided with emergency lodging at the hospital. They will be given time before the storm to prepare their homes. (See "Preparing for the storm.") If your family members choose to evacuate to a county shelter, they should take enough supplies to be comfortable for at least 72 hours.

A list of approved shelters in Collier County is available from the Public Safety Department, the local phonebook, or by visiting the Collier County Office of Emergency Management web site at www.collierem.org

• Employees scheduled to work post-storm should only evacuate from their home when required and only go as far as necessary. Sheltering within 10 to 20 miles allows for a quicker return home.

3. Physicians and their families: Teams of physicians help maintain the readiness of our hospitals during a hurricane. Without their assistance, we wouldn't be prepared to care for our patients. In the event of a storm, physicians' families are always encouraged to seek the safety of an approved shelter. However, some physicians are not hospital employees, so if requested, the hospital allows them to bring their families to the facility during the storm. As with patients' family members, they must bring their own sleeping and food supplies.

PREPARING YOUR WORK AREA - With the many types of departments within NCH, there are a number of work area preparedness tasks that should be completed by everyone to prevent damage and loss, especially to protect electronic equipment. Your department plan may have other tasks to complete before a hurricane, so the following are only general guidelines for all departments. Please be sure to check with your department director, manager, or supervisor to identify other items to be completed within your department before a storm:

Personal computers (PCs)
• Disconnect your PC, monitor, keyboard, and mouse from each other and the wall power outlets. Be sure to also disconnect the gray network cable on the back of your PC (it looks like a telephone cable). It is recommended that you disconnect the network cable from the PC, and not from the wall. This allows you or IT to more quickly get the equipment operating after a storm.
• If not already mounted above the floor, move any PC equipment off the floor at least 10 feet from a window, mark it with your name, and wrap it in plastic. Don't use the red biohazard bags for this process.

Telephones
• Please leave your phone connected.
• Wrap it in plastic and mark it with your name. As with PCs, do not use red biohazard bags in this process.

Fax machines, printers, and copiers
• Please be sure all department fax machines, printers, and copiers are disconnected from outlets.
• Move them at least 10 feet away from windows and cover them in plastic. Once again, do not use red biohazard bags.

Miscellaneous desktop items
• Please remove all papers, books, and loose materials from your desk.
• Place these materials in a box marked with your name and store it off the floor in a safe place. Finally, please be sure to check with your fellow employees to see if they need any assistance preparing their areas or the department. Teamwork is the cornerstone of hurricane preparation.

THE NCH HEALTHCARE PLAN

NCH responds as a team to meet the varied health needs of our community in times of disaster. Each employee, department, and facility works together and with other agencies to meet any challenge. Because of this, it's important to understand how some entities prepare for an impending hurricane. More detailed information is available in the Emergency Management Plans so we encourage you to read them as well.

Special Needs Shelters - Many individuals in our community require special assistance when they're evacuated, but not the acute care that's provided in hospitals. People with special needs may include those requiring 24-hour-a-day healthcare maintenance or

medical equipment that requires 24-hour-a-day electrical power. Residents with special needs must register with the Collier County Office of Emergency Management before the hurricane season each year.
When a hurricane is approaching, emergency officials will open the special needs shelter at designated locations. We are frequently called upon by the Health Department to support these shelters with services and supplies.

County Emergency Operations Center -The Collier County Emergency Operations Center (EOC) is activated to provide overall coordination of emergency services for the county when we are in the projected track of a hurricane. The EOC is staffed with representatives of every State and local agency that perform coordinated actions to prepare and recover from the storm. NCH Healthcare provides a Liaison Officer to coordinate emergency preparedness, operational and recovery efforts for our facilities.

OUR FACILITIES

Downtown Naples Hospital – The Downtown Naples Hospital is Collier County's largest hospital, so it remains open and fully staffed during a hurricane. The primary Incident Command Center is located here and directs the storm preparations of the entire organization. The team in the Command Center will be in frequent communication with local and state emergency officials for storm updates, and will update the NCH Healthcare Disaster Hotline regularly. Patients ready for discharge will go home so additional beds are available for patients transferred from other facilities, area dialysis patients, and others who require hospitalization. Additional quantities of medications, food, water, medical/surgical supplies, etc. are delivered. The facility will be secured, with access granted only to those authorized to be there, storm shutters put in place, and sandbags prepared. Essential and volunteer employees will prepare to staff the designated childcare and other critical positions throughout the hospitals.

North Naples Hospital - North Naples Hospital also remains open in the event of a hurricane. A secondary Incident Command Center is also staffed to direct storm operations at this site. Patients ready for discharge will go home to make additional beds available for patients transferred from other facilities, in-home ventilator patients, and others who require hospitalization. Additional quantities of medications, food, water, medical/surgical supplies, etc. are delivered. The facility will be secured, with access granted only to those authorized to be there. Storm shutters will be put in place and sandbags prepared.

Marco Island Healthcare - Marco Island Healthcare closes when placed under a mandatory evacuation order by the Collier County Office of Emergency Management. The primary responsibilities of Marco Island Healthcare employees when a hurricane is approaching are to secure the facility and prepare to evacuate, if ordered. The NCH Incident Command Center coordinates all activities and communications between facilities and emergency agencies to ensure a smooth transition. When assigned by their department director, some employees may report to Downtown Naples Hospital and North Naples Hospital to help during and after a storm as needed. Teams of employees are also ready to return to Marco Island Healthcare when an all clear has been issued by the Collier County Office of Emergency Management to certify the facility is safe and ready to accept patients.

Support Services - All departments fill a variety of roles in a hurricane situation, which may include working in different settings or job functions as needs are identified. Some members of the NCH Healthcare administrative team will report to the NCH Incident Command Center during a storm, while others will report to the North Naples Hospital or provide post-storm relief to the incident command staff. Marketing and Public Relations will communicate our disaster preparations to local newspapers, radio, and television media, update the Health First Disaster Hotline, and field the numerous calls about the status of our patients and hospitals after a storm. Finance employees will work with our banks to make sure funds are available to the hospitals in the event of storm damage to local financial institutions.

NCH Physicians Group – Employees of the NCH Physician group should follow the Administrative and site specific severe weather response plans. All NCH Physician Group offices will report through the NCH Incident Command System for status updates and requests for assistance. Each office site will prepare its own facilities and infrastructure ahead of storm arrival and prepare for office closure on the direction of the Incident Commander.

Information Technology (IT) - The IT Department's main responsibility is to maintain the accessibility of the NCH Healthcare computer network to patient care areas as long as possible during a storm. To do this, IT will maintain a core team of employees at the NCH Central Campus Business Center and at the hospitals during and after a storm. All computer systems will be backed up, files safely secured, and electronic equipment protected. (See "Preparing your work area.")

We hope this information answers any questions you may have about your role in the event of a hurricane or severe storm. Please talk with your director, manager, or supervisor about any unanswered questions.

PREPARING FOR THE STORM – MAKE IT A FAMILY PLAN

There are a number of sources available with information on preparing your home in the event of a hurricane or severe weather. The following list will get you started.
1. Have materials ready to protect your home, such as storm shutters and plywood.
2. Have materials on hand to repair storm damage, including plywood and nails, a hammer and saw, plastic sheets, and duct tape. They can help prevent further damage.
3. Have emergency supplies in waterproof containers such as canned food (with a manual can opener), diapers and baby formula, water (one gallon per person per day), matches, and disposable eating utensils. Other items to have on hand include medicine* and a first-aid kit, a radio with batteries, cooking equipment, a can of gasoline (fill car tanks beforehand), cash, plain bleach, a fire extinguisher, and sleeping bags and blankets.
4. Protect important documents such as insurance policies, pictures, etc., in waterproof containers. Please make sure all prescription medications are filled beforehand.
5. Have a plan that includes all family members, discuss it, practice the plan and make sure it includes where to go or how to communicate if separated.

When preparing to report for duty before or after a storm, you'll need to have some essential items:

1. Your NCH Healthcare identification badge
2. A small overnight bag (do not over pack)
3. Sleeping bags, blankets, and pillows
4. A change of clothing, uniforms, and shoes
5. Personal toiletries and a towel
6. Prescription medications
7. Cash and small change
8. Nonperishable food snacks for 48 to 72 hours

WHAT ABOUT THE FAMILY PET?

Pets are an important part of the family for many of us, so planning for their sheltering should also occur before an impending storm. Unfortunately, pets aren't permitted in the hospital, and public disaster shelters cannot accept pets because of health and safety regulations (except for service animals that assist people with disabilities). In the midst of a disaster, it may be impossible to find shelter for your animals—so plan now. Leaving pets behind, even if you try to create a safe place in your home, can result in them being injured, lost, or worse. Frightened animals can quickly slip out of open doors, broken windows, or damaged areas of your home left exposed by the disaster event. The following information will help you plan for your pet's care in the event of a severe storm or hurricane.

Tips on locating a safe place for your pet

1. Set up a buddy system with friends or relatives outside your area.
2. Contact hotels outside your area to check policies on accepting pets. If you have prior notice of an impending disaster, call ahead for reservations. Online you can check out http://www.petswelcome.com for hotels that accept pets.
3. Contact boarding kennels outside your area. Be sure to make a personal visit well in advance to make sure that it's a facility where you'll be comfortable leaving your pet.
4. Ask your veterinarian (outside the area of danger) if he or she would be able to board your pet.
5. Some local Humane Societies and pet centers will accept and house pets from areas that have been ordered to evacuate.
6. The Collier County Animal Services coordinates information for shelters open to pets of residents located in mandatory evacuation areas. You can call Animal Services at 252-7387, or visit them online at www.collierpets.com. The web site also offers information on preparing a pet survival kit and many other valuable tips for pet owners.
7. As a service to employees assigned to work at the hospitals, NCH Healthcare provides limited pet care capability for dogs and cats only. Location of our pet shelter and hours of availability will be placed on the Disaster Hotline. Once you drop off your pet at the shelter, please do not plan to visit with them as it disrupts the other animals. You should submit a Pet Shelter Pre-Registration Form to the HR Employee Services department during the month of May.

You should include the following in a waterproof pet supplies kit and each animal must be delivered in an approved carrier or cage:

1. Copies of medical and vaccination records, and a current photo of your pet
2. Your pet's medications and a copy of any prescriptions

3. Written instructions on feeding, medications, etc.
4. Sturdy leash and muzzle (can use gauze rolls or panty hose)
5. Bowls, bottled water, and food for one week
6. A manual can opener for canned food
7. Paper towels, plastic bags for waste cleanup, as well as cat litter/pan (shredded newspaper can be used as cat litter)
8. Spray disinfectant for waste cleanup
9. Flashlights, batteries, bedding, and pet toys
10. First-aid materials, including bandages and antiseptic ointments
11. List of emergency phone numbers, including emergency contact (relative or friend), veterinarian, Animal Control, local animal shelter, and American Red Cross

Before a disaster, be sure to do the following:
1. Train your dog. Obedience may save its life during an emergency and help make it a welcome guest.
2. Familiarize your pet with its transport crate before a crisis.
3. Familiarize your pet with being transported.
4. Practice drills with your pet.

Transporting your pet
- At the onset of a disaster, crate your pet immediately. Pets can sense danger and may hide, making it more difficult to find and secure them.
- Have a secure pet carrier/crate. The crate should be just large enough for the pet to stand up and turn around.
- Label the crate with your pet's name, your name, and where and how you can be reached (telephone number, etc.). Don't transport a pet loose in your car. If your pet panics, it could escape and you might not be able to find it. Even a trustworthy pet can panic, hide, and try to escape, or bite under frightening circumstances.
- Make sure identification tags are secured to your pet's collar and that the information is current. If your pet gets lost, this may be its ticket home. Make sure your shelter location phone number is on the tag as well. You can tape this to the back of the tag.
- Microchips and tattoos are excellent for identification if the information is included in a national registry. Ask your veterinarian for information.
- Consider who would evacuate your pet if you're unable to do so.

Preparations for birds
- Don't leave your birds where they can be exposed to fumes from fires or chemicals. Birds are very sensitive to smoke fumes and succumb more quickly than most other animals.
- Transport the bird in a secure travel cage or carrier.
- Wrap a blanket or towel around the carrier in cold weather.
- Carry a plant mister during warm weather to mist the bird's feathers periodically.
- Do not put water inside the carrier.
- Provide a few slices of fresh fruits and vegetables with high water content.
- Line the carrier with paper towels and change frequently.
- Keep the carrier in a quiet area.
- If electricity is available, many birds benefit from having a heating pad under their cage in times of stress.
- Proper identification for birds would include leg bands, microchips, and tattoos. These are most useful if the information on them is included in a national registry.
- Your veterinarian should be able to provide you with information on this.

• Many birds will show signs of disease (respiratory, gastrointestinal, etc.) several days after a stressful episode.

What to do with reptiles

• Snakes and lizards can be transported in a pillowcase. Tupperware or similar containers with ventilation holes may be used for turtles.
• Carry food with you if they require frequent feedings.
• Have at least a week's water supply.
• When transporting, keep reptiles away from windows because direct sunlight through the glass can cause heat stroke and death.

Livestock or horses

• Evacuate livestock or horses whenever possible, and make arrangements in advance.
• Trucks, trailers, and other vehicles suitable for transporting livestock or horses should be available with experienced handlers and drivers.
• Animals should be accustomed to these vehicles in advance. Otherwise they may become very frightened and difficult to transport. If possible, practice leading and loading under a variety of circumstances, such as rain, extreme heat, or at night.
• Have some form of identification on the animal that will help facilitate their return.

Leaving your pet behind as a last resort

• If you must leave without your pet, you should leave it in your home.
• Avoid leaving your pet in rooms with hazards such as windows, hanging plants, or pictures in large frames. Consider utility areas or bathrooms.
• Leave familiar items such as the pet's normal bedding and favorite toys.
• In case of flooding, the location should have access to high counters to which pets can escape.
• Set up two separate locations if you have cats and dogs. Even if they normally get along, the anxiety of an emergency situation can cause pets to act irrationally.
• Keep small pets away from cats and dogs.
• Under no circumstances should you ever leave your pet tied up outside or let it loose to fend for itself.
• In large disasters where loose animals cannot be identified, animal control shelters often have no other option than to treat these animals as abandoned. Many pets have to be adopted, fostered, or euthanized.
• Provide water in a heavy bowl that cannot be tipped over. Filling the bathtub with water will provide drinking water for several days, providing your pet will drink from it.
• Paste labels clearly near entrances for rescue workers to see what animals they'll encounter and a contact number.

After the storm passes:

• After the storm, familiar surroundings sometimes have been rearranged, causing pets that rely on visual or scent cues to become disoriented.
• Walk your pet on a leash until it becomes reoriented to its surroundings.
• Give your pet small amounts of food and water several times a day, increasing to normal volumes over three to four days.
• Let your pet have plenty of uninterrupted sleep.
• If you still have your pet's favorite toys, encourage it to play. This will allow your pet to recover from the stress and trauma.

• If you and your pet are separated, pay daily visits to local shelters, animal control facilities, and kennels until you've found it. A phone call isn't as effective as a visit. Remember, you are your pet's guardian and ultimately responsible for its survival and well being in the event of a disaster.

After all, pets are family too.

NCH Healthcare Employee Hurricane
Preparedness Handbook was
created by the Public Safety Department.

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on the NCH Healthcare intranet, MYNCH, as well as on the
Internet at www.nchmd.org