



## Boundary Scripts for Common Veterinary Challenges

### **A walk in at closing time/When a client pressures you to stay late:**

*"I understand how important this is to you. To give your pet the best care, we'll schedule the earliest possible appointment tomorrow with our team."*

### **When a colleague asks you to take on extra cases beyond your capacity:**

*"I want to support the team, but I'm at full capacity. Let's check with the supervisor so we can prioritize care without risking burnout."*

### **When leadership asks for additional non-clinical tasks:**

*"I'd be glad to contribute. To do this well, I'll need to re-balance my current workload. Can we review priorities together?"*

### **When family/friends ask for 'off the clock' veterinary advice:**

*"I care about you and your pet. The safest way to support you is through a proper visit, so nothing important gets missed."*

### **Overbooked Day/No Breaks in Sight**

*"To ensure I'm providing the same quality of care to every patient, I need a short break. I'll be back in [5/10] minutes and ready to refocus."*

### **Being Pulled Into Drama or Gossip Among Staff**

*"I really want to keep our focus on the work and what's best for our patients. I'm stepping away from this conversation so I can stay grounded."*

### **Text Messages or DMs from Colleagues After Hours**

*"I saw your message, and I'll respond when I'm back on the clock. I've set boundaries around my off-hours time so I can return rested and focused."*

### **Being the "Go-To" Person for Emotional Support at Work**

*"I care about how you're doing, and I also need to keep my own energy in check. I may not be the best support today, and I'm focusing on self-care."*