

# Bill *of* Rights

## for the veterinary team

You're dedicated to your job duties and responsibilities, but we want you to know there's more to this job than what we ask you to do. These are your inalienable rights at our practice. Exercise them.

**1. The right to be treated with respect.**

Every team member deserves to have managers and peers treat them as thinking, feeling human beings and part of the important mission of this hospital.

**2. The right to have and express your own feelings and opinions.**

Every team member will have strong emotions on the job and imagine new ways of doing things at the practice. We pledge to listen to you as long as you express yourself constructively and appropriately.

**3. The right to be listened to and to be taken seriously.**

No team member or manager should insult or belittle another employee because of ideas or opinions. Everyone's voice should be heard and respected.

**4. The right to set your own priorities.**

Every team member chooses his or her own priorities in personal life, family life, and work life. Those priorities have consequences, however.

**5. The right to say "no" without feeling guilty.**

Every team member has the right to turn down other team members' work if it will compromise the quality of their work and the care of patients and clients. We all pitch in with emergencies, but we know our own workload best.

**6. The right to ask for what you want.**

Every team member can ask; you may not get it, but you're not penalized for asking.

**7. The right to get what you pay for.**

Any team member who brings in a pet for care is entitled to the same products and services as any other client. We do not skimp on client education, patient care, time in exams, or other important aspects of a visit.

**8. The right to ask for information.**

Veterinary medicine can be complicated. Every team member can ask for clarification, information, and education to fulfill his or her duties and grow as a valued employee.

**9. The right to make mistakes and learn from them.**

No one is perfect. Everyone fails sometimes. We ask only that you learn from mistakes and work not to repeat them.

**10. The right to choose not to assert yourself.**

No team member is required to learn, grow, ask for information, work to improve, help others, or speak and act thoughtfully and compassionately with managers, peers, and clients. Those employees who don't, however, may not be a good fit for our practice's positive and ambitious veterinary healthcare team.