

Business Matters: Healthy Staff = Healthy Business

The veterinary world has normalized long hours. We often prioritize client and patient care over staff. This can translate into poor work-life balance and poor team support. But remember, your team is the foundation for success!



Physical resilience = mental resilience. Prioritize it.



- ✓ Have snacks and beverages available for staff to recharge. **Ask them**, “How is the current schedule?” and/or, “Are you taking your lunch breaks?”
- ✓ Stick to staff schedules. Prioritize and respect vacation time and personal days. Consider tracking busy times and missed breaks and lunches, and arrange coverage for those times.

- ✓ Have a **formal training program** in place so staff are familiar with your expectations of them, and can assist in difficult situations.



I Matter is a platform to equip Ontario veterinarians with knowledge and strategies to help them better cope with and respond to the challenges they face in their professional and personal lives.

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Wellness. Resilience. Care.