



20 WAYS **to Show Gratitude to Your Veterinary Team**

Telling your team they're great and you appreciate them is fantastic, but showing them is even better! This guide offers actionable ways to spread gratitude with your team.



#1

**Calm,
Cozy, and
Comfortable**



Your team is running from room to room, keeping the practice running smoothly every day. Show them how grateful you are for them keeping your patients calm and cared for with a cozy gift like a fleece, blanket, or vest with your clinic's logo. Whether they're snuggling a patient who needs some extra love or trotting around the expo floor at VMX, they'll love sporting their clinic-branded swag.

#2

**"Like a
Warm Hug...
in a Mug"**

Host a Buddy-the-Elf-approved build-your-own hot chocolate bar to give your team time to relax and enjoy the holiday spirit. Level up your event with a treat like cupcakes from a local bakery.



#3

**Two Paws
Up for Extra
Time Off**

Your team loves their job, but they also love time with their families. Give them an extra day of PTO or an early dismissal day so they can soak up some extra family time during the holiday season.

#4

**The Best
Gratitude is
Sometimes...
Anonymous**

If your team is introverted, it may not come naturally for them to share verbal gratitude with their peers. During the holiday season, put a gratitude box in the break room to allow your staff to write gratitude notes. The best part about anonymous notes is that they could have come from anyone on the team, giving the holiday season extra excitement and fun.



#5

The Gift of Time Savings



Learn more about
Otto Flow at otto.vet.

There are many sources of burnout in Vet Med: the anxiety of the ringing phone, the demands of redundant tasks, and the stress of managing clients. Give your team back over 200 hours a month with Otto's workflow automation platform, Flow.

Your team will enjoy the year-round gift of:

- Reduced redundant tasks/ data entry
- Reduced call volume
- Faster intake
- Happier clients
- PIMS writebacks that take minutes, not hours or days
- Reduced no-shows by up to 50%

#6

A Simple, But Public Thank You

Share public messages of gratitude about your team with clients and the community. Share these messages via email, social media posts, or a looping video playing in your lobby.

#7

Potluck and Play

Host a team potluck lunch and game. This is an excellent way for your team to show off their signature dishes and connect. To maximize the good vibes, send each staff member home from the potluck and play with a handwritten card and a gift card.



#8

Host an On-Site Massage Day

Close the clinic early to treat your staff to an on-site massage day.



#9

A Regal Portrait Day



Gift your team a regal portrait of their pet; this one is a guaranteed crowd-pleaser. There are tons of online companies that do these customized pet portraits now. Here's one we found: <https://regalpawtraits.com/collections/pets>. If you prefer a wearable, you can also get socks or Hawaiian shirts with pet portraits!

#10

Big Client Thank You

Get a blank poster board or trade show back wall to post in the clinic lobby. Invite clients to share notes of gratitude to the staff. Frame or display the final gratitude wall in a high-traffic location in your clinic to remind your staff how important they are.

#11

The Gift of Easier Client Communication



Learn more about Otto Flow at otto.vet.

Client communication expectations have changed. They expect your staff to be responsive in real-time, which can be challenging in a busy clinic.

Give your team the gift of streamlined communication with Otto Flow:

- Clients can chat with your staff online for fast answers, freeing up phone lines and allowing the team to handle several conversations simultaneously.
- 2-way texting gives clients the real-time answers they want, and your staff gives them the room to breathe and answer them digitally.
- Proactive, automated messaging can help answer client questions before they even come up.
- Digital intake processes take the chaos out of check-in.
- Writebacks to PIMS happen in minutes, not days or hours. This allows the whole team to have real-time information about client communication, thus reducing internal miscommunications.

#12

Development Stipend

Provide your team with a personal or professional development stipend they can use for personal enrichment, such as hobbies or professional development like CE courses or professional certifications.

#13

Simple, but Effective

A handwritten thank you note and a gift card are always an easy win. The key to this one isn't the gift card--it's the handwritten note. Take the time to connect with your staff with a heartfelt note of gratitude.



#14

Jam Sesh

Create a team Spotify playlist to enjoy during a team lunch. Play a game where the team guesses the title and artist of each song. This is a fun way to unwind and connect with the team.

#15

Gratitude Journal

Provide each team member with a gratitude journal that they can use to write their daily wins. Write the first entry for them, expressing your gratitude as a keepsake they can enjoy all year long.



#16

Upgrade Your Breakroom

Purchase a break room upgrade that the entire team can enjoy. Fancy coffee makers are always a hit!



#17

Reduce Uncomfortable Client Financial Conversations

Does anyone on your team like to discuss how much services cost with clients? Probably not. Does anyone on your team have anxiety about these awkward conversations? Probably.

Implement Otto Care to show your team that you...well...care. Care offers flexible membership programs that make it easy for clients to say "yes" to care and easy for your staff to confidently make treatment recommendations.



Learn more about Otto Flow at otto.vet.

The outcome? Better care for pets, less stress for your staff, and happier clients.

- Care helps improve case acceptance
- Boost client loyalty and retention
- Give pet parents access to instant, flexible spending accounts
- Improve hospital revenue
- Get access to 24/7 teletriage service

#18

Custom Gift Baskets

Create a custom gift basket for each team member based on their liking. Just like veterinary care--one size doesn't fit all! Show your team that you know them by carefully selecting gifts specifically for them.



Get some ideas for swag at store.iloveveterinary.com/



#19

**Get My
Good Side**

Surprise your staff with a pet photoshoot day. Everyone loves a glam shot of their pet! Include staff headshots in your photoshoot so that everyone gets to be a superstar for the day.

#20

**Team
Building
Activity**

Schedule a teambuilding activity like a paint and wine night or an escape room. Getting outside of the clinic walls is a great way to connect with the team and enjoy some downtime together.

GRATEFUL FOR YOU



The Otto team extends a heartfelt thank you for your service. VetMed is all we do; because of that, we see what you and your teams do daily to keep pets healthy and clients educated and happy. From the entire Otto team, thank you, and happy holidays!



Learn more about
Otto Flow at otto.vet.

otto•