

Communication Vocabulary

The Do's and Don'ts Of What To Say

What We Do Say	What We Don't Say
Say no with yes- make it positive!	"unfortunately"
Respect the pet even after the pet passes and use their name always	"ashes"
Say "absolutely" or "sure can!"	"No problem"
"Thank you for your patience"	"sorry"
Please and thank you	It was nothing, no big deal
Say "what your pet needs"	"I think"
Relax/ FAS scores/ phobia	"aggressive/ feral/ fractious"
Vaccines/ immunizations	"pokes/ shots"
Wellness/ preventative care	"He is due for his vaccines"
We saw "xyz" in the bloodwork	"Blood work looks fine"
No parasites seen	"negative"
euthanize	"Put to sleep"
Heartworm and tick disease screening test (4DX)	"Heartworm test"
Kitty minutes	impatient
Compliment the owners	Rebuke owners
Products, medications, preventatives	Stuff