



# A note from VetLed...

## Welcome to the VetLed Civility Saves Lives Campaign 2021

*In collaboration with Civility Saves Lives*

Thank you for choosing to find out more about The VetLed Civility Saves Lives campaign.

Sadly, almost all of us have heard, seen or been subjected to rude or uncivil behavior within veterinary practice. Perhaps we aren't fully aware though of the impact incivility can have on us as individuals and as part of a wider team.

The aim of this campaign is to raise awareness about the importance of civility and focus on the active steps we can take to reduce the cost and frequency of incivility in the veterinary profession.



As part of VetLed's ongoing mission to support safe, efficient and effective veterinary care, we believe that each and every member of the veterinary team deserves to work in a place that promotes civility.

The human healthcare Civility Saves Lives campaign aims to raise awareness of the power of civility in medicine and offers a collective voice for the importance of respect, professional courtesy and valuing each other. After hearing about the impact and success of the Civility Saves Lives Campaign, VetLed approached their founder, Chris Turner who kindly agree to collaborate to bring this hugely important topic to the veterinary profession. Together we are stronger.

This Campaign Support Pack is intended to provide you with what you need to promote VetLed Civility Saves Lives in a safe, applicable and effective way in your practice or organisation. Every practice is different so please ensure you fully consider how to make this campaign work for you in a safe and effective way. Before you launch the campaign in your practice, we do ask that the Campaign Summary is read by the practice manager, lead vet or nurse, or equivalent position.



## For this campaign we invite you to do 3 things...

1

Download the posters and display in your practice/organisation to raise awareness and to act as visual triggers and reminders to ensure that civility is embedded in your practice.

2

Fill out our civility survey (in collaboration with the University of Aberdeen) to help us understand how incivility affects the veterinary profession. Link to the survey can be found on our VetLed Facebook page.

3

Start the conversation about civility and behaviour with your team, considering whether incivility may or may not be present in your practice and discussing how you might start to address it.

### Want to do more to tackle incivility...?

Consider enrolling on one of our Civility Training courses.

VetLed offer two options for Civility Training:

#### VetLed Civility Saves Lives Programme

A Live Online Programme - this three-part course on civility for individuals to attend is delivered live with Q+A to finish.

To find out more check out our Civility Training Courses Leaflet and to book your place click [here](#)

#### Practice Civility Training Programme

A bespoke training course for your whole practice team involving:

- Safety culture surveys plus full analysis
- Three extended training sessions including a problem-solving workshop with our team
- Plus 6 months availability for questions and follow up with our team.

This course is delivered remotely, is highly interactive and is tailored specifically to your practice. To find out more about Practice Civility Training, contact us [info@vetled.co.uk](mailto:info@vetled.co.uk)

**To celebrate the launch of our Civility Saves Lives Campaign, we are offering a 50% discount to those who sign up in July 2021 for the Civility Programme for individuals (use discount code CSLJULY at checkout).**

As always, if at any stage you would like any further advice or assistance please get in touch with the VetLed team: [info@vetled.co.uk](mailto:info@vetled.co.uk)

Many thanks and very best wishes,  
The VetLed Team