



Boundary Setting Questions

Some of the answers to the questions below may be outlined in your contract but if not they should be covered with your client either in a welcome letter, an email, or in a discussion prior to starting work.

- What do I want my ideal day (or week/month) to look like?
- What are my office hours? This is what you TELL your client, if you occasionally work at night or on the weekends, they don't need to know that.
- What hours are off limits to work?
- Will I work with clients in different time zones and countries?
- How will that impact my work hours?
- Which days will I work?
- Will I work weekends or holidays?
- What is my plan for summer hours or when children are home? (If applicable)
- How should clients communicate with me? Both general communication and if they need to contact you quickly? Phone, email, text, slack, etc.?
- What should clients do if there is an emergency?
- How do you want to receive work assignments?
- How far in advance do you want to receive an assignment before the completion date?
- How often do you want to talk with your client? I recommend a weekly call.
- How often will you send invoices?
- When do you expect payment after sending an invoice?
- What happens if payment is not received by due date?

Here is a section from my welcome letter explaining how clients can contact me and what to expect. Feel free to use this as part of your communication plan.



- "Please note that we may not be available to answer calls or emails **immediately** during normal business hours, but someone from VBP will respond within 24 business hours.
- You are welcome to email me outside of business hours but it will be the next business day before I respond.
- I can plan in advance to accommodate for occasional evenings or weekends for launches, live events, etc. But in general these are my hours, as my evenings and weekends are devoted to my family and down time for me!"