

Your Possible Home

Building Meaningful, Enduring Family Bonds in the Age of AI


www.YourPossibleHome.com

Provider Exit Script Guide

Ending a provider relationship clearly, kindly, and without stress

Almost no one teaches this, and almost everyone needs it. The provider you've outgrown deserves a clean ending, and so do you. These scripts give you language so you don't have to write it from scratch on a hard day.

Adjust to fit your voice. The point isn't to sound exactly like this. The point is to have a starting place.

For childcare

"Hi [Name], we wanted to let you know that [date] will be our last week. Our family's [schedule / needs / situation] has shifted, and we've decided to make a change. We're so grateful for the care you've given [child]. We'd love to keep in touch, and we'd be glad to share a referral if anyone's looking for someone wonderful."

If they ask why, you can be honest without going into a full explanation: *"It came down to what we needed in this season."* That's a complete sentence.

For medical providers

You usually don't need a script for medical providers. You can simply transfer your records elsewhere and request that they be sent over. If you want to say something, a brief note in the patient portal is enough:

"Thank you for the care you've provided over the past [time]. We've decided to move our care to a different practice that's a better fit for our current needs. Could you please send our records to [new provider]?"

No further explanation owed. This is normal.

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For home services and trades

"Hi [Name], we wanted to let you know we're going to take a different direction for [service] going forward. Thank you for the work you've done for us. We appreciate the [quality / responsiveness / specific thing]."

If you weren't satisfied, you don't have to pretend you were. A neutral version works fine: *"We've decided to make a change."* Full stop.

For technical installers and project-based work

For one-time work, you usually don't need an exit script. The relationship has a natural end. If they reach out for follow-up work and you're not interested:

"Thanks for checking in. We're not planning any additional work right now, but I appreciate you reaching out."

For long-term services (housekeeping, lawn, etc.)

"Hi [Name], thank you for the work you've done for our family. We've made the decision to [handle this ourselves / go a different direction] going forward. [Date] will be the last service. We've appreciated [specific thing]."

A few principles that hold across all of these

Lead with the decision, not the explanation. People can absorb hard news faster when it's clear. *"We've decided to make a change"* before *"Here's why."*

Don't manufacture a reason that isn't true. The truth in vague form is better than a fiction in specific form. *"It's about our needs in this season"* is honest and complete.

Keep it short. Long exit messages invite long responses. Short messages close the loop.

Pay what you owe before you exit. Always. Even if there were issues.

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Don't ghost. A two-sentence message takes thirty seconds and protects everyone's dignity, including yours.

On guilt spirals

It's normal to feel a wave of guilt after sending a message like this, even when the decision was the right one. The guilt isn't a sign you made the wrong call. It's a sign you take the relationship seriously. Let it pass without rewriting the message you already sent.

You can be a kind person and still end a working relationship. Both are true at the same time.