

Nomination: 6815

Golden Hour

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Golden Hour

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Golden Hour

Category

A01 - A31 Employer of the Year > A18 - Employer of the Year - Health Products & Services

Employer of the Year Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Golden Hour is a transformative company that provides emergency telemedicine services to the veterinary market. The "golden hour" is the period of time immediately after traumatic injury when rapid treatment can prevent mortality and morbidity. Golden Hour's mission is to make rapid and accurate telemedicine consultations available to veterinarians and animal clinics world-wide.

The provision of veterinary telemedicine services is a way of life and a calling for the Golden Hour team. The founders previously established PetRays in 2006 to fill an essential void in animal healthcare. Spanning well over a decade, PetRays and the Golden Hour employees won hundreds of awards. Due to changes in veterinary medicine, changes in technology, and the need for dedicated emergency telehealth, Golden Hour was founded.

Golden Hour is comprised of the same team members that made PetRays the recognized global leader in veterinary telemedicine. All employees/owners at Golden Hour have nearly 20 years of team experience providing telehealth services to veterinary clinics and human health organizations.

Team members have been recognized with multiple awards. Awards include twenty-two Gold Stevie awards, twenty-one People's Choice awards, placing #65 and #133 in the Inc. 500, and induction into the Business Hall of Fame in Texas.

b. Outline the organization's employee-relations achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required

Golden Hour is a laser focused extension of PetRays. We focus on providing care to the most critical animals in one hour or less. Formation of Golden Hour also included an employee centric focus. Golden Hour expanded its equity ownership by rewarding the long-time loyal employees with an equity position in the company. The entire team is now consists of employee-owners who have a vested interest.

The ethos of the company is to make sure all employee-owners are valuable assets whose input is valued and encouraged. The former employees, who are now minority stake holders, include the following longevity: 21 years, 19, years, 18 years, 17 years, 13 years, and 8 years. This longevity demonstrates the loyalty and commitment the staff has to the company's mission and to its founders.

Additionally, Golden Hour is at the forefront of company culture and employee-relations:

Well-being and medical benefits:

Our benefit plan is the best plan available in Texas. With multiple lower cost options, the employee-owners opted to procure the best insurance for the health and well-being of their families. This benefit is provided no cost.

Cross-training:

Employee-owners are cross trained to perform virtually all jobs and tasks within the organization Cross training allows flexible PTO and vacation planning.

Education:

All team members have taken specialized training in Telehealth delivery from the American Heart Association and the American Board of Telehealth. All paid by the company.

Innovations:

Employee ideas to improve processes are encouraged. Employees and their ideas are our most valuable asset.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words). Required

Our commitment to employees and their families is equally important as our mission of providing telehealth services. Our team has worked together for 15-20 years. We have traveled to marketing events, awards banquets, conferences, customer locations, and business meetings. Our commitment to our employees is demonstrated 24 hours a day.

We are a private company focused on high quality healthcare delivered rapidly and accurately. Our employee centric policies are why we enjoy the unprecedented longevity of our most valued asset, our staff.

Our employees have earned their benefits by consistently demonstrating their value and commitment to the company mission. We consistently receive recognition for our team and individual efforts, including:

Gold Stevie Awards

- Best Young Entrepreneur
- Best New Service
- Best Director of Sales and Marketing
- Support Department of the Year x 3
- Sales Department of the Year x 2
- Best IT Department
- Marketing Department of the Year
- Best Customer Service Department
- Best New Product
- Best National Sales Team

Stevie People's Choice Awards

- Favorite New Product x 8
- Favorite customer Service x 7
- Favorite Company x 2

Inc. 500 Fastest Growing Companies 2010 and 2011

- No.133 in 2010
- No. 65 in 2011

Business Hall of Fame

- Inducted in 2023 in Texas
- Fifteen years of excellence

Our employee centric policies ensure our continued unprecedented delivery of rapid and accurate telemedicine to critical pets around the globe.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Golden Hour proudly submits the following materials to support this nomination. Supporting materials include web links, documents, and the following information:

Employees have received recognition 149 times in the Stevie competitions. A link to the list of awards and recognition is below.

Additionally, CardioVet, also ran by our team as part of our telemedicine services, was recognized 12 times by the Stevie Award programs. That link is below.

The team flourished and made the Inc. 500 list in 2010 and again in 2011. Documents are attached below.

Team members achieved Hall of Fame status for businesses in Spring, Texas. We made the Best of Spring list for 15 consecutive years. Press release attached below as a document.

All employees are certified in Telehealth by the American Board of Telehealth. Sample certificates are attached below with the employee names redacted.

One of our employees demonstrates her enthusiasm and pride working with our team at PetRays, and now Golden Hour. A link to a single Stevie People's Choice Award presentation is below.

A photograph of some awards is below.

Not only does our company excel at telemedicine, our founders also made heroic efforts to save our office cat in 2022. Jersey, a stray rescue cat took ill in the spring of 2022. Our founders spent nearly \$25,000 to treat our beloved office cat. Unfortunately after two ICU admission, Jersey succumbed to his illness. This highlights the kind of company we are and the wonderful place Golden Hour is to work.

Webpage Link

https://stevieawards.com/search-past-winners-and-finalists?
site_type=&year=&company_name=petrays&award=&nomination_title=&country=&category_group=&state=&category=&city=&submitted_by=&industry=&items_per_page=10
(https://stevieawards.com/search-past-winners-and-finalists?
site_type=&year=&company_name=petrays&award=&nomination_title=&country=&category_group=&state=&category=&city=&submitted_by=&industry=&items_per_page=10)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

https://stevieawards.com/search-past-winners-and-finalists?
site_type=&year=&company_name=cardiovet&award=&nomination_title=&country=&category_group=&state=&category=&city=&submitted_by=&industry=&items_per_page=10
(https://stevieawards.com/search-past-winners-and-finalists?
site_type=&year=&company_name=cardiovet&award=&nomination_title=&country=&category_group=&state=&category=&city=&submitted_by=&industry=&items_per_page=10)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

https://www.youtube.com/watch?v=U96-eN5dt18 (https://www.youtube.com/watch?v=U96-eN5dt18)

Would you like to add an additional webpage link?

Supporting Document

Download File (https://stevies-sage.secure-platform.com/file/17333/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzMzMzMyYWIYXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbnm9Inc%205000%20-2010.jpg)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (https://stevies-sage.secure-platform.com/file/17334/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzMzNCwiYWIYXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbnm9Inc%205000%20-2011.jpg)

Would you like to add an additional supporting document?

Yes

Supporting Document 3

Download File (https://stevies-sage.secure-platform.com/file/17335/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzMzNSwiYWIYXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbnm9C-O3P0k?PetRays%20Named%20to%202010%20Inc.%20500%20Fastest-Growing%20Private%20Companies%20List.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 4

Download File (https://stevies-sage.secure-platform.com/file/17337/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzMzNywiYWIYXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbnm9Hall%20of%20Fame%20-%20Spring%20Texas.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 5

Download File (https://stevies-sage.secure-platform.com/file/17338/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzMzOCwiYWIYXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbnm9E0SG0mBCM?Telehealth%20Certificates%20Redacted.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 6

Download File (https://stevies-sage.secure-platform.com/file/17339/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNzMzOSwiYXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbn98nCsM1F8KxU9WXoa8KosagLSpkjzse9IW1DobU?IMG_7252.JPG)

Would you like to add an additional supporting document?

No

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Terms and Conditions

I Agree