

Nomination: 9533

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

Mobile Phone Number

+1 281-703-8000

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Golden Hour

Category

A01 - A31 Employer of the Year > A05 - Employer of the Year - Business & Professional 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 force in veterinary medicine, delivering life-saving emergency telemedicine services to animal clinics worldwide. The company's name reflects its mission: to act within the "golden hour," that critical window following trauma when swift medical intervention can dramatically improve outcomes. With a team deeply committed to this purpose, Golden Hour ensures that expert, accurate consultations are always within reach — 24/7, 365 days a year.

Founded by the same visionary leaders who created PetRays in 2006, Golden Hour was born out of evolving needs in veterinary medicine, technological advancements, and the growing demand for specialized emergency telehealth. Building on more than a decade of experience and success, the Golden Hour team includes the original members who made PetRays a global leader in veterinary telemedicine.

With nearly 20 years of collaboration, the Golden Hour staff bring unmatched experience and cohesion to the field. Their excellence has been widely recognized, including 24 Gold Stevie Awards, a top 100 ranking on the Inc. 500 (#65), and induction into the Texas Business Hall of Fame — all of which reflect their unwavering commitment to innovation, service, and care.

Golden Hour won the 2023 Gold Stevie Award for Employer of the Year.

b. Outline the organization's employee-relations achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

Golden Hour is a laser-focused evolution of the PetRays legacy, built to deliver rapid, expert care for the most critical animal patients — with a target response time of one hour or less. From its inception, Golden Hour was designed to be not just a service provider, but a model employer. The company expanded its ownership structure to reward its most loyal, long-standing team members, transforming employees into equity-holding partners. Every team member is now an employee-owner, with a personal stake in the company's success.

This ownership model is matched by an inclusive culture that values every voice. All current employee-owners have worked together for over a decade — including tenures of 23, 21, 20, 19, 15, and 10 years — a testament to the deep loyalty and commitment to Golden Hour's mission and leadership.

Golden Hour sets the standard in employee care and engagement:

Benefits: The company provides the best health insurance available in Texas, at no cost to employees, with multiple plan options tailored for family needs.

Cross-Training: All team members are trained across functions, enabling operational agility and flexibility in PTO and scheduling.

Education: Golden Hour fully funds advanced training for all team members through the American Heart Association and the American Board of Telehealth.

Innovation: Employee ideas are actively solicited and implemented — recognizing that innovation thrives when every voice is heard.

At Golden Hour, people are not just part of the process — they are the process.

1 of 3

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

At Golden Hour, our commitment to employees and their families is as foundational as our mission to deliver life-saving telehealth services. Our team has worked side by side for 15 to 20 years — a longevity that speaks volumes. We've shared professional journeys through marketing events, awards ceremonies, conferences, and business meetings across the country. This deep bond reflects a culture of respect, recognition, and shared purpose.

As a private company, we are laser-focused on delivering high-quality veterinary healthcare with speed and accuracy. That same focus extends internally: our employee-centric policies are the reason behind our unmatched staff retention and collective success.

Golden Hour team members earn robust benefits not only through tenure, but through unwavering commitment to excellence. This dedication is reflected in the numerous accolades our staff and leadership have earned — both individually and as a team:

Gold Stevie® Awards, including Best Young Entrepreneur, Best New Service, and multiple honors for sales, support, IT, marketing, and customer service teams.

Stevie People's Choice Awards for Favorite New Product (8×), Favorite Customer Service (8×), and Favorite Company (2×).

Inc. 500 Fastest Growing Companies recognition in 2010 and 2011, ranking No. 133 and No. 65 respectively.

Business Hall of Fame Induction in Texas (2023) following fifteen consecutive years of operational excellence.

This culture — where employee well-being fuels innovation and excellence — is the engine behind our continued global impact in veterinary telehealth.

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 in support of this nomination, which reflect our team's consistent excellence, cultural values, and industry leadership.

Our employees have collectively earned 149 individual recognitions across Stevie Award competitions — a testament to their dedication and talent. A complete list of awards is included via the link below.

Additionally, CardioVet, our sister telemedicine brand operated by the same leadership and clinical team, has received 12 separate Stevie Awards, showcasing the broader impact of our telehealth expertise.

Golden Hour's leadership team was previously recognized in the Inc. 500 list of America's fastest-growing companies — ranking No. 133 in 2010 and No. 65 in 2011. Documentation of these achievements is attached.

We have also been inducted into the Spring, Texas Business Hall of Fame for making the "Best of Spring" list 15 consecutive years — demonstrating sustained operational and cultural excellence.

Every Golden Hour employee has completed professional certification in telehealth through the American Board of Telehealth. Sample certificates (with names redacted) are provided below.

To further illustrate our workplace spirit, we've included a link to a Stevie People's Choice Award ceremony where one of our employees shares her joy and pride in being part of this team — from PetRays to Golden Hour.

A photograph of selected awards is also included to visually showcase our achievements.

Webpage Link

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Would you like to add an additional webpage link?

Yes

Web Page Link 4

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Would you like to add an additional supporting document?

No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

Terms and Conditions

I Agree