

# Hospitalization & Recovery Guide

## Your Comprehensive Guide to Hospitalization & Recovery

Owning a horse comes with the profound responsibility of safeguarding their health and well-being, and sometimes life throws unforeseen challenges our way necessitating your horse's hospitalization. This is an intense and confusing time for both you and your cherished equine companion.

This guide serves as your compass through the equine hospitalization journey, offering invaluable insights into what to anticipate when your horse is admitted to a hospital, how to prepare for their stay, collaborate effectively with the veterinary team, and provide unwavering support throughout their recovery.



**HORIZON  
EQUINE**  
Veterinary Clinic





By understanding the hospitalization process and your pivotal role as a caregiver, you can participate in our collective mission to ensure that your horse receives the utmost care and experiences a successful recovery.

### Every horse we treat receives individualized and specialized care

To allow ample time for all patients and scheduled procedures in our clinic, Horizon Equine operates by scheduled appointment.

Our Care Coordinators do their best to accommodate schedules, which are dynamic and highly dependent on the many other cases the veterinary team are attending across the lower mainland.

Scheduling is contingent on both veterinarian and hospital availability.

We appreciate in advance your patience, collaboration and understanding.

When booking appointments, Care Coordinators will advise regarding any advance preparation before arrival.

#### Throughout this guide, we will explore topics including:

- **The admission process:** essential paperwork and seamless communication with our Care Coordinators.
- **Daily horse care and monitoring:** from feeding regimens to exercise routines and medication management.
- **Visitations during your horse's hospital stay:** fostering a supportive and nurturing environment.
- **Discharge process and post-care directives:** facilitating a smooth transition back to your care.
- **Support:** Tips for supporting your horse's emotional well-being during hospitalization, ensuring their mental fortitude matches their physical resilience.

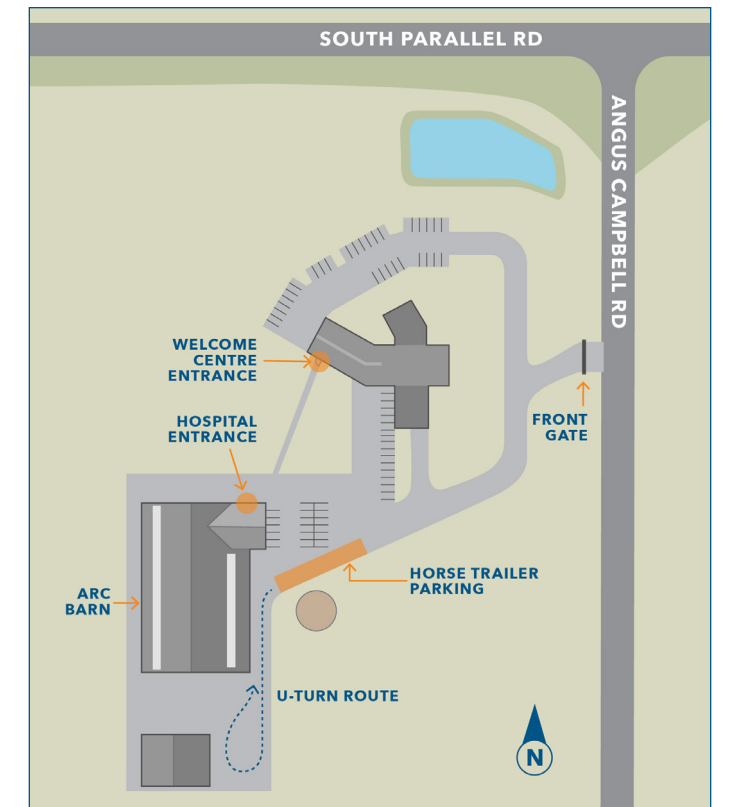
## Finding your way to the Welcome Centre & Hospital

The Horizon Equine Welcome Centre & Hospital is situated on the WestGen campus at **1625 Angus Campbell Road in Abbotsford.**

As you enter the campus through the front gate, veer left along the roadway, which will lead to the ARC Barn behind the primary office building. Inside the ARC Barn, you'll find the Hospital.

Once you've reached the ARC Barn area, park your truck and trailer at the edge of the parking area, just adjacent to the round pen. Should you need to turn your truck and trailer around, drive past the round pen to the back of the barn, where ample space allows for a convenient U-turn.

Before you unload your horse, walk up along the extended pathway leading to the southwest corner of the main office building. Here, a single glass door leads to the Horizon Equine Welcome Centre, where our Care Coordinators are ready to assist with registration and any paperwork.



## Ensuring the comfort & safety of your horse

### Safety Precautions

Prioritizing your safety, we recommend wearing appropriate footwear when either dropping off or unloading your horse from the trailer. It's essential that your horse is equipped with a halter and lead rope before unloading. Our skilled equine veterinary assistants are on hand to ensure the safe unloading of your horse and will guide them to the Hospital.

### Boarding

For horses temporarily residing in our clinic, we offer a choice between alfalfa or local grass hay, alongside a modest selection of grain and soaked feed options. If your horse adheres to a specific diet, or you prefer to continue their personalized feeding regimen, you are welcome to prepare grain portions and bring your own hay for us to administer.

### Security & Monitoring

Our Hospital is under constant surveillance, ensuring 24/7 security. Our equine veterinary assistants are always in close proximity, attentively caring for the horses within our Hospital.

Occasionally, in accordance with veterinarian guidance, an equine assistant may take your horse to the round pen or for a leisurely stroll around our grounds, affording them fresh air and a chance to stretch their legs.

During business hours, our Care Coordinators have access to video monitoring for horses within their stalls, guaranteeing a watchful eye over their well-being.



## Effective Communication

We recognize the challenges of entrusting your horse to the care of others, and are committed to keeping you well-informed about their progress. All patients in our Hospital are under surveillance via 24/7 camera monitoring.

Should you wish to visit your horse during their stay with us, simply get in touch with our Care Coordinators to schedule a suitable time. We will make sure your visit doesn't coincide with ongoing procedures and that a staff member is available to assist you. The Hospital is not open to the public. A member of the Horizon Equine team must be present to grant access to the Hospital.

## Fees & Payment

At Horizon Equine we really do understand - the majority of our team are horse owners ourselves. We are committed to transparency regarding our fees for veterinary care and services.

Your veterinarian is your primary contact for discussing and comprehending the proposed treatments and the associated fees for services, procedures, tests, medications, and supplies. This estimate might evolve based on decisions made by you and your veterinarian regarding care, treatment, and your horse's daily progress.

There is no call fee for in-clinic outpatient appointments, except when a horse is left in our care for the day, in which case a daily stall fee will apply. Otherwise, these visits are invoiced in the same manner as ambulatory appointments.

For hospitalization, a deposit of 50% of the veterinarian's estimate is required during the admission process. We accept payments in the form of cash, Visa, Mastercard, Interac, or e-transfer. The outstanding balance must be settled in full at the time of discharge.

## Discharge & Pick-Up

Discharge marks a pivotal phase in your horse's path to recovery. Typically, discharge occurs when your horse meets specific criteria, indicating that they are stable and healthy enough to continue their recuperation at home.



Your veterinarian will review comprehensive information regarding your horse's condition, medications, and any post-care instructions. We strongly encourage our clients to ask questions and seek clarification on any concerns they may have, ensuring a clear understanding of their horse's care plan and the next steps.

Your veterinarian may recommend a follow-up appointment to monitor progress and ensure your horse is on track for a full recovery. Alternatively, they may reach out to you to gather insights into your horse's transition from the Hospital back to your home environment.

## Equine Transport Service

For your convenience, our dedicated Care Coordinators are at your service to arrange professional horse transportation for drop-offs and pick-ups between 8 am and 4 pm, Monday through Friday. We're pleased to schedule our preferred transport service, which will directly bill you for their services.

## Q&A

### Can I bring my horse to the Hospital during the night?

Yes, you can bring your horse to the Hospital during the night, but it's crucial that the veterinarian is informed in advance and has advised you to do so. When arriving for an emergency outside of regular office hours, the veterinarian will ensure the gate is open for your access. Follow the onsite directions provided to reach the Hospital, and upon arrival, please text or call the veterinarian to notify them of your presence. They will meet you in the Hospital parking lot, as our Equine Welcome Centre will be closed.

### Where can I park my vehicle and trailer?

Upon reaching 1625 Angus Campbell Road in Abbotsford, enter the WestGen campus and proceed by following the road to the left. This route will lead you behind the main office building, where you'll find the ARC Barn and Horizon Equine Hospital. Stay to the far left of the parking spaces and drive to the back of the barn, where you'll have ample space to make a complete U-turn. Park your vehicle and trailer adjacent to the round pen, facing the entry from Angus Campbell Road.



### What can I do in the area while I wait for my horse? Where can I eat, where can I stay?

While waiting for your horse, you may find it helpful to know that there are restaurants and coffee shops available in Whatcom Plaza, situated at Hwy 1 and Whatcom Road, or along Highway 11 just north of Highway 1. You can also find popular establishments like Costco, Tim Horton's, Starbucks, and Lowes on the west side of Highway 11, south of Highway 1.

The closest accommodation option is the Clarion Hotel, located on the north side of Highway 1 at Whatcom Road. For additional information regarding dining and lodging, we recommend consulting Google Maps.

### Can I stay with my horse in the Hospital?

For the well-being of the animals in the ARC Barn and Hospital, as well as the safety of everyone involved, unfortunately clients are not permitted within the Hospital except during previously scheduled visits. Our strict visitor policy is in place to maintain biosecurity and ensure the safety and comfort of all horses under our care.





## Equine Health. Our Priority. Our Profession. Our Passion.

**We extend our heartfelt thanks** for entrusting the care of your horse to Horizon Equine. It's our sincere hope that this guide has provided you with valuable insights and peace of mind as you navigate the equine hospitalization process. Our objective is to empower you with the knowledge and confidence to advocate for your horse and actively engage in their journey towards recovery. Your horse's well-being remains our top priority, and we are committed to providing the best care possible. We are here to support you and your equine companion every step of the way.



Dr. Steve Chiasson DVM, cVMA



Dr. Lauren Jeffery BSc, DVM



Dr. Sarah Squinas DVM



Dr. Jane Westendorf MSc, DVM



**Contact our Equine Care Coordinators:**

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