

## VHA Medical Boarding FAQ's

### What is medical boarding?

Medical boarding is a specialized lodging option for pets who require ongoing medical care, monitoring, or treatments while away from home. This includes pets with chronic conditions, post-surgical needs, medication schedules, mobility limitations, or special nursing care. Your pet stays under the direct supervision of our trained veterinary team 24/7 for added safety and peace of mind.

### Is my pet a good candidate for medical boarding?

Medical boarding is ideal for pets who:

- Require regular medications or injections
- Need close monitoring due to illness or recovery
- Have mobility challenges or require assisted care
- senior pets needing extra support

**If you're unsure, our team is happy to help determine the best boarding option for your pet.**

### Who will be caring for my pet?

Your pet will be cared for by our experienced veterinary technicians and medical staff, with veterinarians readily available. This ensures timely treatment, monitoring, and rapid response should any concerns arise during their stay.

### How is medical boarding different from traditional boarding?

Unlike traditional boarding, medical boarding provides:

- Scheduled medication administration
- Ongoing medical assessments and monitoring
- Post-operative or recovery care
- Customized treatment plans
- Immediate access to veterinary care if needed

Your pet's comfort is paired with attentive medical oversight throughout their stay.

#### Our VHA Medical Boarding check-in process:

1. The check-in process for your pet's stay typically takes about 5 to 15 minutes, depending on whether you've already completed the reservation form. We also welcome you to walk with us this way you can have a peace of mind and you can see exactly where your furry friend will be staying. We want to ensure you feel completely comfortable and confident about your pet's home away from home
2. If the reservation form has not been completed prior to arrival, one of our dedicated team members will review our policies, feeding instructions, and medication directions with you. We will also take the time to address any questions or concerns you may have.
3. If your pet requires a doctor's exam for any concerns that might arise, our ICU technician will ask additional questions to ensure all medical needs are fully understood and appropriately addressed.

#### What should I bring for my pet's stay?

Please bring:

- All medications in original containers with clear instructions
- Prescription diets (if applicable)
- Any mobility aids or special care items
- Familiar items (blanket or toy) to provide comfort. (we are not responsible if they're lost or damaged)

Our team will review all care instructions at check-in to ensure continuity of care.

#### How far in advance should I schedule my pets reservation?

For holidays and school break periods, we recommend booking your pet's retreat at least a month in advance, as our suites fill up quickly during these popular times. For all other seasons, we can often accommodate last-minute reservations to ensure a smooth and seamless experience. For any bookings, feel free to give us a call or use our PetDesk app to submit a reservation request. We're here to make sure your pet's stay is as delightful and stress-free as possible.

### What is Capstar and why is it administered?

To ensure the utmost comfort and safety of all our guests, every pet enjoying a stay at our retreat receives a complimentary dose of Capstar. This fast-acting flea medication begins working within 30 minutes to eliminate any adult fleas, and its effects last for 24 hours. Even if your pet is already on a monthly flea prevention program, Capstar provides an extra layer of protection during their stay. If you have any questions or would like more information about Capstar, our team is always here to help and ensure your pet's experience is as delightful and carefree as possible.

### Will my pet be comfortable and emotionally supported?

Absolutely. We understand that leaving your pet can feel stressful, but many pets adapt quickly to the routine, attention, and calm environment of medical boarding. Our team prioritizes both emotional comfort and physical health, providing gentle handling, enrichment when appropriate, and individualized care.

### What if my pet's condition changes during their stay?

If there are any changes in your pet's condition, our medical team will assess them promptly and contact you to discuss next steps. With on-site veterinary care, your pet receives immediate attention without the stress of transfer to another facility.

### How do I schedule medical boarding?

Please contact our team to discuss your pet's needs, availability, and any required pre-boarding evaluations.

### What is your cancellation policy?

We understand that plans can change. You may cancel your reservation at any time without penalty.

### Will I receive updates during my pet's stay?

Yes! We provide complimentary daily photos and updates. You're also welcome to call or message us through the PetDesk App at any time for additional updates.