

# WIESBADEN VETERINARY TREATMENT FACILITY

CLAY KASERNRE, BUILDING 1038  
UNIT 24304 BOX 19 • APO, AE 09005-4304  
DSN: 337-6283 • CIV: 0611-705-6283

Hours: 8 a.m. to 4 p.m., Monday-Friday; 8 a.m. to noon, Last Business Day of Month

Pet Registration: Tuesday and Thursday

- To maintain mission accomplishment operating hours are subject to change without notice, but we strive to maintain regularly posted hours. CHECK WITH THE CLINIC FOR CURRENT SCHEDULE

## **General Information**

There are a number of links in the Useful Information section of our page on the Garrison website that are intended to help answer your questions concerning local veterinary services, policies, pet requirements, emergency and after hours care, shipping, boarding and other misc. information.

### **Our Mission:**

Support the Wiesbaden community with veterinary health care for government-owned and privately owned animals. Provide quality animal medicine in support of veterinary public health goals in support of the DOD. Strengthen military Families through broad support of the Army Family Covenant with high quality customer oriented Veterinary Treatment Facility operations.

### **Access:**

Eligibility for veterinary care for privately owned animals is based on the owner's eligibility to receive military medical care. The following categories of animal owners are authorized to receive veterinary care for their privately owned animals:

- Members of the Uniformed services on active duty
- Retired members of Uniform Services
- U.S. citizens stationed outside the U.S. who are employees of DOD or other Federal agencies

One of the following types of ID cards must be presented at time services are rendered:

- Common Access Card (CAC)
- Geneva Conventions ID Card DD Form 2 (active and retired)
- ID and Privilege Card DD Form 1173

Must indicate Medical, or Medical SAR

If at any time an animal needs to be brought in to the VTF by someone other than the Sponsor or Family member, a Special Power of Attorney will be required, authorizing that individual to make medical treatment decisions in order for medical care to be rendered. This Power of Attorney can be obtained from the local JAG office. Please keep this policy in mind when planning for extended TDYs or deployments. A proxy form is available at the VTF for short trips where a pet sitter is used. This form allows for the naming of a proxy care giver for your pet

over a restricted and specified time. For longer departures whether for leave or official travel, a Special Power of Attorney is preferred.

IAW AR 40-905, "Veterinary Services will not be provided in support of any commercial operation utilizing animals (pets or livestock) for profit." The VTF is prohibited from providing services for animals used for breeding or other commercial purposes. We strongly discourage you from breeding your pet. Statistics show that 8-9 million healthy animals enter a shelter every year and 4-5 million of those animals are euthanized due to insufficient number of homes available.

Please call for an appointment. Waiting time for vaccinations and sick calls is typically less than 7 working days. Waiting time for surgeries varies depending on the procedure.

**Services:**

Services for privately owned animals consist of preventive medicine services (wellness screenings, immunizations, dewormings), health certificates, sick-call examinations, medical treatments, and limited surgical procedures (spays, neuters, dental cleanings, etc.) all on an out-patient basis. The Wiesbaden VTF does not have the capabilities to provide overnight hospitalization. Cases that require hospitalization will be referred to a local national veterinarian.

**Emergency and after hour services:**

The VTF is able to provide limited emergency care during clinic hours on a case by case basis. We strongly recommend that you call the VTF if you have an emergency in order to determine if we will be able to provide adequate treatment. Pets requiring care beyond the capabilities of our clinic or after duty hours will be referred to a local national emergency veterinarian.

**VTF Fees:**

The veterinary services and products provided to privately owned animals are covered by Non-Appropriated Funds. Therefore, owners must pay a minimal charge for these benefits. Additionally, a \$2.00 surcharge mandated by the Department of Defense is charged for each transaction. Payment is due at the time services are rendered. The VTF is a nonprofit organization. The fees are set to cover operating cost and facility improvement. MEDICINE, SERVICES, AND GOODS ARE NON-REFUNDABLE.

**Pet Registration:**

**All animals must be registered at the Veterinary Treatment Facility (VTF) within 14 days of arrival IAW AER 40-1.** Pets may be registered every Tuesday during normal business hours. Your pet(s) are not required to accompany you to register but the following information is required:

- Most recent vaccination information

- Existing pet medical records from last duty station for any current medical issues/concerns
- Sponsor's name, pay grade, SSN, DEROS, home and mobile telephone numbers and CMR address
- Organization address and duty phone

Registration is required regardless of whether you use the VTF for veterinary care or if you choose to use a civilian veterinarian. Proof of current vaccination is required for registration at the VTF. Rabies tags and vaccinations must be current IAW AR40-905 par. 2-10. All pets must be registered at the VTF before an appointment can be made.

#### **VTF Utilization Policies:**

##### **No Shows:**

The VTF is a medical facility. As appointments are limited, adequate notification of cancellation is necessary to ensure maximum access to care for the community. Appointment cancellations should be done with as much notice as possible. Any appointment that is cancelled less than (2) business hours prior to the originally scheduled appointment will be considered a “No Show.”

We recommend arriving at least ten (10) minutes prior to your scheduled appointment time. If you arrive more than five (5) minutes for 15 minute appointments or ten (10) minutes for thirty minute appointments after your appointment time, you will be considered a “No Show” and asked to reschedule.

##### **Pet Control in the VTF:**

All animals are required to be on a leash or in a carrier and under control at all times while in the clinic. If an animal arrives without a leash or other adequate means of restraint you may be asked to reschedule your appointment or purchase a leash from the front desk for a small fee.

#### **Wiesbaden Housing Policy – Pets**

See the “Privatized Housing Policy” link on our webpage.

#### **Local National Veterinarians & Emergency Clinics, Wiesbaden Boarding Facilities, & Wiesbaden Grooming Facilities**

See the “Local Services Directory” link on our webpage

## General Pet Shipping Information

To help our service members ship their furry friends in relative comfort, the following are some insider tips on who you should contact to begin the transportation process, the regulations regarding shipping a pet and other general information on air transport. Also, check the PHCR-E PCS Pet Checklist Link.

First and foremost, shipping a pet is your responsibility. There is minimal reimbursement for pet expenses, including cages, the cost of shipping your pet, quarantine of your pet and/or kenneling. In addition to the local governmental rules and regulations regarding pet importation each commercial airline can determine its own set of requirements, which can make shipping a pet domestically and overseas quite costly and cumbersome

Once you receive your orders, you should plan immediately for shipping your pet. Your first point of contact is your local transportation office. It can help you make the appropriate reservations for air transport, as well as kenneling once you arrive. Your sponsor can also help make arrangements for shipment.

Most locations require that your pet satisfy certain age, vaccination, or quarantine requirements before they are allowed entry through customs. These locations can be country or even state specific. Visit our webpage for information on International Pet Travel by state and country.

One of your options in shipping your pet is to ship them on a military contracted flight. Air Mobility Command (AMC) charts these flights. For more information on shipping your pet on an AMC flight, visit [www.amc.af.mil](http://www.amc.af.mil).

Your other option in pet shipment is a commercial airline. However, there are a few conditions you should be aware of if you decide to ship your pet via a commercial airline. The first is to book as early as possible. Check that your airline of choice will accept pets on the day and flight that you prefer and verify its regulations regarding shipping a pet in the cabin or as cargo. Also, a non-stop flight may be easier on your pocketbook and your pet's health. If possible, avoid the heavy traffic of weekend or holiday flights. The airlines will most likely require a reservation and charge you a fee even for in-cabin travel. Most airlines require kennels to be one approved by the International Air Transport Association (IATA). Each airline will have specific guidelines as to what type and size of pet carrier is required for each pet. Kennels may be purchased on the economy, and most are labeled to indicate whether it is IATA approved. It is always a good idea that upon boarding, you ask a flight attendant or other crew if they can check that your pet has safely made it aboard the aircraft and is situated comfortably.

Be aware of any potential heat embargo for commercial shipping. Commercial airlines may refuse to transport certain breeds (snub nose dogs, such as pugs, boxers, bulldogs and Pekinese) during temperature "extremes" which is typically above 85F or below 45F. Check the airlines for special arrangements.

A final option for shipping your pet may be designated known shippers or FAA registered indirect carriers. See link for pet shippers.

Knowing what to do with your pet once you arrive at your final destination is also your responsibility. In many situations you may need to kennel your pet upon arrival, as pets are often not authorized in temporary lodging facilities. Your transportation office and sponsor can help you arrange for these situations.

Some additional preparation steps that you can take prior to your trip include allowing your pet to become accustomed to the kennel at least a few weeks before the flight. Put a comfortable towel or blanket in it and leave the door open throughout the day. Encourage your pet to go willingly into the kennel using either praise or treats. These steps will reassure the pet that the kennel is a nice safe place to be and will help him to be more comfortable when on the long trip.

#### **Day of the flight:**

The last meal that you feed your pet before a flight will depend on the breed, age or your pet, and length of the flight. For most healthy adult dogs and cats it is recommended that you do not feed your pet immediately prior to boarding. In general, 2-3 hours prior to boarding is recommended, not more than 6-8 hours; however you should provide access to fresh water at all times. Consult with your veterinarian if you have specific questions or concerns.

Airlines generally require each kennel to have a food/water bowl attached to the kennel door. They may not allow loose bowls in the kennel, which could cause injury to your pet during transport. One suggestion could be to attach a rabbit or guinea pig type of watering bottle. Be sure that your pet knows how to use this type of water bottle prior to using one for transport. A second option is to use a spill-proof water bowl. "Water Boy" is one brand of this type of bowl. Verify with your airline to ensure this will be allowable on your flight.

Always walk your dog immediately prior to entering the airport, as it may be several hours before it will have the next chance to relieve itself.

Do not ship your pet with loose hard toys in the kennel. Place a clean absorbent towel in the kennel (possibly something with your scent on it). The towel will provide for soft bedding as well as absorb any urine, feces or vomit if your pet has any accidents during transport.

Each airline and or customs organization may have different regulations regarding paperwork. The following recommendations are good practices in general. Make several copies of all documents. Attach one copy of the rabies and health certificates in a document protector (a clear zip-lock bag will work) to the kennel. Keep the originals in your pet's medical record in your carry-on luggage. Ensure that your pet's name, your name and contact information both at the flight origination and destination are attached to each kennel.

Finally, if you feel that your pet may be extremely stressed or excited during the flight, contact your veterinarian for specific recommendations.

## **Animal Bite Policy**

IAW AR 40-905, in the event of an animal bite or scratch that “breaks the skin”, the owner of the animal is required to bring that animal to the post veterinary clinic within 24 hours of the incident. The victim is advised to be seen at the post medical facility for a doctor’s evaluation. In the event that the immediate 24 hours falls on a holiday or weekend, the animal must be observed closely for any abnormal behavior or physical changes until the business day resumes and/or the veterinarian is available. Any changes or abnormal behavior during that time are to be evaluated by a local veterinarian immediately.

In accordance with AR 40-905, all animals owned by Military Members will be seen by the VTF and placed on quarantine. Please contact the VTF immediately if your animal has been involved in a bite or scratch. DO NOT vaccinate, euthanize or transfer ownership of the animal until the animal has been released from the quarantine period.

## **Adoptions/Transfer of Ownership/Strays**

The VTF does not have a stray facility in the Wiesbaden community. If you find a stray animal, you may bring it in to the VTF for it to be scanned for a microchip. If no microchip is found and the owner cannot be immediately identified, you will need to bring the animal to a local national animal shelter, or find other alternative means for care of that animal. Similarly, we do not maintain animals for adoption at the VTF. Individuals may post small ads for animal adoptions (not for sale) on the bulletin board at the VTF. If you give your pet to another Service member, a transfer of ownership form will need to be completed at the VTF in order to transfer the pet’s medical record to the new owner. Please inform us if you plan on bringing your pet to a local shelter.

## **Death of a Pet**

Unfortunately, we must accept the fact that although we try to provide the best care possible, we cannot extend their lifespan indefinitely. Sometimes the best decision that we can make for our pets is to euthanize in order to prevent additional suffering. One of the services that we do provide at the VTF is humane euthanasia. In these cases, or when a pet dies unexpectedly arrangements may be made for care of remains or cremation through the VTF. Alternatively, local national veterinarians or animal shelters may be used.