

# United States Army Garrison Ansbach Sponsorship Handbook

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Relocation Readiness Program

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# Table of Contents

SPONSORSHIP GUIDE .....	4
WELCOME! .....	4
SPONSORSHIP REFERENCES .....	4
TOTAL ARMY SPONSORSHIP PROGRAM .....	4
COMMANDER RESPONSIBILITIES .....	4
APPOINTMENT OF SPONSOR .....	4
A SPONSOR.....	5
TYPES OF SPONSORSHIP .....	5
SPONSOR DUTIES.....	5
ADVANCE SPONSORSHIP PRE-ARRIVAL DUTIES .....	6
SPONSORING UNACCOMPANIED PERSONNEL .....	6
ADVANCE SPONSORSHIP ARRIVAL DUTIES.....	6
THINGS TO REMEMBER .....	7
WHERE TO GET HELP/INFORMATION .....	7
GOING BEYOND DUTIES TO BEFRIEND INCOMING PERSONNEL.....	7
SPONSORSHIP SUMMARY .....	7
Army Lodging.....	8
Kennel Information.....	9
Cat Hotel Feline .....	10
Ansbach Area Hotels .....	12
Illesheim Local Area Hotels .....	14
1. General .....	15
2. Animals .....	15
3. Plants .....	17
4. Protected animals and plants (Endangered species).....	17
Special rules.....	18
5. Customs Information Offices .....	18
Pets.....	19
Tips for shipping your pet.....	19
Plan Ahead.....	19

Make Reservations .....	19
Be prepared.....	19
Be Aware.....	20
Commercial Pet Shippers .....	20
Will the government pay to ship my pet?.....	20
Can my pet and I travel on the same aircraft?.....	20
What if my pet cannot be reserved on my flight?.....	20
Must I go through the commercial travel office to ship my pet? .....	20
What documentation is required to ship my pet to the U.S.? .....	21
There are no veterinary facilities at my installation. Can I get shots and travel papers from vets on the local economy? Are such shot and other records recognized by U.S. officials back in the States? .....	21
I have heard that some airlines will not accept a pet in a collapsible kennel. Is this true? ...	21
What are the feeding instructions for my pet?.....	21
My family and I bought a new puppy and he's two weeks old today. Is he old enough to fly? .....	22
How do I find additional information on shipping pets?.....	22
Services provided .....	22
Pet Spring and Summer Safety Tips.....	23
Bringing a pet to Germany .....	24
PCSing with your pet to the U.S.....	26
FACT SHEETS.....	30
ARMY COMMUNITY SERVICE (ACS) .....	31
American Red Cross.....	32
Army Lodging Ansbach .....	33
COMMUNITY BANK .....	34
Child, Youth and School Services (CYSS).....	35
Exceptional Family Member Program .....	37
Housing Division.....	38
Notes .....	40

# **SPONSORSHIP GUIDE**

## **WELCOME!**

- You are going to train to be a sponsor
- A good sponsor will:
  - Make newcomers feel welcome
  - Help newcomers make informed decisions
  - Help newcomers get settled and adapt to the European environment quicker
  - Represent the gaining unit in a positive manner

## **SPONSORSHIP REFERENCES**

AR 600-8-8, The Total Army Sponsorship Program  
AR 608-1, Army Community Service Center

## **TOTAL ARMY SPONSORSHIP PROGRAM**

Mission: To assist Soldiers, Civilians, and Families in successfully relocating into and out of their commands

Responsibility: Commander  
IAW AR 600-8-8

A Sponsor: Provides accurate, timely information and support needed to help relieve the problems of relocating.

## **COMMANDER RESPONSIBILITIES**

- Establish and train sponsors BEFORE assigning them sponsorship duties
- Appoint sponsor ON ORDERS upon notification of incoming personnel
- Ensure sponsor is assigned within ten days after notification of pending arrival of incoming personnel
- Provide sponsors time and resources needed to perform duties
- Arrange for sponsors to meet incoming personnel at point of arrival
- Provide adequate time for in-processing
- Provide written feedback on sponsor performance

## **APPOINTMENT OF SPONSOR**

-All civilian and service members in pay grades E-1 through O-6 (single and married) will be appointed an individual sponsor

- The sponsor's name, address, telephone numbers and email address will be available to incoming personnel the moment sponsor orders are issued
- It is up to the incoming personnel to decide how much support they require from their sponsor

## **A SPONSOR...**

- Is a Soldier or civilian employee usually of the same gender, Family structure, rank and military career field or occupational series
- Is usually from the same unit, has been in the country more than 60 days, is not scheduled to deploy or PCS within 60 days of a newcomer's arrival and is available to provide assistance
- Is not the person the newcomer will replace
- Assists new arrivals to the community
- Represents the gaining unit in a positive manner

## **TYPES OF SPONSORSHIP**

### *Advance (Pre-arrival)*

- All incoming personnel with a pinpoint assignment will be assigned a sponsor
- The sponsor should make every effort to contact the incoming personnel ASAP
- The sponsor should address newcomer's specific concerns and assist in providing information

### *Reactionary (Post-arrival)*

- Reactionary sponsors are trained in advance
- Reactionary sponsors are assigned upon the un-programmed arrival of new personnel

### *Rear Detachment*

- Unit is deployed or member is TYD or TCS, leaving Family behind at home location or Family arrives while member is absent
- Keep Family members informed of activities of deployed units
- Maintain the status of Family within the military community as if member were present
- Assist Family members with needs, problems and emergencies
- Family Readiness Group will also provide assistance

### *Out-Sponsorship*

- Out-sponsorship assistance is provided for departing personnel to assist with basic tasks involved in clearing a post or installation

## **SPONSOR DUTIES**

- Complete sponsorship training
- Review the procedures for how to be a good sponsor
- Provide timely and accurate information
- Let newcomer know you are available to assist
- Make new personnel and their Families feel welcome

## **ADVANCE SPONSORSHIP PRE-ARRIVAL DUTIES**

- Initiate contact with incoming personnel within five working days of receiving their information
- Send the newcomer a Welcome Packet, available at Army Community Service
- Inquire what specific needs and concerns newcomer has. If they don't know, try to determine the need and meet it
- Promptly provide information requested by the newcomer. Ask for assistance if necessary. Do not ignore requests
- Provide specific unit, mission/duties and in-processing details
- Provide specific installation housing policies and cost of living information
- Sponsor entire family. Initiate contact between spouses and children, as appropriate
- Provide driver's license information
- Tell newcomer where you will meet them upon arrival
- Arrange temporary lodging and transportation
- Inform chain of command of any changes of status concerning incoming personnel
- Promptly follow-up with newcomer and all correspondence. Discuss:
  - Travel plans, arrival date and number in party
  - Confirmation of lodging
  - Local currency
  - Pet arrangements
- Sponsors must notify DoDDS-E of incoming personnel with school age children
  - DoDDS-E point of contact is Derek Hyde, CYSS School Liaison Officer ([Derek.l.hyde.naf@mail.mil](mailto:Derek.l.hyde.naf@mail.mil)) DSN: 467-2098 COM: 09802-83-2098
  - This requirement facilitates the capability for DoDDS-E to forecast student projections

## **SPONSORING UNACCOMPANIED PERSONNEL**

- Unaccompanied and single personnel need as much information and assistance as accompanied personnel.
- In addition to previously mentioned assistance, when escorting incoming Soldiers to support agencies, include Better Opportunities for Single Soldiers (BOSS)

## **ADVANCE SPONSORSHIP ARRIVAL DUTIES**

- Escort to in-processing location(s)
- Introduce to immediate chain of command, supervisors, and co-workers
- Provide tour of essential post and community locations
- Escort new personnel and their families to Army Community Service and other support agencies
- Introduce family members to the Family Readiness Group
- Assist in POV registration and obtaining USAG-ANSBACH driver's license
- Keep in touch with newcomer

## **THINGS TO REMEMBER**

- Help newcomer settle-in and take care of immediate needs
- Think of what would have helped you when moving to your community and becoming acclimated to a new culture
- Recognize newcomers on their first assignment to EUSA may require extra assistance
- Greet the newcomers with a positive attitude
- Provide reliable information
- First impressions are important

## **WHERE TO GET HELP/INFORMATION**

- Resources on S-GATE Sponsor Training Web Site
- Central Processing Facility
- Housing/Billeting Office
- Transportation Office
- Child and Youth Services
- DoDDS School
- Unit Family Readiness Group
- Army Community Service
- Chain of Command

## **GOING BEYOND DUTIES TO BEFRIEND INCOMING PERSONNEL**

- Unit patches to newcomer
- A welcome plant or small gift
- Snacks and water in lodging accommodation
- Appropriate pet food, as necessary
- List of useful telephone numbers and telephone dialing instructions
- Plan a welcoming event for the newcomers or invite them to join you in a leisure activity

## **SPONSORSHIP SUMMARY**

- Sponsorship is more than a handshake and hello
- A good sponsor makes newcomers feel welcome in the unit as a member of the team and helps integrate them into the community
- Sponsors make lasting impressions
- You never get a second chance to make a positive first impression

# Army Lodging



CIV: 09802-83-7014  
DSN: 467-7014

BUILDING 8152  
URLAS

ACROSS THE STREET FROM PX/COMMISSARY

## Minimum information needed to make reservation

Date of arrival: \_\_\_\_\_

Name	Rank
_____	
Number of Family members	
_____	
Pets?	Special needs?
_____	
Email address	Local POC Phone:
_____	

If there are no rooms available you will be given a Control number this guarantees your Soldier will be reimbursed the full lodging cost for down town. Prepare them to pay up front.

Make a reservation as soon as you know the arrival date!!!!

It benefits your Army Family to have the following by staying at Army Lodging by having the following:

- |                               |                     |
|-------------------------------|---------------------|
| Shuttle bus route             | 24 hr english staff |
| American tv                   | Refrigerator        |
| Free laundry                  | Bathtub             |
| Cooking appliances and dishes | WiFi for free       |
| Location                      | Free parking        |



# Kennel Information

Hunde Pension Maierhof in Mittlebach Phone: 0981-64029

**Directions:** Take B-14 out of Ansbach toward Stuttgart. Turn into town of Elpersdorf, turn right. Proceed until you see the Soccer field on right. Turn left here and drive into town of MittleBach. You will see a Sign Directing you towards “Hunde Pension Maierhof”

**Pricing:** (per day) Small Dog 10 Euro  
Large Dog 11.50 Euro  
Night heating .75 Euro  
Day and Night heating 1.50 Euro  
(Two or more animals receive a discount)

Hunde Pension in Bad Windsheim Phone: 09841-79593

**Directions:** Take B-13 out of Ansbach towards Wuerzburg. Exit at 470 towards Bad Windsheim. Follow Directions to “Hunde Pension Karin u. Russel Kurt”

**Pricing:** Depending on length of stay, the average cost is 9 Euro per dog per day  
No heating charges  
Provide your own dog food.

Wagner – Cat pension Phone: 0981-61-594

**Directions:** Follow B-13/B-14 to just past the Bruecken center. Take left at next Traffic light for B-14. At the Intersection, take a right at traffic light. Look for Yellow sign indicating Wagner Katzpension (Approximately 10 meters past the entrance to OBI)

**Pricing:** 10 Euro per day  
For American cats, owner recommends providing your own food.

Hotel Feline: 09825-952-842

## Cat Hotel Feline



The familial Cat Hotel in upper Altmultal

Certificated – Approved - Checked

The location is really quiet with light colored rooms, nice and warm during the winter time and breezy in the summer. Much room to move and even individual retreat possibilities and provided. Fond and sensitive care is guaranteed.

### Our service

Short and long accommodation and care during vacations, on the grounds of ill health, relocation, Etc.

On demand we offer a pick – up and bring back Service at the train station.

### Terms Incl. VAT

1 cat	8,00 Euro/per day
2 cats	15,00 Euro/ per day
3 cats	20,00 Euro/ per day

For accommodations longer than 6 weeks and at financial distress we offer special terms.

Pick-up and bring back services is 10,00 Euro plus 0,25 Euro for each Kilometer. For pick-up and bring back service between 10 pm and 7 am we surcharge 5,00 Euro, like wise on Sundays and Holidays.

We offer a free precaution contract, which Guarantees the pick – up service, accommodation and normal supply of your domestic animal. We gladly give you further information in a personal call.

**WE only Speak a little bit of English If you phone please speak not so fast!!!!**

**To reserve:** Through letter, Fax, e-mail, by telephone or you can come in personally.

And the reservations are 50% of the hotel costs as down payment due. First on receipt of this down payment your reservation by the cat hotel Feline is guaranteed. The remainder is present at the hotel beginning or at the collection of the cat through us.

At hotel beginning you have to present your ID card or passport and the reservation confirmation. The vaccination card of your cat must be deposited during the stay of the cat hotel. The cats have to be vaccinated against *Rabies (T)*, *Feline Infections Enteritis and Respiratory Viral Diseases (CVR)*. These inoculations have to be not older than 1 year and not younger than 14 days. In the contract you confirm us, that your cat is not suffered from worms. Against outside parasites we give all cats neck drops (Frontline). This treatment cost 8,00 Euro

**Please don't put a collar on your cat against parasites!!!**

Should a veterinarian visit be necessary during the stay our pet doctor stays by any time.

<b>Our hours are:</b>	<b>Monday – Friday</b>	<b>9:00 – 12:00</b>
	<b>Saturday</b>	<b>9:00 – 12:00</b>
	<b>Sunday</b>	<b>9:00 – 11:00</b>

Of course you can bring and pick up your cat after agreement also other times.

Cat- Hotel – Feline  
Helmut Schneider  
Nierderdombach 5  
91567

Tel: 09825-925842  
Fax: 01805-060-3433-9554  
E-mail: [feline@vr-web.de](mailto:feline@vr-web.de)  
Home: [www.katzenpension-feline.de](http://www.katzenpension-feline.de)

# Ansbach Area Hotels

*These hotels have English-speaking workers  
Breakfast is included with room prices  
All rates listed are in Euro – Confirm rate when making reservations*

*This listing does not imply endorsement by the U.S. Government. Many European hotels make photocopies of guest identity documents. It is recommended that bearers of military ID cards present another form of photo ID if an establishment insists on making a photocopy of identification.*

## Zur Windmühle

Rummelsberger Straße 1 | 91522 Ansbach  
☎: 0981.972000  
Rates: € 49-145  
Pets: No  
Credit Cards: MasterCard, VISA and AMEX  
[www.hotel-windmuehle.de](http://www.hotel-windmuehle.de)

## Garni-Birnbaum

Nürnberger Straße 35, 91522 Ansbach  
☎: 0981-970840  
Rates: €47-110  
Pets: Yes  
Credit cards: MasterCard and Visa  
[www.hotel-birnbaum.de](http://www.hotel-birnbaum.de)

## Gasthaus Landisch

Hauptstraße 29 | 91623 Sachsen b. Ansbach  
☎: 09827. 92 87 28  
Rates: €25 /person  
Pets: Dogs ok, no cats  
Credit card: No  
[www.landisch.de](http://www.landisch.de)

## Hotel Fantasie

Eyberstraße 75, 91522 Ansbach  
☎: 0981.95200  
fax: 0981.9520180  
Rates: € 55-118  
Pets: If pet rooms are available  
Credit card: MasterCard, Visa, and AMEX  
[www.hotel-fantasie.com](http://www.hotel-fantasie.com)

## Burger-Palais

Neustadt 48 | 91522 Ansbach  
☎: 0981.95131  
Rates: €74-114  
Pets: Small dogs only  
Credit cards: MasterCard and VISA  
[www.hotel-buerger-palais.de](http://www.hotel-buerger-palais.de)

## Schwarzer Bock

Pfarrstraße 31, 91522 Ansbach  
☎: 0981.421240  
fax: 0981.4212424  
Rates: €65-135  
Pets: Yes, €6/day  
Credit card: MasterCard, Visa, and AMEX  
[www.schwarzerbock.com](http://www.schwarzerbock.com)

## Der Platengarten

Promenade 30 | 91522 Ansbach  
☎: 0981.971420  
fax: 0981.9714242  
Rates: €58-130  
Pets: Yes, for a small fee  
Credit cards: MasterCard, Visa and AMEX  
[www.hotel-platengarten.de](http://www.hotel-platengarten.de)

## Zum Lamm

Endresstraße 23, 91522 Ansbach  
☎: 0981.969990  
fax: 0981.9699912  
Rates: €60- 110  
Pets: No  
Credit card: MasterCard and Visa  
[www.hotelzulamm.eu](http://www.hotelzulamm.eu)

### **Am Drechselsgarten-Best Western**

Am Drechselsgarten 1, 91522 Ansbach

 0981.89020

fax: 0981.8902605

Rates: €80-130

Pets: Yes, €9

Credit cards: MasterCard, VISA, and AMEX

[www.drechselsgarten.bestwestern.de](http://www.drechselsgarten.bestwestern.de)

### **Museumstube**

Schaitbergerstraße 16, 91522 Ansbach

 0981.98898

fax: 0981.46614855

Rates: € 65-120

Pets: No

Credit card: MasterCard and VISA

[www.museumstube.de](http://www.museumstube.de)

### **Hotel Grünwald**

Am Bocksberg 80, 91522 Ansbach

 0981.460890

fax: 0981-4608958

Rates: € 60-139

Pets: Yes, €5/day

Credit card: MasterCard and VISA

[www.hotel-gruenwald.com](http://www.hotel-gruenwald.com)

### **Hotel Gasthof Käßer**

Brodswinden 102, 91522 Ansbach

 0981.970180

fax: 0981.9701850

Rate: €58-120

Pets: Call to confirm

Credit Card: MasterCard, VISA and AMEX

[www.landgasthof-kaesser.de](http://www.landgasthof-kaesser.de)

### **Gasthof Rangau**

Laurentiusstraße 5, 91522 Ansbach/Elpersdorf

 0981.61551

fax: 0981.4616230

Rate: €45-75

Pets: Call to confirm

Credit card: MasterCard and VISA

[www.hotel-gasthof-rangau.de](http://www.hotel-gasthof-rangau.de)

### **Lowe Lehrberg**

Marktplatz 16, 91611 Lehrberg

 09820.97079

fax: 09820.97078

Rate: €76


Pets: Yes

Credit card: MasterCard and VISA

[www.loewe-lehrberg.de](http://www.loewe-lehrberg.de)

### **Hotel Bergwirt**

Schernberg 1, 91567 Herrieden

 09825.20390

fax: 09825.2039299

Rate: €50-99

Pets: Yes

Credit card: MasterCard, VISA and AMEX

[www.landgasthof-bergwirt.de](http://www.landgasthof-bergwirt.de)

# Illesheim Local Area Hotels

*These hotels have English-speaking workers  
Breakfast is included with room prices  
All rates listed are in Euro – Confirm rate when making reservations*

*This listing does not imply endorsement by the U.S. Government. Many European hotels make photocopies of guest identity documents. It is recommended that bearers of military ID cards present another form of photo ID if an establishment insists on making a photocopy of identification.*

## **Gasthaus Deitz (Closest to Post)**

Address: Hauptstrasse

Illesheim

Tele: 09841-8888

Fax:

Rates: Single 30

Double 50

Pets: Allowed

Double 50

Pets: Allowed

## **Gasthaus zum Storchen**

Address: Weinmarkt 6

Bad Windsheim

Tele: 09841-669890

Rates: Single 53

Double 75

Pets: Allowed

## **Gasthaus zum Stern (Fam. Doering)**

Address: Hauptstrasse 29

Illesheim

Tele: 09841-8823

Rates: Single 20

Double 38

## **Parkhotel**

Address: Im Kurpark

Bad Windsheim

Tele: 09841-4050

Rates: Single 45

Double 60

Pets: Allowed

## **Haus Kristin – Fr. Schulz**

Address: An der neuen Weid

Bad Windsheim

Tele: 09841-1649

Rates: Single 30

Double 50

Pets: Allowed

## **Hotel Residenz**

Address: Erkenbrechtallee 33

Bad Windsheim

Tele: 09841-910

Rates: Single 59

Double 90

Pets: Allowed

## **Pension Hammann**

Address: Ottenhofener Str 17

Bad Windsheim

Tele: 09841-7358

Rates: Single 30

# This information sheet summarizes the most important **legal rules to consider when members of foreign armed forces import pets, plants and hunting trophies for private purposes** into the Federal Republic of Germany (updated 24 January 06).

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## **1. General**

Besides customs regulations, there are other legal rules to consider when importing pets, plants and products made of animal parts such as hunting trophies. These regulations are used specifically to protect:

- nature and endangered species,
- the animal world from the introduction of livestock diseases,
- the plant world from the transmission of pests,
- public order and safety from the import of dangerous dogs.

For some of the above items, permits or documentation are necessary that are not issued by the customs administration, but another office.

## **2. Animals**

- Dogs and domestic cats

The import of a maximum of three animals is allowed for private purposes, i.e., not for transfer to a third party. When going through customs, you must present proof of rabies vaccination. The vaccination must have occurred at least 30 days and at the most 12 months before entry into Germany. Repeat vaccinations that occurred a maximum of 12 months after the previous rabies vaccination and a maximum of 12 months before entry are also permissible. The vaccination certification must be submitted in German or with an officially approved German translation.

- Dangerous dogs

In Germany there is an import ban for dogs classified as dangerous ("Fighting dogs"). According to this law, specific dog breeds as well as dogs crossbred among those breeds or dogs of those breeds crossbred with other dogs may not be transported to Germany from any country outside of the European Union (EU) or from another member state.

These dog breeds are:

- Pit bull Terrier,
- American Staffordshire-Terrier,
- Staffordshire bull terrier as well as
- Bull terrier.

Dogs of other breeds as well as cross-breeds may also not be imported from a foreign country if they are considered dangerous by the rules of the state in which the dog is going to be kept continuously.

The individual states determine the list of these dog breeds and it is therefore different in every state. The breeds that regularly appear on these lists include:

- |                    |                      |                            |
|--------------------|----------------------|----------------------------|
| - Alano            | - Dogue de Bordeaux  | - Pitbull Bandog           |
| - American Bulldog | - Fila Brasileiro    | - Perro de Presa Canario   |
| - Bullmastiff      | - Mastiff            | - Perro de Presa Mallorcin |
| - Cane Corso       | - Mastin Espanol     | - Tosa Inu                 |
| - Dogo Argentino   | - Mastino Napoletano |                            |

Since the above list is not definitive, we recommend you ask the **public safety office (*Ordnungsamt*)** of the city in which you will be living whether your dog is classified as dangerous prior to importing it. Exceptions to policy exist for working dogs and guide-dogs for disabled people, if the dog owner has the papers necessary for the inspection of the animals (e.g., certificate of origin, vaccination pass, behavior test certification, other documents required by the local public safety office).

- Parrots and parakeets

The import of a maximum of three animals is allowed for private purposes (i.e., not intended for transfer to third parties). A health certificate from a veterinarian that is no older than 10 days old must be submitted that shows that the animals were found to be healthy and, to the veterinarian's knowledge, were not exposed at origin to any diseases transferable to parrots and parakeets during the last 30 days. Endangered species legislation may need to be considered (see chapter 4).

- Domestic rabbits, ferrets and birds (except poultry, parrots and parakeets)

The import of a maximum of three animals is allowed for private purposes (i.e., not intended for transfer to third parties).

- Horses

Horses from third countries may be entered into the EU or the Federal Republic only at specific customs border offices. These customs offices work with government veterinarians who carry out the livestock health clearance. Before you import a horse, you must find out which customs offices are authorized to clear live animals. You can find more information in chapter 5 "Customs Information Offices."

Currently, import permits are not required for horses from the United States of America. As a rule, however, a health certificate is needed. The border veterinarians can tell you which documents must be presented on an individual basis.

- Hunting trophies

When importing hunting trophies, different regulations exist according to animal species, country of origin and the trophy's preservation state. These are subject to change at short notice, for example, if livestock disease breaks out in some part of the world. Again, it is therefore necessary to get in touch with the customs import office or the responsible border veterinarian well in advance of an intended import.

Endangered species legislation must also be considered (see chapter 4).



### 3. Plants

The import of plants, plant products and other items that are infested by particularly dangerous **pests** is fundamentally **prohibited**. Since every plant has the potential to be infested by pests, plants are generally subject to special inspection.

If you want to bring living plants, plant parts (for example cut flowers), fruits or seeds to Germany, you should consider the following tips and import restrictions. This way you avoid endangering our natural environment and agriculture.

For example, the following plants and vegetable matter may never be imported into Germany from countries outside of the EU:

- Grapevines, vine leaves
- Earth and plant substrate, except for pure peat without plants, from most East European and overseas countries.

Even plants, plant parts and plant products that are not subject to any general import prohibition often require a **plant health certificate** from the country of origin even for personal use imports (for example in the case of imports from American, Asiatic and African states or Australia).

For the import of plants, plant parts and plant products from member states of the EU, from other European countries as well as Mediterranean countries, no plant health certificate is necessary as a rule if the shipment is for **personal use or in household goods**.

Should you intend to import plants, plant parts or plant products, it is recommended you contact the proper customs office in advance.

### 4. Protected animals and plants (Endangered species)

To prevent the extinction of **wild animal and plant species**, general import prohibitions exist for many living and dead items, and products manufactured from them.

Specific documents are required to import other protected animal and plant species (living and dead) and products manufactured from them into the EU. These are, as a rule, an export license issued by the proper authority of the exporting country and an import permit issued by the responsible nature conservation office of the importing country.

If prohibited items are detected at the time of import or if the required import/export permit is missing, the items are seized and you can receive a **hefty fine**.

That is why you should not import:

- Skins from all cat, bear and wolf species
- Elephant and rhinoceros products
- Live or stuffed birds
- Crocodiles, caymans and snakes as well as products made from them (for example leather products)

- Cactuses or cactus-like plants, tillandsia and orchids
- Corals, mussel and snail shells

**Special rules** apply when importing products for personal use, i.e., items that are entered into the EU for non-commercial purposes. The items must be in your personal possession, be part of your belongings and be in your accompanied baggage. Only trophies you yourself have hunted can be imported or shipped at a later date. For such imports, facilitated document procedures exist.

However, when importing hunting trophies as well as before a planned hunting trip, we recommend you call the **Federal Office for Nature Conservation at 0228-84910**.

Personal use (and the related special exemptions) cannot be claimed for live animals and plants, gifts for other persons, and mail shipments .

If you have questions relating to the import of endangered species, please call the Federal Office for Nature Conservation (*Bundesamt für Naturschutz* - BfN).

You will find a complete list of all endangered animal and plant species as well as explanations about existing regulations on the Internet at *www.bfn.de*.

## 5. Customs Information Offices

More information is available on the Internet site of the Federal Customs Administration [www.zoll.de](http://www.zoll.de) under customs and taxes; prohibitions and restrictions. On the homepage, there is a link to the [customs administration office list](#). There, for example, you will find the customs offices which are authorized to customs clear live horses marked with a "T".

For further information, the customs information center in Offenbach is available at the following address:

### **Customs Information Center**

Friedrichsring 35

63069 Offenbach am Main

Telephone: 069-46997600

Fax: 069-46997699

E-Mail: [info@zoll-infocenter.de](mailto:info@zoll-infocenter.de), home page in German

<http://www.zoll.de/infocenter/index.html>.

Telephonic enquiries can be made Monday - Thursday 07:00 - 17:00 hours Central European Time and on Fridays 07:00 - 16:00 hours CET.

In Bavaria, the two regional customs service centers support you: Fürth for Northern Bavaria and Munich for Southern Bavaria:

#### Fürth Customs Service Center

Luisenstrasse 11

90762 Fürth

Telephone: 0911/971186-555

Fax: 0911/971186-599

E-mail address: [nordbayern@zoll.de](mailto:nordbayern@zoll.de)

#### Munich Customs Service Center

Landsberger Strasse 124

80339 Munich

Telephone: 089/5109-2555

Fax: 089/5109/2570

E-Mail address: [suedbayern@zoll.de](mailto:suedbayern@zoll.de)

# Pets

## Tips for shipping your pet

The Installation Management Command — Europe is gearing up for the high volume of Soldiers and families leaving Europe this summer. In addition to your family members and household goods, making the proper arrangements for your pets is key to a successful move.

Following these tips will assure an easier move for your pets:

### Plan Ahead

Ensure your pet's vaccinations and health records are up to date. All pets require a health certificate that is less than 10-days old at the time of flight as well as a current rabies vaccination that is at least 30-days old, but not older than one year. For animals not old enough to be immunized for rabies prior to travel, you should obtain a memorandum from the veterinarian waiving this requirement. It is also very important to have at least two copies of your orders - it will help speed your pet through customs - as well as a complete contact address and phone number in the U.S. It is also important to ask your sponsor or point of contact at your next duty station if any additional local or national pet restrictions apply.

### Make Reservations

Contact your local commercial travel office (SatoTravel) to make travel reservations for your pet and all members of your household after you receive Permanent Change Station (PCS) orders and have a confirmed household goods pick-up date. U.S. air carrier websites provide information on rules, policies and procedures for pet travel on the aircraft. The information is general and subject to changes.

### Be prepared

Shipping a pet can be expensive. All costs associated with shipping pets are the responsibility of the pet owner. Ensure shipping kennels or cages meet standards for size, ventilation, strength and design. Animals must have enough room to stand up and turn around and each species must have its own kennel with the exception of compatible cats and dogs of similar size. When in doubt, use a larger kennel. Dogs and cats must be at least eight weeks old and must be weaned before traveling by air.

Instructions for feeding and providing water to the animal over a 24-hour period must be attached to the kennel. The 24-hour schedule will assist the airline in providing care for your animal in case it is diverted from its original destination. You, as a pet owner, are required to certify your pet had been offered food and water within four hours of transport, and the documentation must include the time and date of feeding. Food and water dishes must be securely attached and be accessible to caretakers without opening the kennel. Food and water

must be provided to puppies and kittens every 12 hours if they are eight to 16 weeks old. Mature animals must be fed every 24 hours and given water every 12 hours.

### **Be Aware**

Restrictions on shipping pets are established to ensure animals are not exposed to extreme hot or cold temperatures. Restrictions can apply at originating, connecting, or terminating airport locations. You will be notified in advance if a restriction applies. If a restriction is enforced, your pet may not be able to fly on your scheduled flight. Your pet may be re-routed to another airport or held over until weather conditions at the origin or destination improve. Please understand that this is done to protect the welfare of your pet. Have a back-up plan just in case.

### **Commercial Pet Shippers**

An alternate option is to ship your pet through a commercial animal shipper. These companies have been around for decades and specialize in pet shipping. They offer daily departures, same day arrivals, boarding service, daily flights to over 200 U.S. airports, and kennels available in various sizes. The cost is more expensive; however, they can normally ship your pet when restrictions are enforced by the airlines.

There is no military entitlement to ship pets home when it is time to PCS. It is the responsibility of the member to make arrangements and pay for the shipping costs. Please see the USAREUR Customs web site for more information [www.hqusareur.army.mil/opm/pets.htm](http://www.hqusareur.army.mil/opm/pets.htm), or contact your local veterinary detachment office for more details.

### **Will the government pay to ship my pet?**

No. The member is responsible for arranging and paying all costs associated with shipping pets.

### **Can my pet and I travel on the same aircraft?**

Yes, unless pet spaces are full or a heat restriction is issued by your airline. Restrictions are established to protect the health of your pet during extreme hot or cold temperatures. If a heat embargo is issued, your pet may be restricted from flying until conditions improve or re-routed on another airplane. Pet owners are normally given advanced notice of any restrictions.

### **What if my pet cannot be reserved on my flight?**

Due to the busy summer travel season, pet spaces on your scheduled flight may not be available. If so, the commercial travel office (SATO) will try to book your pet on another flight or airline. Remember any costs incurred for shipping your pet is a member responsibility.

### **Must I go through the commercial travel office to ship my pet?**

Using the commercial travel office to ship your pet is convenient but not the only option available. There are commercial pet shipping companies that specialize in shipping pets. The

cost is more expensive, but they can normally ship your pet when other airlines can't due to restrictions or non-availability. For a fee, they also offer pick-up services throughout Germany. The Soldier/family member will bear all costs and potential risks associated with using these companies. Contact your local transportation office or commercial travel office for a list of potential sources.

### **What documentation is required to ship my pet to the U.S.?**

The original and one copy of a health certificate signed by a licensed veterinarian stating that the animal is healthy enough to travel by air and is free of injury and disease. The certificate must be dated 10-days or less from the date your animal will be shipped. A rabies vaccination certificate issued and signed by a licensed veterinarian at least 30-days old but not older than one year from the date your animal will be shipped is required. If your pet is less than 12 weeks old you should obtain a memorandum from a licensed veterinarian that waives the rabies requirement.

### **There are no veterinary facilities at my installation. Can I get shots and travel papers from vets on the local economy? Are such shot and other records recognized by U.S. officials back in the States?**

You can use the services of host nation veterinarians. They're familiar with international standards of pet immunization and shipment. Host nation vets know that you need a health certificate and current rabies vaccination. In some cases, the health certificate and rabies vaccination will be on the same form. In other cases, they will be given to you as separate certificates. In either case, they will be recognized by health officials at your stateside destination.

### **I have heard that some airlines will not accept a pet in a collapsible kennel. Is this true?**

Yes. Collapsible or foldable kennels are prohibited by most airlines. The kennel used to ship your pet must meet USDA guidelines for size, ventilation, strength and design. Animals must have enough room to stand up and turn around and each species must have its own kennel with the exception of compatible cats and dogs of similar size. When in doubt use a larger kennel. A contact address and phone number in the states, and two copies of your orders to help speed your pet through customs.

### **What are the feeding instructions for my pet?**

Call or visit your airlines website for feeding instructions. Most airlines and pet shipping companies require a 24-hour feeding schedule to be attached to the kennel. This feeding schedule will assist the airline in providing care for your animal in case it is diverted from its original destination. You, as a pet owner, are required to certify your pet had been offered food and water within four hours of transport, and the documentation must include the time and date of feeding. Food and water dishes must be securely attached and be accessible to caretakers without opening the kennel. Food and water must be provided to puppies and kittens every 12 hours if they are eight to 16 weeks old. Mature animals must be fed every 24 hours and given water every 12 hours.

**My family and I bought a new puppy and he's two weeks old today. Is he old enough to fly?**

Not yet. Your pet must be at least 8-weeks old and weaned before traveling by air.

**How do I find additional information on shipping pets?**

There are great Internet sites that provide tips and information on pet shipping. In addition, each airline has rules, policies, and procedures for shipping pets. It would be beneficial to visit your air carrier's website prior to shipping your pet.

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If you have a pet, refer to the Resident Handbook, USAREUR Policy on importing dogs, the USAG Ansbach Pet Policy, the Dangerous Dog Ordinance and the Northern European Veterinary Detachment's website. The military vet clinics in Europe offer limited care. Additional care can be obtained from German veterinarians. The veterinary clinic is located at Franken Kaserne.

**Katterbach Veterinarian Service**

Franken Kaserne, Muna-siedlung 100, 91613 Marktbergel.

Franken Kaserne is just past Oberdachstetten on the way to Illesheim on the B13 highway.

CIV 09802-83-3179 DSN 467-3179 Hours M-F 8:30 a.m.–4 p.m.

**Services provided**

- Vaccinations
- Sick-call appointment
- Spay/neuter
- Dental cleaning
- Micro chipping for permanent identification

All pets need a pre-surgical appointment before any surgery can be scheduled.

The Katterbach Veterinary Clinic can also provide information on emergency medical care, boarding and adoption facilities, and traveling with your pet.

All pets must obtain a Health Certificate before flying. A Rabies vaccination must be older than 30 days and less than a year. This must be issued within 9 days of your flight. Please call to schedule an appointment.

The Katterbach Veterinary Clinic does not offer emergency care; however, a listing of local German Veterinarians is available at the clinic. All pets must be registered within 14 days of acquisition of a pet or arrival in the command.

In accordance with AR 40-905, USAREUR Suppl. 1 to the basic AR and V CORPS Reg. 210-50, registration of pets at the local military veterinary treatment facility is required within two weeks of acquisition of a pet or arrival in the command. There is not a fee to register

the pets. While the presence of your pet is not required, the following information should be taken to the clinic:

- Most recent vaccination information
- Existing pet medical records from last duty station
- Sponsor's name, pay grade, SSN, home telephone number and address
- Organization address and duty phone

A local rabies tag will be issued to assist in identifying your pet if it is lost. An appointment for required vaccinations and/or other appointments may be scheduled at this time. All pets require an annual vaccination and appointments are necessary.

You should be aware that the German authorities have instituted many regulations affecting owners of "fighting breeds". Fighting breeds include American Pit Bull, Staffordshire Bull Terrier, Bull Terrier, Dogo Argentia, Bull Mastiffs, etc. Other breeds may be included in these regulations and vary depending on the state (Bavaria, Hessen, etc.). Currently, it is illegal to own a Pit Bull in the state of Bavaria (Aschaffenburg). In other cities there are yearly fees (\$600–700) for owning a fighting breed. The regulations governing fighting breeds have been increasing and getting more restrictive over the past few years. Reference regulation on fighting breeds.

There are German kennels for boarding pets. For a list of kennels, contact the vet clinic.

An animal shelter is called a Tierheim in Germany. Because pet abandonment by American personnel has become a major problem in the last few years, Americans are no longer permitted to adopt a pet from these shelters. It is possible, however, to give a pet to the Tierheim. Germany does not quarantine pets provided they are shipped with a valid bilingual health certificate no more than 10 days old before arriving in country, and have recent vaccinations.

### **Pet Spring and Summer Safety Tips**

- Keep your pets away from fertilizers and pesticides. These things can be harmful and possibly deadly to pets.
- Before planting new plants (indoors and outdoors) research and be sure they won't harm your pets. Easter lilies are toxic to cats.
- Use flea and tick prevention on dogs and outdoor cats (Frontline is a common product used and may be purchased at your local veterinary facility).
- During your "spring cleaning" make sure your pets don't have access to your cleaning solutions.
- Do not leave pets in vehicles. It may not be extremely hot outside, but the combination of the sun, lack of water, lack of circulation and a furry pet don't mix well. Just think about how hot your car feels when you park in a parking lot for 20 minutes and return to what feels like a sauna. On an 85 degree day, the temperature in your vehicle (even with windows cracked open) will rise to 102 degrees in only 10 minutes. The longer the time or the higher the temperature outside, the worse the results. Short-nosed dogs (such as pugs, bulldog breeds, etc.) can be more susceptible to the heat.

## **Bringing a pet to Germany**

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.

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. With the tightening of Federal Aviation Administration rules regarding U.S. flights, shipping a pet from CONUS onboard a commercial airline may be more costly and cumbersome.

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.

Once you receive your orders, you should plan immediately for shipping your pet. Make your pet's flight reservations early. 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. Keep in mind that some airlines have changed their policies so that pets must be handled by designated known shippers or FAA registered indirect carriers.

Most overseas locations require your pet to satisfy certain vaccination or quarantine requirements before they are transported. For instance, be sure that your pet does not make a stop in the United Kingdom because strict quarantine requirements may be imposed there. However, the U.S. changed its quarantine restrictions for select service members in 2000.

Although there is no quarantine in Germany, you must bring a health certificate for your pet, translated into German. The health certificate must be completed and signed within 10 days of arrival. You must provide proof that your pet has received a rabies vaccination that is at least 30 days old, but no more than 12 months old and the pet must have an ISO microchip.

If you are planning on bringing more than three pets to Germany, you'll be required to obtain an import permit before you arrive. Your sponsor can request a permit on your behalf and have it delivered to you.

Germany recently passed a Dangerous Dog Ordinance (DDO) which places restrictions on ownership of certain breeds of dogs. Although the restricted breeds vary from German state to state, there are certain breeds classified as dangerous. These are: American pit bull terriers, American Staffordshire bull terriers/American Stafford terriers, Staffordshire bull terriers and mixes involving these breeds.

Military personnel who own a dog that fits the DDO criteria will have to register their dog with local German authorities. The authorities will mark the dog with a tattoo or microchip, and the owner will have to muzzle and keep the dog on a leash in public. However, owners can opt to have their dog's temperament evaluated. If the dog passes the temperament test, they will not be required to wear a muzzle. If the dog does not pass the test performed by a German Police Dog



Handler and federal veterinarian, German officials will determine what measures should be taken. At best, such dogs will still have to be muzzled and leashed in public. For particularly aggressive dogs, the officials could impound, neuter or destroy the dog or require the owner to obtain liability insurance.

Air Force Crossroads or DMDC's SITES are websites both worth checking out when it comes to shipping a pet. Both utilize the same information about installations around the world. To find the information on pet requirements and restrictions that pertain to your next duty station, first enter the site, find the installation you will be relocating to, click on Relocation Services, then click on Pet Transportation, Boarding/Kenneling, Pet Licensing or Quarantines. This will give you specific information on shipping pets to that installation, including quarantine information, vaccinations, health certificates, etc.

One of your options in shipping your pet is to ship them on a military contracted flight. Air Mobility Command (AMC) chartsers these flights. however, AMC flights are limited to cats and dogs only. Furthermore, AMC has its own set of regulations regarding pet shipment that must be adhered to. For example, pet and container, with a combined weight of 100 lbs. or more will not be accepted for category B shipment on AMC 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 if you hope to bring your pet inside the cabin during the flight. Also, a non-stop flight is 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 charge you a fee for in-cabin travel.

Keep in mind that certain snub nose dogs, such as pugs, boxers, bulldogs and Pekinese should not travel by air in hot weather. Check the airlines for special arrangements. Animals that are pregnant or in heat, are less than eight weeks old and have not been weaned for more than five days or are elderly should not travel by air because of the risk to their health.

If you must leave your pet in the baggage area, be advised that commercial airlines may refuse to allow your pet to be transported in the baggage area if the temperature is considered, "extreme," which is typically above 85F or below 45F. As the pet owner, you are responsible to make sure that you take the necessary precautions to ensure the well-being of your pet, such as scheduling morning or evening flights during the summer, or mid-day flights during the winter. upon boarding, you should 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.

The pet will most likely also need to be kenneled since pets are not authorized in temporary lodging facilities. Your transportation office and sponsor can help you arrange for these situations.

## **PCSing with your pet to the U.S.**

Call the veterinary clinic to make sure your pet's is up-to-date on all necessary vaccines. For dogs, cats and ferrets: rabies vaccine must be given at least 30 days prior to flying, but no later than one year. The distemper-combo vaccine is not required but is strongly recommended to protect your pet. **Note:** If you own any other type of pet, it will have to fly commercially. AMC does not transport exotic pets on government chartered flights.

As soon as you know what day your pet will be flying, call the vet clinic to set up an appointment for a health certificate. The appointment must be within nine days of the flight date. Your pet will be examined at that time to be sure it is healthy (free of communicable diseases); you will then receive the health certificate as well as the folder containing your pet's records. Remember: the health certificate is only valid for nine days, starting on the day your pet was seen. Should your fly date be bumped and cause the health certificate to expire before your new flight, your pet will have to be seen again (yes, you will have to pay for the services again).

It is always a good idea to call the state of your final destination to be sure that there aren't any other requirements. For example, California and Hawaii do not allow ferrets.

You should also contact the airline with which you will be flying, whether a government-chartered or commercial flight, to be sure that your pet is definitely booked on the flight and you meet all of their requirements, as far as kennel restrictions, weight limits for pet, etc. Also, some airlines will not fly pets if there may be a chance of extreme high or low temperatures that may cause harm to your pet.

The kennel, in general, should have a leak-proof bottom, be large enough so that your pet can comfortably walk in, turn around and lie down. There should be air vents on the sides and stickers saying "live animal" with an arrow pointing in the correct direction of placement for the kennel. These stickers usually come with the kennel when you buy it. If you don't have them, simply use a large permanent marker and write this on them. (The Veterinary clinic does not carry the stickers)

Allow 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. Give your pet treats when it goes willingly into the kennel. 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.

## **Flight Time...**

- It is recommended that the last feeding for your dog or cat is six hours before the flight. If your pet is fed right before flight time, it will have a long time to wait before being given a chance to relieve itself. Clients always worry about this suggestion, but in all reality a dog or cat can go several days without food if it had to. If you have any other type of animal flying, such as a ferret or bird, always offer food up until the last possible minute. It is best if these small creatures can have access to food and water at all times. Their metabolism is much higher and they need to eat more often.

- Provide access to fresh water at all times prior to flight. If you want to place food/water bowls in your pet's kennel, it is recommended to only use ones that attach to the front kennel door. Loose bowls might slide around and, in turbulence, might cause injury to your pet. You can freeze water in the bowls or place ice chips in it so your pet will have fresh water during flight and will minimize splashing during transport. You can also try using a guinea pig type bottle for water.
- For dogs, exercise up until you have to enter the airport.
- No hard toys in the kennel.
- Place a towel or article of your clothing in the kennel (something that has your scent on it). The soft article will also come in handy should your pet have to urinate, keeping the liquid from free floating in the kennel.
- For paperwork: Attach one copy each of both the rabies and health certificates in a document protector (a zip-lock bag will work) taped to the top of the kennel. Keep the originals inside your pet's medical record in your carry-on luggage. It is also recommended that you write your pet's name, two contact numbers and the pet's destination on a separate piece of paper and tape it to the top of the kennel

# Restrictions on Dangerous Dogs

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*Please note: the following information is not legally binding!*

In response to a series of dog attacks upon humans, Germany's state and federal governments have enacted measures to ensure public safety. The states bear primary responsibility in this area, and the regulations bearing upon the breeding and ownership of dangerous breeds vary from state to state. In some states, for example, dogs of certain breeds must be kept on leash and muzzled in public at all times. Travelers planning to bring their dogs with them to Germany are advised to contact the appropriate state authorities: a list of the breeds affected by state legislation is given below.

At the national level, the Bundestag has passed legislation banning the import of breeds deemed especially dangerous. The ban applies, notably, to Pitbull Terriers, Bull Terriers, American Staffordshire Terriers and Staffordshire Bull Terriers. Dangerous dogs accompanying travelers remaining in Germany for no more than four weeks are exempt, as are public service and guide dogs. Any dog owner wishing to bring an animal into Germany must have appropriate documentation. Travelers are advised to contact the nearest [German Consulate General](#) for further information.

## **Breeds Subject to Dangerous Dog Regulations**

The breeds of dogs listed here are classified as generally or potentially dangerous under the regulations of one or more of Germany's states. Other breeds not listed might also be subject to regulations. Dog owners interested in bringing their dogs with them to Germany are advised to contact state authorities for more information.

- Akbas
- Alano
- American Staffordshire Terrier \*
- Bandog
- Berger de Beauce (Beauceron)
- Berger de Brie (Briard)
- Bullmastiff
- Bull-terrier \*
- Cane Corso
- Carpatin
- Chinesischer Kampfhund (Chinese fighting dog)
- Dobermann
- Dogo Argentino
- Dogue de Bordeaux
- Estrela-Berghund
- Fila Brasileiro
- Kangal
- Karakatschan

- Karshund
- Kaukasischer Owtscharka
- Komondor
- Kraski Ovcар
- Kuvasz
- Liptak (Goralenhund)
- Maremmaner Hirtenhund
- Mastiff
- Mastin de los Pirineos
- Mastin Espanol
- Mastino Napoletano
- Mioritic
- Mittelasiatischer Owtscharka
- Perro de Presa Canario
- Perro de Presa Mallorquin
- Pit-bull terrier\*
- Polski Owczarek Podhalanski
- Pyrenäenberghund
- Raffeiro do Alentejo
- Rhodesian Ridgeback
- Römischer Kampfhund
- Rottweiler
- Sarplaninac
- Slovensky Cuvac
- Staffordshire Bull-terrier\*
- Südrussischer Owtscharka
- Tibetanischer Mastiff
- Tornjak
- Tosa Inu

\*These breeds are prohibited under all circumstances.

All dogs that reach a shoulder height of over 40 cm (approximately 16 inches) at full maturity or a weight of over 20 kg (44 pounds) are subject to dangerous dog regulations in the state of North Rhine-Westphalia.

# FACT SHEETS

# **ARMY COMMUNITY SERVICE (ACS)**

USAG Ansbach, Germany Fact Sheet

LOCATION: Bldg 5817-A Katterbach Kaserne (Across from the Welcome Center)  
Bldg 6510 Storck Barracks (Community Activity Center)

HOURS OF OPERATION: Monday-Thursday 0800-1700; Friday 1130-1700

TELEPHONE/FAX NUMBERS:

## **Katterbach**

DSN: **467-2883**

COM: **09802-83-2883**

FAX: **467-2371**

Emergency Number: **N/A**

## **Storck Barracks**

DSN: **467-4555**

COM: **09841-83-4555**

FAX: **467-2813**

Emergency Number: **N/A**

FACE BOOK PAGE: <http://www.facebook.com/pages/Ansbach-Army-Community-Service>

WEB PAGE: coming soon

## **OVERVIEW OF SERVICES:**

ACS is part of the Family and Morale, Welfare and Recreation (FMWR) whose mission is to maintain the readiness of Soldiers, Families and communities within America's Army by developing, coordinating and delivering services which promote resiliency and stability during war and peace.

The goal of ACS is to deliver programs and services in a centralized location to enhance Army Well-Being - the "bridge" that connects Army needs with individual needs.

## **PROGRAMS**

Army Family Action Plan

Army Volunteer Corps

Employment Readiness

Exceptional Family Member Program

Financial Readiness

Military Family Life Consultants

Relocation Readiness

Survivor Outreach Services

Unit Service Coordinator

Army Family Team Building

Army Emergency Relief

Emergency Placement Care

Family Advocacy Program

Information, Referral and Follow-Up

Mobilization & Deployment

Soldier Family Assistance Center

Transitional Compensation for Abused Dependents

## **HOTLINES:**

Emergency Placement Care - designed to provide 24 hour a day substitute Family care for a planned period of time while social work activities are conducted that will either allow the child to return to their own home, transfer to a home of extended Family members or be placed with social services system of service member's home of record. 0162-271-0334

Victim Advocacy Hotline - designed to provide 24/7 assistance to victims impacted by domestic abuse. 0160-661-5638

**American Red Cross**  
USAG Ansbach, Germany Fact Sheet

LOCATION: Bldg 5817-A , Room 201-203, Katterbach Kaserne (Across from the Welcome Center/above the CMR)  
Bldg 6510, Room 430, Storck Barracks (Community Activity Center)

HOURS OF OPERATION: Katterbach Kaserne: Monday-Friday 0800-1600;  
Storck Barracks: Tues and Thurs, 1300-1600

TELEPHONE/FAX NUMBERS:

<b>Katterbach</b>	<b>Storck Barracks</b>
DSN: 467-1760	DSN: 467-4483 ( number will roll to Katterbach office if busy or closed)
COM:09802-83-1760	COM:09802-83-1760
FAX: 467-2135	FAX: 467-2135 ( Katterbach)
Emergency Number: (in Europe Comm: 001-877-272-7337, anywhere DSN 877-272-7337, or in US 1-877-272-7337)	Emergency Number: (in Europe Comm: 001-877-272-7337, anywhere DSN 877-272-7337, or in US 1-877-272-7337)

FACE BOOK PAGE: [http://www.facebook.com/pages/americanredcross\\_ansbach](http://www.facebook.com/pages/americanredcross_ansbach)

WEB PAGE: USAG Ansbach homepage; American Red Cross: [www.redcross.org](http://www.redcross.org)

OVERVIEW OF SERVICES:

The American Red Cross primary focus is to provide emergency communications between the service member and their families 24 hours a day by verifying and notifying them of emergencies in order for the member to make an informed decision. We also assist disaster training/assistance, teach health and safety courses, provide volunteer opportunities within the Medical Command, such as the Dental Assistance program and medically credentialed volunteers the opportunity to serve their community.

Messages can be initiated at USAG Ansbach or family members may initiate messages on any of the above situations by calling their local Red Cross office or calling 1-877-272-7337. If initiating in USAG Ansbach, all the service member/command need provide is a local point of contact where the emergency has occurred, name, phone number, city, state/country and any information related to obtain the verification.

Ensure you and your spouses family have the following information: military sponsors LEGAL number, SSN/ Birthday, complete unit address to include city/state/zip and rank.

Please have service members and family members call the Red Cross direct if they find out they have a family emergency that requires our service.

Programs:

1. Emergency Communications and Access to Emergency Financial Assistance
2. Disaster Assistance
3. International Services
4. Health and Safety Training
5. Volunteer Programs



**Army Lodging Ansbach**  
USAG Ansbach, Germany Fact Sheet

LOCATION: building 8152, Urlas

HOURS OF OPERATION: 24/7

TELEPHONE/FAX NUMBERS:

**Katterbach**

DSN: **314-467-7014**

COM: **011-49-9802-83-7014**

FAX:

Emergency Number: **467-2812**

**Storck Barracks**

DSN:

COM:

FAX:

Emergency Number:

FACE BOOK PAGE: na

WEB PAGE: <http://army.dodlodging.net/propertys/Ansbach-Lodging>

**OVERVIEW OF SERVICES:**

Cable TV

Clock Radio

Coffee Maker

Hair Dryer

Microwave

Mini Refrigerator

Amenities

ADA Accessible

Air Conditioner

Continental Breakfast 0700-1000 daily

Coffee/Tea 24 hours

Crib

Free Laundry

Ice Machine

In room Safe

Internet Access

Pet Friendly based on limited availability

Playground

Smoke Free Facilities

Temporary Baggage Storage

**COMMUNITY BANK**  
USAG Ansbach, Germany Fact Sheet

LOCATION: Bldg. 5824 Ansbach-Katterbach Kaserne & Bldg. 6532 Illesheim-Storck Barracks

HOURS OF OPERATION: Katterbach: Mo, Tue, We & Fr: 0900 to 1600 & Thu: 1100 to 1800  
Storck Bks: Mo - Fr: 0900 to 1600

TELEPHONE/FAX NUMBERS:

**Katterbach**

DSN: **467-2122**  
COM: **09802-9503-0**  
FAX: **09802-7534**  
Emergency Number: **n/a**

**Storck Barracks**

DSN: **467-4540**  
COM: **09841-8791**  
FAX: **09841-8602**  
Emergency Number: **n/a**

FACE BOOK PAGE: n/a

WEB PAGE: [www.dodcommunitybank.com](http://www.dodcommunitybank.com)

OVERVIEW OF SERVICES:

About Community Bank:

Community Bank is operated through a contract between the Defense Finance Accounting System (DFAS) and a commercial financial institution. Currently, the contractor is Bank of America. Community Bank facilities are located exclusively on military installations overseas and are governed by the Department of Defense Military Banking contract and the Status of Forces Agreements (SOFA) with each country. Community Bank may serve only authorized customers. It is important to know that Community Bank accountholders are not considered accountholders at Bank of America, and Bank of America accountholders are not considered accountholders at Community Bank.

Account Services:

Free Regular Checking Account  
Free Regular Savings Account  
Certificates of Deposit  
Free Online Banking with Bill Pay  
Mobile Banking

Interest Bearing Checking Account  
Free Minor Savings Account  
Free ACH and Local Debits.  
Free Visa Debit/ATM Card

Other Services, i.e:

Wire Transfers  
Standing Payment Orders  
Official Checks  
Credit Services  
Check Cashing for Account Holders (a hold may apply)  
Financial Readiness Education

Euro One Time Payments  
Savings Overdraft Protection  
Money Orders  
Currency Exchange

## Child, Youth and School Services (CYSS)

USAG Ansbach, Germany Fact Sheet

LOCATION: Katterbach Parent Central Services, building 5818, room 103  
Storck Parent Central Services, building 6510, room 101.

HOURS OF OPERATION: Katterbach, Monday-Thursday 0800-1700. Fridays 1130-1700  
Storck, Monday-Thursday, 1000-1300, 140-1700. Fridays 1130-1300, 1400-1700.

### TELEPHONE/FAX NUMBERS:

**Katterbach**  
DSN: **4672533/531**  
COM: **09802.832533/531**  
FAX: **n/a**  
Emergency Number: **n/a**

**Storck Barracks**  
DSN: **4674880**  
COM: **09841.834880**  
FAX: **n/a**  
Emergency Number: **n/a**

FACE BOOK PAGE: <http://www.facebook.com/pages/Ansbach-CYSS>

WEB PAGE: <http://ansbach.armymwr.com/index.php/europe/ansbach/>

### OVERVIEW OF SERVICES:

IMCOM-Europe Child, Youth and School Services programs are essential family programs that directly support the military lifestyle and reduce the conflict between parental responsibilities and the unit mission requirements. We are an integral part of the Family and Morale, Welfare and Recreation team. The programs and services offered are as follows:

Parent & Outreach Services	Child Development Centers
Parent Central Services	Family Child Care Homes
Parent Education & Support Services	School Age Centers
School Support Services	Youth Centers
School Liaison Services	Sports & Fitness Programs
SKIES Unlimited instructional classes	HIRED! Apprenticeship Program
Military Family Life Counselors for children and youth	EDGE!

To participate in any CYS Services program or activity, families must first register at Parent Central Services. Registration is valid for one year and transferrable from installation to installation. A checklist with all required documents and information for registration is available online or at Parent Central Services.

Working parents requiring full time child care may place their child on a waiting list if care is not readily available. Waiting list applications are available online or at the Parent Central Services office. Placement on a child care waiting list does not guarantee a child care space will be available when requested. Active duty single and dual Military, DOD single and dual working civilians and Wounded Warriors have priority for full-day care.

For school registration and information, contact the School Liaison Officer, building 5818, room 105 at DSN 467-2098 CIV 09802.832.098 or Cell 0162.2708763



## ARMY CHILD, YOUTH & SCHOOL (CYS) SERVICES

### Parent Central Services Office Registration Checklist

*To expedite the registration process, please bring the following documents and information with you to Parent Central Services:*

\_\_\_\_\_ **Proof of Child Eligibility:** i.e. Legal Guardianship papers or Child Military ID Card.

\_\_\_\_\_ **Parent (s) Home and Work Information:** CMR/APO mailing address, military unit and/or employer name, work phone numbers, primary/alternate phone numbers, cell phone numbers.

\_\_\_\_\_ **Email Addresses :** AKO email address and any private accounts you check regularly.

\_\_\_\_\_ **Proof of Parent(s) Income:** i.e. Leave & Earnings Statements / Pay Vouchers. If spouse is full time student, bring proof of school enrollment. Proof of income is needed to determine DOD Fee Category for child care/school age fees.

\_\_\_\_\_ **Local Emergency and Child Release Designees:** Minimum of 2 needed with the names/phone numbers who we can contact or release your child to in an emergency situation if we are unable to reach you.

\_\_\_\_\_ **Child's Official Shot Record:** for children 6 weeks-5<sup>th</sup> grade.

\_\_\_\_\_ **Health Screening Tool DA Form 7625-1:** To record and identify health concerns, needs, and medications. A screening may take place and additional medical action plans (MAP) may be required from a physician prior to completing registration and enrolling in activities.

\_\_\_\_\_ **Medical Action Plans (MAPS):** Only needed if a child is diagnosed with allergies, diabetes, asthma/respiratory, or seizures that require staff to give rescue medication.

\_\_\_\_\_ **Deployment Orders:** Families of deployed individuals can obtain Army Family Covenant discounts and benefits with proof of deployment.

*The following will be due within 30 days of your registration:*

\_\_\_\_\_ **Child Health Assessment/Sports Physical AE Form 608-101A:** CYS Services Health Form Parts A, B & C. Completed, signed and stamped by a physician.

\_\_\_\_\_ **Family Care Plan Short-Term Release Designee:** Required for single/dual military and single/dual deployable civilian families. Need name, address, phone numbers of designee.

**ASK US ABOUT OTHER CYS SERVICES PROGRAMS AVAILABLE AT YOUR GARRISON – POSSIBILITIES INCLUDE:**

- Full/Part Day Child Care - Vacation Camps - Middle School/Teen Activities
- Part Day Preschool - Youth Sports & Fitness
- Hourly Care – imAlone Youth Trainin – Babysitter Training, SKIESUnlimited Classes
- Before/After School Care - Home School Support - HIRED! Youth Apprenticeships
- Parent's on Site - Kids on Site - Strong Beginnings - And More . . .

**Exceptional Family Member Program**  
USAG Ansbach, Germany Fact Sheet

LOCATION: Bldg 5817-A Katterbach Kaserne (Across from the Welcome Center)

Bldg 6510 Storck Barracks (Community Activity Center)

HOURS OF OPERATION: Monday-Thursday 0800-1700; Friday 1130-1700

TELEPHONE/FAX NUMBERS:

**Katterbach**

DSN: **467-3632**

COM: **09802-83-3632**

FAX: **467-2371**

Emergency Number: **N/A**

**Storck Barracks**

DSN: **467-4555**

COM: **09841-83-4555**

FAX: **467-2813**

Emergency Number: **N/A**

FACE BOOK PAGE: <http://www.facebook.com/ExceptionalFamilyMemberProgram>

WEB PAGE: ACS web page coming soon

**OVERVIEW OF SERVICES:**

The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated community support, housing, education, medical and personnel services to Families with special needs.

The mission of the EFMP is to educate and support the community, as well as to advocate on behalf of Families to ensure accommodations are provided in compliance with federal regulations. The purpose of the EFMP screening is to ensure Soldiers with special needs Family members are assigned to locations where care and resources are available.

The Special Needs Accommodation Process (SNAP) is one such example of advocating on behalf of parents to ensure agencies in the community clearly understand the specific accommodations a child may need.

EFMP support services include, but are not limited to, information and referral to agencies in the community, EFMP relocation information, EFMP Respite Care, EFMP Resource Library, Family support through monthly support groups, advocacy for Families with special needs, and community awareness through education.

**Housing Division**  
USAG Ansbach, Germany Fact Sheet

LOCATION: Bldg 5843-D Bismarck Kaserne (above former PX)  
Bldg 6516 Storck Barracks

HOURS OF OPERATION: Monday - Thursday 0730-1600; Friday 0730-0800 and 1200-1600

TELEPHONE/FAX NUMBERS:

<b>Katterbach</b>	<b>Storck Barracks</b>
DSN: <b>467-3415</b>	DSN: <b>467-4523</b>
COM: <b>0981-833415</b>	COM: <b>09841-834523</b>
FAX: <b>467-2969</b>	FAX: <b>467-4743</b>
Emergency Number: <b>N/A</b>	Emergency Number: <b>N/A</b>

FACE BOOK PAGE: <https://www.facebook.com/pages/Ansbach-Housing/149038991834428>

WEB PAGE: <https://www.housing.army.mil/AH/ByInstallation/Default.aspx?baseId=328>

OVERVIEW OF SERVICES:

The Housing Division is part of the Directorate of Public Works. The Housing Division's mission is to effectively manage, operate, maintain, upgrade and renovate all Government controlled housing assets under the control of the US Army Garrison, Ansbach; to secure adequate private rental housing facilities that meet the needs of our customers; to provide the highest level of customer service possible; and to provide and promote a safe and harmonious living environment while improving the quality of life in the military housing communities.

Service members from the States can only register for housing once they report to USAG Ansbach. Service members on ITT/COT orders may apply for housing 60 days in advance with following documents: housing application and orders from the States bringing them to USAG Ansbach.

For barracks registration orders to USAG Ansbach are required.  
Recycling information is handed out at the in-check.

Areas of focus are:

- Private rental housing (economy)
- Leased housing (economy)
- Build to lease housing (economy)
- Government quarters (AFH & UPH)
- AFH appropriation fund management
- Assignment to quarters
- Termination of quarters
- Maintenance of quarters
- Landlord /tenant relations
- Planning/programming new construction
- Planning/programming renovations

- Housing policy management
- EFMP housing assistance
- UPH program management
- FSBP 2020 program management
- Work order funding and oversight
- Furnishings management
- Warehouse management
- Facilities management
- TLA approval authority
- OHA approval authority
- ETP approval authority
- Training of SIs in housing matters
- Deployment/redeployment support
- Contract management
- Personnel management
- FCC provider assistance
- CNA approval authority









## US Army Garrison Ansbach Sponsorship Checklist

Prior To Arrival:	Location:
Send Soldier/Family the Unit Welcome Letter	N/A
Establish Communication with Soldier via email	N/A
Send "Welcome website" at least 2-3 months in advance	<a href="http://www.ansbach.army.mil/">http://www.ansbach.army.mil/</a>
If Soldier has school aged kids, contact the school for them	Rainbow Elementary/Ansbach Elementary/Ansbach Middle-High School
Schedule Lodging for the Soldier/Family at Urlas Army Lodging	Urlas Lodging Bldg. 8152 DSN:467-7014 CIV: 09802-83-7014
At Arrival:	
Pick up Soldier/Family from Bldg. 5818 at the time of arrival	Katterbach ITC Building--Welcome Center Bldg. 5818
Ensure Soldier/Family goes through IACS	Bismarck Bldg. 5843A and then Welcome Center Bldg. 5818 Room 128 (for activation)
Take Soldier/Family to Urlas Army Lodging (or other assigned lodging)	Urlas Lodging Bldg. 8152 DSN:467-7014 CIV: 09802-83-7014
Take Soldier to the PX for linens if staying in the Barracks	PX--Urlas CIV: 09802-958-1629
Take Soldier/Family to the Commissary for necessities	Commissary on Urlas
Make at least 10 copies of orders for inprocessing	Unit
Take Soldier/Family to Finance if in need of a TLA loan	3rd floor ITC Welcome Center Bldg. 5818 DSN: 467-3318/3319 CIV: 09802-83-3318/3319
After Arrival:	
Ensure Soldier/Family knows about <a href="http://www.ansbach.army.mil/">http://www.ansbach.army.mil/</a>	N/A
Take Soldier/Family to an ATM to get € for expenses	N/A
Sign in with Unit S-1 and Leadership	Unit
Meet Unit family Readiness Support Assistant (FRSA)	Unit
Army Community Service (ACS) for info packets, SNAPS, & Lending Closet	Katterbach Bldg. 5817
Show Soldier/Family the shuttle bus locations and directions	N/A
Print city bus guide	<a href="http://www.ansbach.army.mil/FlipBook/ShuttleSchedules/ShuttleSchedules.html">http://www.ansbach.army.mil/FlipBook/ShuttleSchedules/ShuttleSchedules.html</a>
Show Soldier/Family the Self Help Office	Behind the Katterbach Fitness Center
Request Soldier/Family to register for housing	Bismarck Bldg. 5843D DSN: 467-3415 CIV: 09802-83-3415
Take Soldiers with school aged kids to the appropriate school	School Liason Officer (SLO) Katterbach Bldg. 5818 DSN: 467-2098 CIV: 09802-83-2098
Help Families with kids age 6 weeks to Pre-K register at Parent Central Services	Parent Central Services: Katterbach Bldg. 5818 DSN: 467-2533 CIV: 09802-83-2533
Help Families register Kids age K-5th grade at SAS	School Age Services Katterbach Bldg. 5515 DSN: 467-2632 CIV: 09802-83-2632
Help families understand their recycling responsibilities	Resource: Recycling Center Katterbach Bldg. 5518 DSN: 467-2194 CIV: 09802-83-2194
Take Soldiers/Families on a general tour around Katterbach Barracks to point out:	
Education Center	Katterbach Bldg. 5817, 2nd floor DSN: 467-2817 CIV: 09802-83-2817
Driver's Testing and Training Office	Katterbach Bldg. 5818, 2nd floor DSN: 467-3700/3701/3702 CIV: 09802-83-3700/3701/3702
Tax Office and Judge Advocate General (JAG)/ Legal Assistance	Katterbach Bldg. 5817, 3rd floor DSN: 467-2103 CIV: 09802-83-2103
Transportation Office (In and Outbound)	Katterbach Bldg. 5818, 2nd floor DSN: 467-3704/3707/3708 CIV: 09802-83-3704/3707/3708
Community Bank or Service Credit Union	Katterbach Bldg. 5824 and Bldg. 5823
Katterbach Fitness Center	Katterbach Bldg. 5805 DSN: 467-2801/2771 CIV: 09802-83-2801/2771
Bowling Center	Katterbach Bldg. 5509 DSN: 467-2638 CIV: 09802-83-2638
Health Clinic	Katterbach Bldg. 5810 DSN: 467-3398
Dental Clinic	Katterbach Bldg. 5810 DSN: 467-2806/2723 CIV: 09802-83-2806/2723
American Red Cross Office	Katterbach Bldg. 5817, 2nd floor DSN: 467-1760/2136 CIV: 09802-83-1760/2136
Post Office and Consolidated Mail Room (CMR)	Katterbach Bldg. 5817B DSN: 467-2740/2542 CIV: 09802-83-2740/2542
Yellow Ribbon Room (YRR)	Katterbach Bldg. 5817 behind ACS Front desk
Post Chapel	Katterbach Bldg. 5819 DSN: 467-2785 CIV: 09802-83-2785
Auto Rental	Katterbach (Next to Military Car Sales) CIV: 09802-363
24 Hour Laundry Facility	Katterbach Bldg. 5817
Take Soldiers/Families on a general tour around Bismarck Kaserne to point out:	
Tax Relief Office and describe Value Added Tax (VAT) Forms	Bismarck Von Steuben Bldg. 5845 DSN: 467-2930 CIV: 09802-83-2930
Movie Theater	Bismarck Bldg. 5844 DSN: 467-1790 CIV: 09802-83-1790
AAFES Auto Garage and Parts Store (Car Care Center)	Bismarck Bldg. 5903 CIV: 09802-953-868
Take Soldiers/Families on a general tour around Shipton Barracks (Urlas) to point out:	
Alterations Shop	Urlas Main PX CIV 09802-958-1629
Military Clothing and Sales	Urlas Main PX CIV 09802-958-1629
Car Wash/Vacuum Cleaner for cars/Gas Station	Urlas Main PX CIV 09802-958-1629
Auto Skills Center	Urlas Main PX CIV 09802-958-1629
Commissary/PX	Urlas Main PX CIV 09802-958-1629