Dear Valued Customer:

We have reserved a kennel space for:
Vizcarra, Laureen

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
with arrival date of:
January 12th 2016

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This document serves as a confirmation from the Camp Zama Pet Kennel that we are expecting your arrival on the designated date.

 **Please keep us updated on any changes to your arrival date so we can be available in case you arrive after duty hours. ABSOLUTELY NO AGGRESSIVE PETS ARE ALLOWED AT CAMP ZAMA PET KENNEL.**

**Quarantined Animals are not allowed to be boarded off post.**

The categories are listed in descending order of priority (SOFA personnel affiliated w/USARJ and USAGJ):

 A. USAG-J Military Community PCS quarantine animals
 B. USAG-J Military Community Personnel on emergency leave
 C. USAG-J Military Community TDY personnel
 D. USAG-J Military Community Regular Leave (Vacation)

 E. All other SOFA personnel

USAG-J Military Community is defined as personnel that are assigned to installations under the direct support command of the United States Army Garrison Japan. These installations include Camp Zama, Sagamihara Family Housing Area, Sagami General Depot, Yokohama North Dock, Hardy Barracks, Kure Harbor and Torii Station, Okinawa.

At anytime, an owner’s reservation may be cancelled or curtailed if a person of higher priority requires boarding space. If an animal must be removed from the kennels and the owner cannot be reached, the alternate will be required to claim the animal.

Those that are traveling with pets must be aware: Only soldiers/civilians accompanied by family or those authorized to live in base housing/off-post housing are permitted to board their animals with us during PCS-in status. Single soldiers or unaccompanied soldiers/officers are not permitted to live off-post or in any other location aside from BOQ/BLQ and are thus are not permitted to have animals accompany them on this duty station. We will not board an animal for a period of longer than 60 days in our facility unless otherwise confirmed by the Housing office.

Note: The Camp Zama Veterinary Treatment Facility is currently undergoing restoration & construction. We will do all we can to minimize all abnormal situations but animals will potentially be exposed to loud noises and many people. If you are not comfortable with this situation alternatives are as follows: pet friendly room at Camp Zama Lodging, leaving pets in the states until housing is acquired, have a sponsor/friend hold the dogs, etc. Please feel free to contact staff and ask any questions regarding this.

Please bring your pet to the kennel immediately after arriving on Camp Zama. **Make sure to register your pet at with the Military Vet. Clinic within 72 hours of arriving into the country**. The following is provided for your information:

MEDICATION: **Any medical problems or special needs must be discussed with the kennel staff. We do not give medication to any animals. Any kenneling or unfamiliar environment is stressful to most animals and it is not encouraged to board elderly animals or those with pre-existing medical conditions as the stress of traveling can exacerbate some conditions**. Medications requiring administration during normal business hours will need to be administered by the owner or Point of Contact (POC). Animals will not receive medications after normal business hours.

VETERINARIAN: Please use a military veterinarian for your health and rabies certificates if possible. If you use a civilian veterinarian, the certificates must be stamped (raised seal) and signed by the USDA. Japanese customs/animal quarantine considers military veterinarians USDA qualified. The rabies vaccination must be more than 30 days old, but less than year old, upon your arrival. The health certificate cannot be more than 10 days old upon your arrival. The normal quarantine period is 14 days. If your certificates do not have the required stamp and signature, the Japanese animal quarantine section may impose a 180 day quarantine.

BORDETELLA: Bordetella is a bacterial infection of the throat and lungs that is very contagious among dogs and can cause respiratory and breathing difficulty. It spreads much like a cold or flu – through the air when sneezing or coughing. It is common in places where large amounts of dogs visit – such as dog parks, kenneling facilities, or doggie-daycares. **The Bordetella vaccine is a requirement for boarding dogs in the Camp Zama Pet Kennel. If the vaccination is not given at least THREE (3) days prior to arrival your pet will not be protected while traveling and upon arrival and your animal will not be accepted for boarding – this includes those in PCS-in status. You will be required to transport your pet back to Narita or Haneda Quarantine in if you do not have proof of your Bordatella vaccine.**

ADDITIONAL DOG VACCINES: Along with the Bordetella vaccine, we will need to see proof of current Rabies and Distemper Combination vaccines. Failure to have these additional vaccines will also cause a dog to be denied for boarding.

CAT VACCINES: We will need to see proof of your cat’s: Rabies, Felocell Combination vaccines as well as a negative Feline Leukemia/FIV test (which is normally a combination test so if you test for one the other is often screened as well). FIV/FeLV positive cats are special circumstance cases and will need to be discussed with Kennel staff prior to boarding/secure reservation.

 Please supply a copy of the Vaccination Certificate(s) with all aforementioned vaccine clearly labeled either prior to or when you arrive at the kennel. Failure to provide adequate and proper vaccination certifications will result in a refusal of boarding privileges.

CAT KENNELS: Our double size cat cages are 3’4’ and we supply litter and pans. You may take your pet out while visiting.

DOG KENNELS: The sizes of our dog kennels are: 4'x4' inside with a drop door leading to a 4'x13' outside covered open air run. The floor is concrete and the inside is heated and air conditioned. Our facility has very limited quantities of blankets and dog beds in stock, it is recommended to provide your own if possible. Please put pets first and last name on all bedding, food, and toys supplied.

You may take your pets out when visiting. Have them back before we close.

CAT FOOD: For cats we provide adult dry food: Purina Cat Chow. Cats on specialized diets will need to have their food provided for them. You may provide your own food for your cat.

DOG FOOD: We provide Pedigree and Beneful. Dogs on specialized diets will need to have their food provided for them. You may provide a bag of personal food for your dog.

CAT COST: Daily: $15.00 single; $10.00 each additional Cat.

Single cat cages: Daily: $15.00

Two cats in single cage: Daily: $25.00

DOG COST: $20.00 single; $15.00 each additional dog (up to 4 small dogs in one kennel.)

Dog kennels Daily: $20.00

Two dogs in one Kennel: Daily: $35.00

KENNEL STORAGE: We will provide storage for travel kennels for no additional charge but they must go home w the animal when they check out of the facility. Zama/Atsugi Lodging does not allow kennels to be stored in rooms because of potential allergens and parasites; however, kennels can be stored outside lodging but there is no designated storage area and no guarantee of security.

Active duty military are authorized reimbursement for mandatory quarantine fees (usually 14 days) up to $550 PCS-In and PCS-Out (Ref. JFTR, par. U5805.).

Documents required to submit to finance include:

Boarding receipt for mandatory quarantine dates

MDJ Form 270 with entry date and final release date from quarantine

**DOD Civilian Employees**

Pet quarantine fees and transportation charges incurred in connection with a PCS are included in

the Miscellaneous Expense Allowance (MEA) applicable fixed amount authorized in JTR, par.

C9004-A. If MEA expenses are itemized, reimbursement for those expenses, including pet quarantine fees and transportation charges, is allowed up to the applicable maximum amount

authorized in JTR, par. C9004-B.

HOURS OF OPERATION: Mon-Fri: 1000-1700, Sat & Sun: 1000-1600. We are closed daily for lunch from 1230-1330. Closed to Public on all Federal Holidays, except incoming PCS-In/Out customers.

 ARRIVAL AFTER DUTY HOURS: **“PCS-IN & OUT ONLY”** While there are newly designated “pet friendly rooms” at the Camp Zama Lodging facility, they are few (3) and difficult to acquire. Otherwise we offer an “after-hours” assistance service to those on PCS status that are unable to acquire other forms of pet-friendly lodging. You or your unit sponsor need to contact us at home if you arrive after we close approximately 40 minutes prior to arrival at Camp Zama. We will come out and open the kennel. Please call the primary number when you are approximately 40 minutes from Camp Zama. Please be aware if staff is not kept informed of changes to your arrival time/date there is a chance we may not be in the immediate commuting area to let you into our facility and/or unable to assist in getting your pets settled.

 After Hours Contacts/Home Phone Numbers (Please write this number down and make sure your sponsor or unit have this as well):

Cynthia Winston: 0803364 7434 (JP)

Stephanie Lannutti: 915 328 5570 (US)

**Please keep us updated on any changes to your arrival date so we can be available in case you arrive after duty hours.**

If you have any questions, concerns, or worries please feel free to email us, or contact us by phone. danielle.l.detjen.naf@mail.mil or zamakennels@gmail.com

DSN 315 263 5915

Danielle Detjen, Lead Animal Caretaker

FAQs:

1. **My pet doesn’t like kennels. Are animals in quarantine allowed to stay with other on-base families if they wanted to take them in for us**?

No, animals that are still in quarantine status, by SOFA regulations, are only allowed to be in a designated quarantine facility (Camp Zama Pet Kennels, Atsugi Pet Kennels, etc.) OR on post with the families that brought them over once housing is granted. Any violation of this policy can include a reinstatement of the full quarantine period (180 days total / 6 months) which can only be completed at Narita Airport Quarantine Facility or even surrendering of the pet to the proper authorities. If you do not feel comfortable with your pet staying in our facility we encourage you to look into the “pet friendly” rooms at the Camp Zama Lodge (DSN 315 263 3830) that allow cats and small dogs up to 25LBS to stay for a $175 non-refundable pet deposit in addition to basic charges, or perhaps to bring your pet into the country once you get housing and are able to do home quarantine.
2. **My animal has a major medical condition but is managed by medication. Can I bring my pet into the Kennels**?

The Camp Zama Pet Kennels are not authorized to give life sustaining medications to animals as the caretakers are not licensed veterinarians and cannot adequately guarantee full medication dosages or an understanding of complications from said medications. PCS moves are stressful situations for everyone, including pets, and this stress has been known to exacerbate medical conditions and cause serious complications. We do not encourage choosing to board animals with known serious medical conditions as the stress alone can cause many problems. Each animal handles situations differently so only you can determine how your pet will react. If you’d like to board your pet with us please give kennel staff a description of your pet’s special needs/conditions so we can discuss with upper management whether or not the pet will be able to stay.
3. **My flight reservation changed / Plane was delayed / I no longer need this Kennel reservation**:

Please try to keep Kennel staff informed of any changes to your flight schedule or arrival time, or if you no longer need this reservation. If we know you are coming in after our normal duty hours we will have a Kennel staff member on standby and awaiting your call throughout the night. We have had multiple incidents where people were scheduled to arrive at one time and did not inform Kennel staff of changes and no one was able to assist them into the building. This is inconsiderate for staff members who take time to wait for PCS client arrivals. Staff members require 40 minutes notice prior to arrival in order to prepare all documents and living arrangements for pets. We kindly ask you to keep us in mind when changes are made.

1. **Can I have some info about your operation**?

We are a 7 day a week\*, 365 day a year organization that caters to incoming/outgoing/regular leave/EML leave status Active Duty, DA Civilian, and Retiree members holding current SOFA status ID cards for Camp Zama Japan and, if possible, for other bases in the Kanto area. Within normal operational hours we are here throughout the day maintaining and reassuring pets, both feline and canines, during their stay here at Camp Zama Pet Kennels. We strive to do all we can to ensure your pets experience a happy and healthy transitional phase from initial entrance to exit. We encourage pet owners to visit their pets as often as they can if they are able to or to have a familiar face, such as a friend, stop by and check on the status of the animal while you are away. We are unable to walk dogs due to the proximity of our facility to the vet clinic (where lots of foot traffic and ill animals travel through) and our location next to a main road (that has an gate that leads off post) that pose great hazards to both pets and caretakers. The safety and well-being of your pets are our main goal. Our indoor/outdoor open air runs have plenty of space for dogs to run around, stretch their legs, and to lounge comfortably. Dog runs are sprayed out a minimum of twice daily while animals are secured in the indoor portion of the kennel in an ambient air temperature related to the season (AC in summer or heating in winter). Afternoon is considered “quiet time” for the animals to relax from the (generally) busy afternoon that would normally rile them up.

Our cat kennels are large and spacious – with two specialty two-tiered towers for those PCSing into Japan with multiple cats (availability based on space). We provide all living essentials for cats – to include beds, litter, blankets, and bowls.

1. **Is there anything I should be made aware of prior to coming over**?

We will answer all of your questions to the absolute best of our ability. We are honest and open with our customer base when it comes to kenneling environments in general and in regard to Japan itself.

- **Some animals may experience weight loss, especially if this is the first time they’ve stayed in a kennel**. While this is not a serious cause for alarm, some pet owners are puzzled as to why this happens. Dogs and cats handle stress differently than humans, such as they suddenly become very picky regarding their food or even just feel a bit blue and don’t feel like eating. Rarely does this turn into major complications and oftentimes this can rectified with either offering the pet canned food (delicious to them!) or by mixing and matching different foods until the right combo is found and your animal begins eating normally again. Kennel staff make diligent decisions regarding animal care that puts the best effort into making their stay comfortable, and we try to keep owners informed of ANYTHING unusual found with their pet.

- **Dog owners**: **the summers are very humid and hot** with indexes of 114F+ “ReelFeel” plus 80% humidity. Many airlines will not allow pets to fly in summer and this is for good reason. During the months of June –September we will have very close scrutiny of which dog breeds will be able to enter into our facility. If you have a pet that is not used to a hot and humid summer we do not encourage bringing them into Japan during this timeframe, nor do we encourage those that are considered snub-nosed or arctic breeds. If your pet has had a history of heat illness/emergency they are susceptible to having this condition again and we highly discourage bringing these pets with prior heat illnesses to Japan during this time. Our facility DOES have air conditioning on the indoor portion of our kennels (we have dual indoor cages with an outdoor run area (no grass) that is open air) however we are not here 24/7 and cannot monitor if during afterhours your pet is playing outside in the outdoor portion and overheating themselves. Once dogs reach a certain temperature they are unable to cool themselves without immediate medical intervention since they are only capable of sweating through their paw pads. While we do have AC in our facility for the dogs it is not what most people would find to be “cold” like in most houses but “comfortable” around 70-75F. If you have concerns over this please let us know, we will do our best to assist you with any questions or concerns you might have regarding this issue.

-**Dog owners: Heartworm Disease**. Camp Zama VTF are aware of dogs that have become heartworm positive while in Japan. If your pet is arriving between the months of: March – October please make sure you have adequately protected your dog from this very serious medical condition by giving them Heartgard or any equivalent. If you have any questions on heartworms or their prevention, please ask your local veterinary facility you are currently stationed at for further information. Camp Zama VTF carries Heartgard year round.

-**Cat Owners**: FeLV/FIV positive cat colonies are all over Japan and very possibly on base, as the number of outdoor and stray cats in Japan is high due to cultural norms regarding them. Most cats are seen by the Japanese community as “indoor/outdoor” pets and are generally free to roam whenever they choose, and this is why these viral diseases can be very prevalent. These immunedeficient conditions are spread when healthy cats interact (fighting, licking, biting, mating) with FeLV/FIV positive animals and the disease is transmitted. By housing regulations cats are required to be indoor only, and we highly encourage you to obey this regulation for the safety and wellbeing of your cat(s). To learn more regarding these conditions please inquire at your local veterinary facility for additional information.

If you have any questions or concerns regarding anything mention in this brief FAQ or for any portion of this document please do not hesitate to ask. Animal safety and well-being is our main priority and concern and we strive with all we can to ensure pets are happy, healthy, and well adjusted for however long your pet may be staying with us.

Sincerely,

Camp Zama Pet Kennel Team