

Directorate of Family and Morale, Welfare and Recreation



White Sands Missile Range Short Term Boarding

Standard Operating Procedures

1 May 2011

Directorate of Family and Morale, Welfare and Recreation

**WSMR Short Term Boarding
Standard Operating Procedures (SOP)**

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**WSMR Boarding Kennels “The Pant-n-Purr Inn”
Standard Operating Procedures (SOP)
1 May 2011**

1. **INTRODUCTION:** This SOP establishes a framework and prescribes the administrative guidelines for boarding services provided by the Pant-n- Purr Inn (TPPI) and the Directorate of Family and Morale, Welfare and Recreation (F&MWR).

2. **REFERENCES:**

a. AR 215-1, Military Morale, Welfare, and Recreation Programs and Non-appropriated Fund Instrumentalities, 22 June 10.

b. AR 40-905, Veterinary Health Services, 29 August 06

3. **LIABILITY:** The United States Government does not assume responsibility for medical payment or loss of privately owned animals accepted for kenneling at the Pant-n-Purr Inn

4. **ELIGIBILITY:**

a. Eligibility: Patron eligibility and priority of use are contained in AR 215-1. All customers must present a valid identification card to verify eligibility. Eligibility groups in order of priority of use as listed in AR 215-1 are:

(1) Active Duty Military Personnel and their Family members with government-issued identification cards.

(2) Members of the Active Reserve Component, National Guard and their Family members with government-issued identification cards.

(3) Retired Military Personnel and their Family members with government-issued identification cards.

(4) Unmarried surviving spouses of military personnel who died while on active duty or in a retired status and their Family members with government-issued identification cards.

(5) U.S. Department of Defense APF / NAF civilian employees, including AAFES and retired DOD Civilians.

(6) Civilians

5. **DISEASE CONTROL:**

(1) Prior to the entering The Pant-n-Purr (TPPI), all animals will comply with the following:

- (a) Animals are required to have current immunizations against Canine Parvovirus, distemper, hepatitis, bordatella (injectable or intranasal within six months), and rabies. All other vaccinations and tests are required annually.
- (b) Animals should be in general good health before being admitted into the facility. They must be seen by a vet to ensure that they are in good health and free from internal and external parasites.
- (c) All owners must submit and sign a completed kennel agreement sheet.

(2) Animals kenneled at TPPI will comply with the following additional requirements:

- (a) All animals boarding at TPPI must maintain current and updated vaccinations. Written proof that all tests and vaccinations have been given, will be required before an owner is permitted to sign a kennel agreement.
- (b) In the event a canine contracts an illness that requires it to be quarantined, a civilian vet will be contacted and transported to the facility. The canine will remain at the facility until it is no longer contagious. A round trip service fee of \$50 will be charged to the owner by TPPI. All costs will be the financial responsibility of the owner.
- (c) Health Records will be maintained on all animals boarded in the kennels. Records will include a vaccination history and parasite
- (d) Records will be maintained by TPPI for 60 days after the dog has been picked up.

6. FEES:

Weight	Daily				
	1-6	7 days	8-14 days	15-21 days	21-31 days
Dogs<44lbs	\$15.00	\$100.00	\$210.00	\$315.00	\$465.00
45lbs>	\$18.00	\$120.00	\$220.00	\$370.00	\$550.00
Cats	\$12.00	\$80.00	\$160.00	\$250.00	\$370.00

(1) TPPI facility will only board dogs and cats. Exotic animals such as Birds, Fish, Ferrets, Hamsters, Guinea Pigs, Gerbils, Rats, and Reptiles will not be allowed.

(2) In the event an account is thirty days past due a canine(s) remain(s) at TPPI. TPPI will exhaust all means to try and contact the owner. If no contact is made by thirty days the dog will be considered abandoned. TPPI will then reserve the right to adopt out or take the canine(s) in question to the post animal impound for disposition in accordance with applicable federal law.

(3) In the event a canine(s) incurs additional fees while kenneled at the Facility the canine(s) will not be released until those fees are paid.

We do not do long term kenneling

Additional Fees:

1-Dog Walking Services: Dog walking \$5.00 for 15 min.

2-Feed: \$2.00 a day (if own food not provided)

3-Microchipping: Implant of chip and registration \$25.00

4-Slip Leashes: \$2.00

5-Nail care: Dogs-0-25lbs. \$6.00
Dogs-26-50lbs. \$8.00
Dogs-51 & up \$10.00
Cats- \$5.00

6-Ear Cleaning: \$15.00

7-Bath during stay: \$20.00

(a) In the event of an emergency TPPI will exhaust every attempt to contact the owner and primary emergency contact. If the owner or primary contact can be contacted TPPI staff will contact the vet of their choice. The post vet is not available for these services. All fees will be charged to the customer's household account. The fees for the following services are:

-Additional fees and charges may be applied (meds, x-ray, etc.)

-TPPI will charge a \$50 round trip fee in the event medication needs to be picked up.

(Mileage is not included in these costs)

***All Fees are subject to change**

(b) In the event a canine(s) has to be quarantined because of illness the dogs will be transported to the vet facility of TPPI's choice. The dog will remain at the facility until it is no longer contagious. All fees will be the responsibility of the owner.

7. FEEDING:

(a) Owners are responsible for providing dry dog food their canine(s) for the duration of the animals stay. Dog food must be brought in an airtight container that is clearly marked with the owners and the dogs name. No canned food, scraps or treats are accepted.

(b) In the event the canine(s) run out of supplied food by owner, dogs will be fed house food provided by TPPI. Fees will be applied to bill.

(c) TPPI will be responsible for feeding and watering canine(s) twice a day. If the dog(s) have any special needs, it is the owner's responsibilities to make sure those needs are met.

(d) **Medication:** TPPI staff will administer routine medications for chronic illnesses as advised under their veterinarian's instructions. Medications must be provided at time of drop off, with a proper prescription label on the medicine containing pets name and owners name provided in the Service Document. The owner is responsible for providing enough medication for the pets stay. TPPI will not be held liable for anything

that may occur, to lack of medication. TPPI will provide reasonable transportation to pets own veterinarian or to a local veterinarian for medical care if needed at owners expense.

8. KENNEL POLICY:

- (a) No bedding or any items that can contain moisture are allowed in kennels due to sanitary and drainage reasons.
- (b) If a canine(s) shows **ANY** sign of aggression, biting or uncontrolled obedience toward TPPI staff, the owner will be contacted and the canine(s) will need to be removed **IMMEDIATELY**. In the event the owner cannot be contacted Animal Control will be contacted and they will remove and impound the canine(s) to the nearest county shelter. All fees will be the responsibility of the owner. Dogs that show this behavior will not be permitted to return to the facility.
- (c) TPPI and its staff **WILL NOT** be held responsible for any illness or disease that a canine(s) may contract at TPPI.
- (d) TPPI will not be held responsible if in the event a canine(s) is walked and the dog gets away from the staff member.
- (e) TPPI will not be held responsible if in the event a canine(s) is walked and the dog is injured as a result of the walk.

9. THE PANT-n-PURR CLEANING PROCEDURES:

- (a) Kennels will be sprayed and disinfected daily by TPPI staff.
- (b) Canine(s) will not be in the kennel(s) while being cleaned and dried. Dogs will be in the indoor exercise play area until cleaning and drying process is complete.
- (c) All feed containers will be washed and disinfected two times a day.
- (d) Trifectant Broad Spectrum Disinfectant powder, will be used on a daily basis to clean occupied kennels at the following concentration levels:

Quantity of Water	0.5% Solution*	1% Solution	2% Solution
1 quart	0.15 ounces	0.3 ounces	0.7 ounces
1 gallon	0.65 ounces	1.3 ounces	2.7 ounces

10 gallons	6.7 ounces	13.4 ounces	26.7 ounces
50 gallons	33.4 ounces	66.8 ounces	133.5 ounces

- (e) Bleach will be used in conjunction with the Trifectant after a kennel has been used and is unoccupied. The concentration level will be based on standard use as per the instructions.

11. **CONCLUSION:** This SOP has been reviewed and approved by