

Wiesbaden VTF TOP 10 Frequently Asked Questions

- 1) Who is authorized to use services at the VTF?** Services are open to all logistically supported individuals, active duty and retirees and family members.
- 2) How can I get my pet seen at the VTF?** Services are offered on an appointment basis only (no walk ins). Due to the multiple missions covered by our staff for the DOD, the number of appointments dedicated to privately owned animal care is on a space available basis. Our appointment schedule opens 4 weeks ahead of time, every Monday morning. *Please note that we are a space A facility.* Although we do our best to accommodate as many pets as possible, many patrons will have to utilize off post providers due to our limited space and capabilities. We encourage all patrons to develop a relationship with an off-post provider.
- 3) What services are offered at the VTF?** The services at the VTF focus on wellness and prevention (vaccines, parasite treatment and control). We also offer Health Certificates appointments for pet travel. Sick call appointments are available on a limited basis. Pets requiring overnight hospitalization, advanced diagnostics, or urgent surgery, will be referred off post.
- 4) Does the VTF offer surgical or dental procedures?** The VTF is a Space A facility and has limited availability. All patients must first be seen by one of our vets, and from there they will decide if you will be added to our waiting list or referred off post. Wait list times could be 6 months or more due to trainings and missions for staff. It is encouraged to develop a relationship with and off post provider.
- 5) What are the hours of operation for the VTF?** The clinic is open:
Monday: 0800-1200/1300-1530
Tuesday: 0800-1130/1300-1530
Wednesday: 0800-1200/1300-1530
Thursday: 0800-1200/1300-1530
Friday: 0800-1200

We are closed on all Federal and Training Holidays. The last working day of each month, we are closed for inventory. The clinic is also closed as needed for training and special events and may occur with minimal notice.

- 6) How do I fill a prescription for my pet?** If a medication was prescribed at our clinic and your pet needs refills, please call our clinic. Due to our limited staff and DOD procedures, all refills require 1 weeks' notice to fill. Your medication will be available at the front desk within a week of calling. If it is a special-order medicine, this may take a little longer, and you will get a call when it has arrived. If a medication was prescribed by an off-post clinic, we are unable to fill it. Please have it filled at the clinic it was prescribed. To have medication filled at our clinic from an off-post vet, your pet must first be seen by our clinic for the condition for which the medicine was prescribed. If you have a prescription from another military clinic, it will be reviewed by a vet at our clinic and will be refilled on a case-by-case basis.
- 7) Does the clinic carry special veterinary prescription foods?** Most foods do not need a prescription in Germany. We do not keep any prescription foods in stock, and we no longer order them. There are many German sites that can be found to order your pets food, along with many local pet stores.
- 8) What should I do in the event of an emergency?** With limited hours and staffing, we are unable to accommodate emergency cases. In the event of an emergency, your pet should be taken to an off-post emergency clinic immediately. We have a list we can provide of some local facilities.
- 9) What is an EU Pet Passport, and can I get one at the VTF?** An EU Pet Passport is a small blue book which houses your pets' immunizations. This passport is required when crossing borders with the EU. This document must be issued by a German vet, requiring a rabies vaccine for your pet. Therefore it cannot be obtained at our facility.
- 10) What if I need to rehome my pet?** In the unfortunate case you must rehome your pet, a Transfer of Ownership paper must be completed by you, and the new owner. Until the form is turned into the VTF, you will be legally and financially responsible for your pet. In addition, the new owner will not have access to the pets' records or be able to be seen on base. Finalizing the transfer is truly in everyone's best interest.

Dog keeping laws for Germany

- 1)** The use of any electrical devices for disciplinary purposes (fences, anti-bark collars, collars with remotes) are not allowed.
- 2)** It is not allowed to permanently keep a dog in a box (crate, kennel); only two hours per day at most.
- 3)** A dog must have the following space available:

<u>Height in CM</u>	<u>Minimum Floor Space (in square meters)</u>
Up to 50	6
Between 50 and 65	8
More than 65	10

*Half of that mandatory floor space must be added for each additional dog kept in the same kennel.

- 4)** Tie stalls for dogs younger than 12 months are prohibited. If a dog is tie stalled, it must be at least 12 months old, completely healthy, and not pregnant. The tie must be:

A) Able to slide freely on a gadget allowing the dog to move with a distance of at least 6 meters.

B) Long enough to grant the dog at least 5 meters of room on the side.

C) Attached so that the dog may go to its doghouse, lie down and turn around. The dog must be able to move freely and without risk of injury.

You may only use the wide harnesses or collars that do not incise; do not tighten themselves or may cause injuries. You may use the only ties that are safe from twisting. The tie must be made of light material and may not cause any injuries.

- 5)** If you keep a dog outdoors, you must ensure that the following is available for the dog:

A) A doghouse is made of thermally insulating material that is not detrimental to its' health. It must be set up so the dog will not hurt itself and can lie down in a dry spot. The doghouse must be big enough so the dog can turn around and lie down comfortably. It must also be able to keep the shelter warm with its own body heat if there is no heating in the shelter.

B) Outside the doghouse there must be a spot to lie down in the shade, protected by the weather and with thermally insulated floors.

- 6)** Your dog must have at least 2 hours of contact with its owner/care provider twice a day.

- 7)** If your dog is kept in its kennel, in addition to the 2 hours of contact, it must have a chance to run freely for one hour.

USE OF LEASHES The office of public order reminds dog owners that they need to always keep their dogs on a leash inside developed areas in community limits. Outside developed areas, dogs must be automatically put on a leash when someone is approaching. Violations against these rules may be punished by fines up to 5,000 Euros.

CLEANING UP Furthermore, the pollution of public places, in particular parks and playgrounds, with dog feces is on the rise. This creates a health hazard particularly for children, as well as the nuisance to the inhabitants as well as the community workers required to clean the litter.

DOG BARKING Dog barking must be kept at a minimum. During quiet hours between 10pm to 6am and 1pm to 3pm, dog owners must ensure neighbors are not disturbed by barking, whining or howling. Outside these hours, dog owners must ensure dog noises do not last more than 10 minutes in a row. Respectively not exceeding 30 minutes per day. If necessary, the dogs must be kept inside the house in accordance with animal protection laws.

TO RUN FREE OR NOT Pets are not allowed to run free, and if they do so, the owner may be held liable for any bodily injuries or property damage that the pet may cause. German law imposes strict liability on the owner for damages, regardless of whether the pet is in the possession of the owner, lost or abandoned. It is recommended to obtain liability insurance, which is available from commercial insurance companies. Usually, personal liability insurance is obtained in conjunction with pet liability insurance. Pet abandonment is not condoned in Germany. Service members caught neglecting or abandoning their pets will be disciplined.

ABUSE/NEGLECT Allegations of abuse or neglect are normally made to the security police or military police. An investigation will be conducted, and the owner may be charged with pet neglect under the UCMJ. The unit commander or supervisor will take the appropriate admirative or disciplinary action, to include disposition of the pet. If you live on the economy, you may also have to appear before an investigator, who will notify you of your charges and your rights.

WHAT IS AN EU PET PASSPORT?

- An EU pet passport is a document issued by an official veterinarian in a European Union (EU) Member State (country within the EU) or other designated country that contains official health information related to a specific pet.
- An EU pet passport can not be obtained in the U.S.
- The purpose of the EU passport is to simply travel between EU member states, but the EU has also allowed it to be used for pets returning to the EU from other countries as long as it is a non-commercial movement (I.E. no more than 5 animals, the animals are not changing ownership or intended for resale, and the animals are not moving within 5 days before or after the owner or designated person).
- If this is a commercial movement (I.E. more than 5 pets, the pets are being transferred to a new owner or sold, and/or the pet is moving more than 5 days before or after the owner or designated person), the pet cannot return to the EU with the EU passport. Instead, you will need to obtain an EU Health Certificate issues (completed and signed) by a USDA Accredited Veterinarian and endorsed (co-signed and embossed/stamped) but APHIS before the pet travels back to the U.S.

Does the pet require a clinical exam in the U.S. before returning to the EU?

- Pets returning to the EU with a VALID EU pet passport do not need a clinical exam.

Does the pet require any treatments in the U.S. before returning to the EU?

- Cats and ferrets do not require any treatments in the U.S. before entering the EU.
- Dogs traveling to the UK (England, Northern Ireland, Scotland and Wales), Ireland, Malta, Finland and Norway need to be treated for tapeworm 24-120 hours (1-5 days) prior to entry into those member states/countries. This can be recorded in the dogs EU pet passport by a USDA accredited veterinarian.

NOTE: ALWAYS CHECK WITH THE AIRLINES TO DETERMINE WHAT ADDITIONAL REQUIREMENTS THEY MAY HAVE FOR YOUR PET TO TRAVEL.

Please note, according to the state Veterinarian of Rheinland Pfalz:

- 1)** US Veterinarians stationed in Europe are NOT authorized to input documentation into the pet passport book. In doing so, the passport book could be invalid.
 - If you want your pet passport book up to date with vaccines, you need to go to an off-base EU vet, so the passport is valid.
- 2)** A pet is not authorized to cross EU borders without having a pet passport. Often the borders are not controlled, but in case you encounter a border protection officer, the pet passport will ensure ease of transit across the border. It is possible the animal can be placed in quarantine at the owner's expense if appropriate documentation does not accompany the pet.
 - It is possible to travel across EU borders with and International Health Certificate. We can issue one at our clinic.
- 3)** If you believe that you will be traveling with your pet throughout the EU or traveling with your pet back and forth to the U.S., it is recommended that you get the pet passport. To be issued a passport, a rabies vaccine is required to be given by the EU veterinarian. The passport with Rabies and Microchip information is what is required for travel.
 - If you get any vaccines done on base, these will not be updated in your passport. We can give you a copy of your vaccine record to keep in the passport to show proof of other vaccines given.

Resources:

<https://www.aphis.usda.gov/aphis/pet-travel>

<https://www.auswaertiges-amt.de/de/ReiseUndSicherheit/reise-und-sicherheitshinweise/letzteaktualisierungen>

<https://www.gov.uk/take-pet-abroad/pet-passport>

https://ec.europa.eu/food/animals/pet-movement/eu-legislation/non-commercial-non-eu_en