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SUBJECT: Standard Operating Procedures (SOP) for Paws & Claws



Paws & Claws
Standard Operation Procedures

Connour, Jessica | 12 December 2024

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**DEPARTMENT OF THE ARMY
DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION
BLDG 1317, NORMANDY DR, P.O. BOX 105094
FORT IRWIN, CA 92310-5000**

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MEMORANDUM OF RECORD

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1. References

- a. Army Regulation 215-1, September 2010, Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
- b. USAG Policy #5, 5 October 2017, Control of and Care of Privately Owned Animals

2. Purpose: To provide policies and procedures for the operation, maintenance, and administration of Fort Irwin Paws and Claws.

3. Scope: This SOP applies to all staff and patrons of Paws and Claws.

4. Paws and Claws Hours:

- a. **Kennel Hours:** Kennel hours of operation will be posted on the facility's main front door and online at the Fort Irwin Family and Morale, Welfare and Recreation (FMWR) website. Kennel hours of operation may be changed or modified at any time based on a variety of issues, such as staff shortage. Any changes in business hours will be posted for customers in advance, if possible. Kennel is subject to close for two weeks during the year, to be determined at a future date, to allow employees to have vacation time and to do facility maintenance.
- b. **Customer Contact Hours:** Customers may contact the kennel staff during regular posted business hours. Office hours are from 0900 to 1700 Monday through Friday and closed on holidays.
- c. **Staff Hours:** The facility will be staffed seven days a week from 0700-1900 to include holidays to ensure animals are taken care of. Staff is required to work scheduled hours and perform required task, regardless of inclement weather. The only exception when non-essential staff is not required to work scheduled hours due to weather or other reason, is if Fort Irwin is closed. A manager will be present on regular business days.
- d. Kennel is as listed below
 - i. **Office Hours:** Monday-Friday from 0900-1700
 - ii. **Staff/Kennel Hours:** Seven days a week from 0700-1900
 - iii. **Drop off and Pick up Hours:** Seven days a week from 0730-1830
 - 1. Weekends and holidays are by appointment only

5. Responsibilities:

- a. NAF Business Division Chief. Oversees the operations of Paws and Claws. Coordinates leases and agreements associated with the use of Paws and Claws. Acts as the Contracting Officer Representative (COR) for all contracts pertaining to Paws and Claws. Reviews program policies and fees, approves budget and monitors funds. Supervises, trains and evaluates Paws and Claws management staff.
- b. Paws and Claws Manager(s). Oversees daily operations to include but not limited to, work schedules, boarding schedules, maintenance of building and grounds, daily care of pets, etc. Maintains accountability of all equipment, supplies and funds. Prepares budget, monitors expenditures and income to make necessary adjustments within the program. Supervises, trains and evaluates employees of Paws and Claws. Ensures that all patrons have complied with boarding requirements and signed the necessary documents. Coordinates and supervises kennel events and activities. Ensures all boarded and grooming pets receive proper care.
- c. Paws and Claws Staff: Report missing equipment, supplies or funds immediately to supervisor. Perform daily operation such as boarding schedules, grooming appointments, feeding, pet care, facility cleanliness and file maintenance. Report all patron non-compliance and incidents immediately to supervisor. Ensures all incoming and outgoing pets are given a physical, are compliant with the references of the SOP and accounts properly updated.
- d. Customers/Patrons: Will abide by all requirements established by Paws and Claws for boarding their pets or any other services offered by the center, including grooming. Responsible for cleaning up after their pets in the parking lot area (doggie bags and a disposal area are provided). Ensure Paws and Claws has received all required documentation to include but not limited to vaccination records, food, emergency contact, etc. Ensure any information of the pet or owner changes, that Paws and Claws is provided with the update. Ensure their account is kept current and in the event that fees are incurred, the account is reconciled immediately.

6. Rates and other charges:

- a. Rates: Daily boarding and grooming rates and fee changes will be approved by the FMWR Director (DFMWR). The Manager will post a current schedule of rates and fees. All fees will be paid before any pet will be released to its owner. A 10% discount will be applied if boarding total is fourteen (14) consecutive days or more. Patrons that stay longer than thirty (30) days are required to pay at the 30-day mark. Daily rates are per pet regardless of kennel sharing and go off the pets weight.
- b. Penalty Fees: The owners penalty fee is double the regular daily board for every day the pet remains at Paws and Claws unless otherwise stated. Penalty fees will be incurred if a pet must stay at Paws and Claws in the event that the owner fails to pay any outstanding balance in full. Penalty fees will be incurred if a pet

must stay at Paws and Claws in the event the owner does not pick up their pet on the scheduled departure date and Paws and Claws is not notified by the owner 24 hours prior to scheduled pick up date. Any pet not picked up before 1200 P.M. on the scheduled pick up date will be charged for an additional half nightly board rate (daycare fee). Any customer who cancels a reservation with less than a forty-eight (48) hour notice, or who fail to show up at all, will be charged for two nights of boarding per pet. If customers cred card is declined or check is returned for insufficient funds, customer must pay cancellation fee and any fees incurred (i.e. -NSF Check \$25) before using any services again.

- c. **Pet Illness and Emergency:** In the event your pet becomes ill during their stay, your pet will be required to be seen by a veterinarian. We will notify you and/or your alternate contact in regard to the illness and for authorization of veterinary service. Your pet can be evaluated by a veterinarian from Fort Irwin Veterinary Facility or by a provider of your choice, assuming you can arrange for transportation of your pet to the provider. If they cannot be seen by a veterinarian at the Fort Irwin facility and you cannot find transportation, a Paws and Claws staff member will transport the canine/feline to the nearest veterinarian facility. A letter from your veterinarian is required for re-entry into the boarding facility documenting that your pet is free of contagious disease and serious illness.
- d. **Additional Charges:** In the event that Paws and Claws must seek medical treatment for their pet, including a \$50 transportation fee off post (and an additional \$25 hourly fee if a Paws and Claws staff member must remain with the pet at the facility) at the pet owners' expense and they will be billed accordingly. There is a \$25 fee for pick up or drop off outside of regular business hours (weekends and holidays).

7. Termination of Privilege, Rights to Refuse Service, Eviction, Abandonment and Service Animals/Emotional Support Animals:

- a. **Termination of Privilege:** Privileges to use services at Paws and Claws may be lost for failure to pay all charges pertaining to their pet during their stay, falsifying any required records, failure to provide Paws and Claws with critical information about one's pet(s) to include but not limited health conditions, consistent late pick-ups or no-shows regardless of fees being paid in full.
- b. **Right to Refuse Service:** Paws and Claws retains the right to refuse any pet that we feel may show signs of being unhealthy to include but not limited to, illness, injury, eye or ear problems, bad odor, worms, cough or fleas. Paws and Claws retains the right to refuse any pet that is felt to be too aggressive (towards people or other animals). Paws and Claws does not breed discriminate. Paws and Claws has the right to refuse any pet with unreasonable medication or physical impairment requests. (i.e. -Medication required every 4-8 hours)
- c. **Eviction:** Any pet boarded under a long-term boarding agreement with a boarding payment that in ten (10) or more days late, whose owner fails to follow visitation guidelines or whose owner fails to update expired vaccinations within thirty (30) days of their expiration, will be evicted.

- d. **Abandoned Pets:** Any pet not picked up by their owner after a period of seven (7) days from the scheduled pick-up date and whose owner has not made contact with Paws and Claws, will be considered abandoned. If every attempt has been made to contact all attempts have failed, on the sixth (6th) day the sponsor's Commanding Officer will be notified as well as the Veterinary Clinic/Animal Control Facility at Fort Irwin or San Bernardino County Animal Control and will be declared as abandoned on post. The owner of the abandoned pet will be responsible for all additional expenses incurred while the pet was in the care of Paws and Claws and/or the Veterinary Clinic or County Animal Control. Additional expenses may include but are not limited to, late charges, transportation charges, and veterinarian fees. Fort Irwin Veterinary Treatment Facility does not euthanize for strays.
- e. **Service Animals/Emotional Support Animals:** Any pet that has documentation showing that the animal is service animal, or an emotional support animal has the right to stay with the owner during the Permanent Change of Station (PCS) process. (i.e. Identification cards, written documentation or presence of harnesses or tags)

8. Boarding and Grooming Procedures:

- a. **Reservations and Boarding:** Reservations may be made up to three (3) months in advance (Personnel with PCS orders may reserve up to 6 months in advance). Owners must register pets within ten (10) days of arrival to the installation. Registration will be verified with the Vet Clinic. Owners must provide a valid credit card number. If Paws and Claws is notified of cancellations for reserved boarding at least forty-eight (48) hours prior to check in date, the owner's credit card will not be charged, and the deposit will not be forfeited. All cancellations are logged in the customer's file. It is the owner's responsibility to ensure all required documentation is completed and proper documentation is furnished at the time of drop off. All pets must arrive on a leash, restraint or pet carrier. Pets will be inspected at the front desk for fleas, ticks, cuts, scrapes, injuries, lameness and ears/eyes. All documentation will be verified at the front desk (i.e. - Vaccine records, health certificates, and ESA/Service Animal documentation). Vaccinations must be current in accordance with appendix A. Any dog found to have a positive fecal must complete treatment/medication given to them from a veterinarian to treat the parasites. After treatment is complete, dog must have another fecal test done with negative results in order to board. Food is to be provided for the entirety of the pets stay. If the pet runs out of food and the emergency contact is unable to replenish food, owner will be charged \$2.50 a meal daily for the remainder of the pets stay at Paws and Claws. Pets will be turned into Paws and Claws personnel at the front desk and be taken to their assigned kennel only after all documents have been filled out and signed. Customers may only enter the kennel/run area if they are accompanied by Paws and Claws staff. Any person wishing to enter the kennel/run area do so at their own risk and under no circumstances will minors (under the age of 18) be

- authorized in the kennel/run without being accompanied and monitored by a parent/legal guardian. The customer must provide a valid military ID or DOD ID card prior to boarding pets. Information from the ID will be recorded. Pets will not be brought out to their owners until all of the check-out procedures are complete. This includes reviewing the invoice for correctness and payment in full of all fees. Pets will only be released to their owners or declared representative with verifiable picture ID. Each pet will be assigned to its own kennel run. Pets will be taken out to outside fenced yards at least twice a day. Dogs that socialize well may be allowed to play together if the owners agree and sign a written release (on the boarding release document). If an owner failed to indicate if a dog may socialize, the dog will only go out alone (will not be allowed to socialize with other animals). Owners that allow their dogs to socialize with other dogs do so at their own risk. Dogs are not monitored by staff members the entire time the dogs are outside. If pets are being dropped off by someone other than the owner, boarding release will be filled out ahead of time by owner or the person who is dropping off will sign contract and assume all liabilities as spelled out in the contract. If pets are to be picked up by other than owner, it must be stated on the contract that will be authorized to pick up and ID will be required by the appointed person when picking up. In addition, payment arrangements must be made in advance either with Paws and Claws Staff or the person picking up. No pet will be released without paying in full unless authorized by manager.
- b. Long Term Boarding: Long Term Boarding. A period of thirty (30) calendar days or more. Reservation and boarding outlined in 9a apply. From active-duty soldiers, we will require Unit, Unit Commander Name and phone number. Paws and Claws requires an allotment set up for monthly charges or they will have to pre-pay for entire boarding. Customers will have to leave a credit card on file for veterinarian visits as necessary. If the credit card is declined, customer will be charged a \$30 fee and \$15 transportation, with addition of the veterinarian fee, if applicable, payable when pet is picked up. Paws and Claws recommend providing heartworm preventative and flea and tick preventative to last for the entire stay. If pet becomes infested with fleas, the owner will be responsible for payment of medications dispersed to pet during its stay. Not all pets need flea and tick prevention. People who wish to pick-up or take out their pets for visitation must sign them out. The pets must be examined upon their return and signed back into the facility. Pets may only be released for visitation on or off site to the owner or declared representative with verifiable picture ID. Pets under a long-term boarding agreement that leave the facility for visitation will be required to be on some type of long-term flea preventative so that they do not become re-infested every time they leave the facility. Owners who wish to keep the pet overnight for visitation must pay for all boarding up to that date prior to the pet being released to owner.
- c. Grooming: Reservations may be made up to three (3) months in advance. All reservations are logged in our system and scheduled accordingly per service

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requested by the owner. Dogs are required we to up to date on the vaccination when they arrive, and a copy should be proved to Paws and Claws. Customers are also required to fill out and sign Paws and Claws customer agreement and grooming agreement before any type of grooming is done on the dog. If any boarding or daycare dogs request a grooming service during their stay they will be put on the grooming schedule and coordinated with groomers. All boarding check-out baths/grooms are done either the afternoon before check-out or the morning of check-out. Clients are aware that if their pet does not respond to the groomer and remain still during the grooming procedure, accident can happen. By signing customer agreement and grooming agreement, clients waive Paws and Claws, the Department of the Army its employees, and agreements from liability and financial obligation, for any and all known and unknown injuries or illnesses that may occur while utilizing Paws and Claws services.

RYAN C PHIPPS
Chief, Business and Recreation
Family and Morale, Welfare and Recreation