



WE ARE THE ARMY'S HOME



CSM Daniel C. Hopkins Garrison CSM USAG Daegu COL Jeffrey D. Noll Garrison Commander USAG Daegu Mr. Chester Witkowski Deputy to Garrison Commander USAG Daegu





USAG Daegu Town Hall Meeting 12 August 2025

SLIDES Located at:

https://home.army.mil/daegu/index.php

"Make a Difference"









Opening Remarks

★★★ WE ARE THE ARMY'S HOME ★★★



USAG Daegu Col. Jeff Noll



U.S. ARMY INSTALLATION MANAGEMENT COMMAND
U.S. Army Garrison Daegu

Pledge to Those We Serve 고객을 위한 서약

As a service provider organization, we are committed to providing programs and services delivered with a sense of individual pride, professionalism, and in keeping with the spirit of Army values and IMCOM principles.

서비스 제공 기관으로서, 우리 조직은 구성원 개개인의 자부심과 전문성을 바탕으로, 육군의 가치 및 IMCOM 원칙에 부합하는 프로그램과 서비스를 제공하는 데 전념합니다.

We create value for those we serve through consistent and easilyaccessible service. We will:

지속 가능하고 손쉽게 이용할 수 있는 서비스를 통해, 고객에게 가치를 실현하겠습니다. 이를 위해 다음과 같은 원칙을 실천하겠습니다.

- deliver quality products and services.
 고품질의 제품과 서비스를 제공한다.
- build relationships with communities, with our customers, and with each other.
 지역사회, 고객, 조직 구성원 간의 신뢰 관계를 구축한다.
- be kind and respectful to those we serve.
 고객을 존중하며, 진절하고 예의 바르게 용대한다.
- conduct ourselves professionally.
 전문성을 갖추고 행동한다.
- welcome and encourage feedback; we will communicate and listen.
 고객의 의견을 적극적으로 수용하고, 소통하며 귀 기울인다.
- provide neat, professional and aesthetically pleasing facilities.
 품격있고 전문적이며 쾌적하고 만족스로운 시설을 제공한다.
- take ownership of our actions.
 행동에 대하 책임감을 같고 일하다.



U.S. ARMY INSTALLATION MANAGEMENT COMMAND WWW.IMCOM.48WY.MIL

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IMCOM Service Culture

U.S. ARMY INSTALLATION MANAGEMENT COMMAND U.S. Army Garrison Daegu Leadership Pledge 리더쉽의 서약

Taking care of Those We Serve begins with taking care of our most valuable asset - our IMCOM Professionals.

IMCOM 전문가들은 우리의 가장 귀중한 자산 관리와 고객에게 더 나온 서비스를 제공하고자 합니다.

IMCOM Leaders will provide our Team Members the same concern, respect and caring attitude that we expect them to share with our Soldiers, Families, Civilians and Retirees.

IMCOM의 리더들은 군인, 가족, 민간인 그리고 은퇴자들에게 보내는 관심, 존중 그리고 배려하는 태도를 팀원들에게 공유하고 제공할 것입니다.

We pledge to position you for success with: 당신의 성공을 위해 아래와 같이 약속합니다:

- · an impactful on-boarding and orientation experience to welcome you to the IMCOM Team.
- IMCOM, 팀에 오신것을 환영하는 효과적인 오리엔테이션 경험을 제공합니다.
- · clear performance standards: to include standards for service excellence.
- 명확한 성과 기준: 서비스의 우수성에 대한 기준을 세웁니다.
- an Individual Development Plan (IDP) developed with your supervisor; reviewed during periodic counseling.
- 관리자와 함께하는 개별 개발 계획; 정기적으로 상담과 검토를 시행합니다.
- opportunities for personal growth and professional development.
- 개인의 발전과 전문성 개발을 위한 기회를 제공합니다.
- a recognition program to reward service and performance excellence.
- 서비스 및 우수한 성과의 보상에 대한 사례 (표창) 프로그램을 실시하겠습니다.
- engaged Leaders who seek and welcome your input and take action to continuously improve the organization.
- 의견을 수렴하고, 지속적으로 조직을 개선하기 위한 참여형 리더를 추구하겠습니다.
- an organization that embraces the concept of team, teamwork and empowerment.
- 팀워크 와 권한이 부여된 팀의 개념을 수용하는 조직이 되겠습니다.
- a promise to hold ourselves and each other accountable.
 우리 스스로가 서로에게 책임을 묻겠습니다.



WWW.IWCDW.ARWY.MIL





My Army Post App

- Available from Google Play Store and Apple App Store
- > Events, Phone numbers, map integration, Alerts, Air Quality Index, weather and more!







**



Pacific West District Daegu Complex School



Dr. Kyong Beach Principal, DES Kyong.Beach@dodea.edu

Mr. Lee, Sungmok

"Make a Difference"



Mr. Willard Clites Principal, DMHS

Willard.Clites@dodea.edu

Dr. Kimberly Kelly

Asst. Principal, DMHS Kimberly.Kelly@dode







Daegu Complex School

Upcoming Events

11-15 Aug	Report Date for Teachers, CCRS back to school Training
14-15 Aug	Chromebook Distribution (DES/DMHS)
18 Aug	FIRST DAY OF SCHOOL
1 Sep	No School – Labor Day
6 Oct	No School – Teacher Workday
7 Oct	Chuseok (KN Thanksgiving)/Hanbok Day
10 Oct	No School – Recess Day
13 Oct	No School – Columbus Day
14 Oct	Students Out - CCRS Q1 Prof. Dev. Day
24 Oct	Students Out – Educator Workday
27 Oct	Begin Q2



Daegu Elementary School Upcoming Events

11-15 Aug	New Teacher Orientation/Training		
13 Aug	New Student/Parent Orientation - 1000hrs		
14-15 Aug	Student Chromebook Distribution 14 th (4 th Grade) – 15 th (5 th Grade)		
15 Aug	K-5th Meet & Greet – 1300-1400hrs		
18 Aug	First Day of School (Kinder – 5 th grades)		
25-29 Aug	Pre-K Home Visits		
2 Sep	Pre-K First Day of School		
4 Sep	Open House – 1700-1800hrs		
1-2 Oct	Fall Picture Day		





Daegu Elementary School

Back to School Notes: Parking

We would like to ask that all parents park in the parking lot designated by 'A' on the map when dropping off or picking up their students during bus times.

-7:10am - 7:30am

-1:30pm – 2:10pm

(M, W, Th, F)

-12:20pm - 1:00pm

(Tuesday)





NAEGU ELEMENTARY SCHOOL



Daegu Middle High School Upcoming Events

14-15 Aug	New Student/Parent Orientation, Chromebook Distribution, & Schedule Pickup 14th (Middle School) & 15th (High School)
18 Aug	First Day of School – All Students
3 Sep	Open House
1-2 Oct	Fall Picture Day 1 (6-11), Day 2 (Seniors)
3 Oct	Homecoming Dance
16 Oct	School Day SAT (12 th)/PSAT (8 th -11 th)
5 Nov	College & Career Fair



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Highlights & Updates:

Reminders and Opportunities

- REGISTRATION ONGOING Please contact our Registrar for more information
- WANT TO VOLUNTEER? Please complete Volunteer Packet at our Office
- COMMUNICATION PLAN Email, Facebook, Phone Calls, Newsletter, Google Classroom, Parent Events, In-Person Visit, etc.
- <u>DMHS SCHOOL ADVISORY COMMITTE(SAC)</u> Make a difference, Share your feedback (SAC contact: <u>dmhssac@gmail.com</u>)
- <u>DMHS PTSO Support our school with your time, talents, resources, etc.</u> (PTSO contact: <u>daeguptso@gmail.com</u>)
- DRESS CODE REMINDER
- SUBSTITUTE TEACHERS NEEDED





USUSAYG-Daegu/DODEA – Daegu Middle High School



* Become a DODEA Substitute Teacher!! *



Reasons to Substitute Teach

- Make a difference Substitutes have the opportunity to positively impact students' lives
- Flexible schedule Looking for job flexibility? Look no further! Our substitutes select the days they are available to work.
- Expand your skills Gaining experience in the classroom setting builds skills that are applicable to many careers, including problem-solving, public speaking, and time management.
- · Join our family As a substitute teacher, you become part of our family. If you are ever interested in seeking another position within our organization, your background check will already be complete.
- It's FUN! Substitute teaching is an adventure through which you'll meet many teachers and

I'd like to substitute, but I don't have a college degree. Can I apply?

Yes! Our minimum requirements for substitutes are:

- High School Diploma or GED
- Resume
- Eligibility Document A copy of Sponsor's PCS order
- Completion of a Tier 1 childcare background check Age
- 18 or older
- Transcripts if available



How can I apply?

Apply online at USAJOBS.gov using the following link: https://www.usajobs.gov/GetJob/ViewDetails/717803400











DFMWR

Ms. Lisa Fuga

"Make a Difference"





DFMWR/Upcoming Special Events







DFMWR/Upcoming Special Events







DFMWR

Mr. Sean Wise

"Make a Difference"





DFMWR Updates

- You Spoke; We Listened Fairways new menu out now! View at <u>www.mwrtogo.com</u>
 - -Breakfast Daily from 0700-1400
 - -Lunch Daily from 1100-1400
- States Grill will permanently close on 1 Sep
- Carroll Lodge Front Desk Hours 0600-2200 Daily beginning 1 Sep





RALLY POINT – CAMP CARROLL

Immersive Entertainment Reimagined















- Rally Point is the all-new entertainment destination designed for you.
- Located at the old bowling center, next to the Carroll Fitness Center
- Attractions
 - Mini Bowling
 - Screen Sports (including golf)
 - Virtual Reality Arena
 - Bar Games e.g. darts, pool tables, foosball, jet pong
 - Army Recreation Machine Program
 - Food & Beverage
 - Private Event Spaces
- Opening Fall 2025





Rally Point	MON	TUE	WED	THU	FRI	SAT	SUN
ARMP	X	X	X	1400- 2100	1400- 2400	0900- 2400	0900- 2100
Games/Bar	X	X	X	1400- 2100	1400- 2400	1100- 2400	1100- 2100
Dining (online)	X	X	X	1400- 2100	1400- 2100	1100- 2100	1100- 2100
Perimeter Pub	MON	TUE	WED	THU	FRI	SAT	SUN
ARMP	0900- 2100	0900- 2100	0900- 2100	0900- 2100	0900- 2100	X	X
Bar	1100- 2100	1100- 2100	1100- 2100	1100- 1400	1100- 1400	X	X
Dining	1100- 2100	1100- 2100	1100- 2100	1100- 1400	1100- 1400	X	X



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Area IV Health Care Camp Carroll Health Clinic Camp Walker (Wood) Health Clinic



CPT Kaoru Song





How to Get Care in Area IV

Accessing Health Care at BDAACH & Outlying Clinics

Brian D. Allgood Army Community Hospital and all outlying clinics utilize a Central Appointment System that allows a patient to dial just one number to make appointments with several clinics.

BY PHONE: BDAACH Central Appointment Line

Call the Central Appointment Line to:

- Make an appointment
- Cancel an appointment
- Make a specialty appointment

ONLINE: MHS Genesis Patient Portal

Visit https://patientportal.mhsgenesis.health.mil/ to view or cancel an appointment 24-hours a day:

- View, print, and share Personal Health Data
- Find a Doctor
- Securely message a provider or nurse team
- See laboratory and test results

Clinic Websites

- Carroll: https://briandallgood.tricare.mil/Clinics/Camp-Carroll-Health-Clinic
- Walker: https://briandallgood.tricare.mil/Clinics/Camp-Walker-Wood-Health-Clinic

Access to Care

Central Appointment Line

DSN: 315-737-CARE (2273) Commercial: 0503-337-2273

Hours: Monday-Friday 7:15 a.m. to 4:45 p.m. 10 a.m. for same-day Space-A appointments

TRICARE Overseas (ISOS)

DSN: 99-080-429-0880 **Commercial:** 080-429-0880

Assistance with off post referrals

- 24/7 language interpretation service (Option 1)
- Reporting your emergency visit within 24-48 hours of discharge.

MHS Nurse Advice Line

DSN: 888-901-7144

Commercial: 080-500-4011

Hours: 24/7

Emergency On Post

DSN: 911

Commercial: 0503-364-5911

Hours: 24/7

Emergency Off Post

Commercial: 119

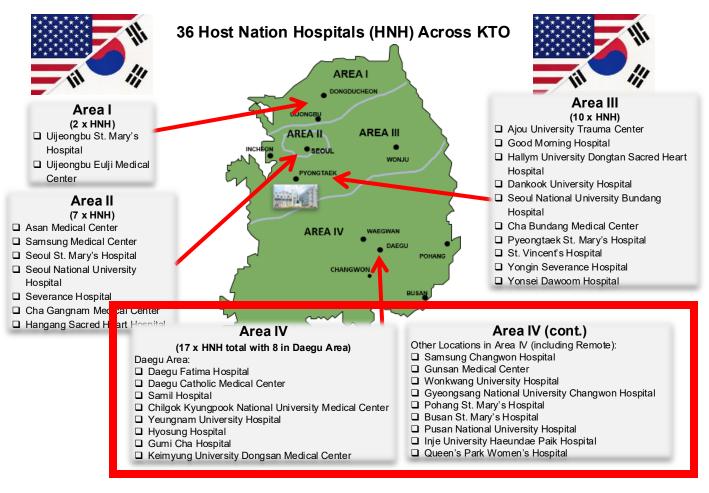
Hours: 24/7

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How to Get Care in Area IV: Off-Post / Host Nation Care



Access to Care

Off-Post Medical Care

Nearly all hospitals have English speaking patient liaisons to assist during any hospital visits.

TRICARE Interpreter Support

Navigating Korean hospitals without understanding the language can make things challenging. Feel free to call Tricare's 24/7 language interpretation service at 080-429-0880. Select option 1 and ask for an interpreter.

TRICARE Overseas Mobile App

The TRICARE Overseas Program provides a mobile app, *MyCareOverseas*, which helps beneficiaries manage host-nation care, access referrals, and stay informed while stationed overseas. This tool is especially useful for navigating off-base medical systems in Korea.







How to Get Care in Area IV: After-Hours Pediatric Emergency Care

Your Voice, Our Priority

We heard you, and we took your feedback seriously. Your experiences matter, and when you asked for clearer, more accessible guidance on where to turn for after-hours pediatric emergencies in Area IV, we took action.

With the support of International SOS and our host nation medical partners, we developed a dedicated resource for families near Camp Walker and Camp Carroll – a guide designed to help you find the right care when you need it most.

Find it Now

This resource is permanently available on the BDAACH website under the Patient Resources menu.

There is even a printable version for easy access when time is of the essence.

Link: https://briandallgood.tricare.mil/Patient-Resources/Area-IV-After-Hours-Pediatric-Emergency-Care







MEDPROS: NCAT Testing Program

New MEDPROS Requirement - NCAT

Currently all Soldiers on peninsula are coded "RED" (Tier I) or "AMBER" (Tier II/III) in MEDPROS for NCAT, which stands for Neuro-Cognitive Assessment Tool. This is a new mandatory requirement under the DOD Cognitive Monitoring Program (CMP). Individuals

are categorized into three tiers based on their MOS's level of risk.

Blast Overpressure Exposure Prioritized by MOS			
Tier Level	Description	Suspense	
- 1	SM's duties/position exposes them to overpressure consistently	NLT 1 OCT 2025	
ll l	SM's duties/position exposes them to overpressure frequently	NLT 1 OCT 2026	
III	SM's duties/position exposes them to overpressure occasionally	NLT 1 OCT 2027	



It is DoD policy that all Service members and DoD civilian employees across the deployment cycle will undergo computerized neurocognitive assessment testing. Neurocognitive assessment tools (NCATs) are used to screen for changes in cognitive status over time.

What is ANAM?

The Automated Neuropsychological Assessment Metrics (ANAM) is the DoD-designated neurocognitive assessment tool until evolving science and medical best practices inform a change in policy. It is one of several commercially available neurocognitive tools consisting of a library of computer-based assessments of cognitive domains including attention, concentration, reaction time, memory, processing speed, and decision-making.

Upcoming NCAT Testing in Area IV (10 – 12 SEP) Units Supported: 2-1 ADA Bn, CTF, 19th ESC*

- Location: 2-1 BN Conference Room
- Dates/Hours: 10 SEP: 0900-1700 / 11 SEP: 0800-1700 / 12 SEP: 0800-1500
- Arrive prepared with the following info: Social Security Number, UIC, and MOS/AOC
- **NOTE:** Only individuals coded **RED** (Tier I) for NCAT in MEDPROS are eligible for testing at this time. Please verify your NCAT status in MEDPROS.

*If you are Tier 1, but not assigned to the units mentioned above, contact the 35th ADA BDE Cmd Surgeon: mark.w.betten.mil@army.mil



Patient Family Partnership Council (PFPC)

Apply to be a Council Member!

We're looking for volunteers to become Patient and Family Council Members! We're interested in Senior and Junior Active-Duty Service Members, Spouses/Family Members, as well as Retirees and Civilians.

WHAT is a PFPC Council Member?

A Council Member is someone who:

- Wants to help improve the quality of care for all patients and family members.
- Sives feedback to the medical staff based on their own experience as a patient or family member.
- Helps plan changes to improve how we take care of patients.
- Provides a voice that represents all patients and families who receive care at MTFs (Military Treatment Facilities).

WHY should you become a PFPC Council Member?

- If you or your family member received care at an MTF, did you think there were things we could have done better?
- Do you have ideas about how to make sure other patients and families get the best care possible?

Council Member Requirements

All Council Members must sign an NDA (Non-Disclosure Agreement)

- Spouses & Family Members: Must complete HIPAA and Privacy Training.
- Active Duty & Red Cross Volunteers: No training requirements

More Info/How to Apply

Contact the Patient Advocate Office **DSN**: 315-737-1125/1126 **COMM**: 0503-337-1125/1126

Email: usarmy.humphreys.medcom-kor.mbx.patient-advocate-office@health.mil





DPW

Mr. Cho, Kyu Ha

"Make a Difference"



Seasonal Changeover



When are we turning off the A/C?

Estimated A/C shut-off schedule is <u>in early October</u> once the daily high temperature falls below 85°F on 3 out of 5 consecutive days.



When are we turning on the heating?

Estimated heating activation schedule is <u>in mid-October</u> once the daily low temperature drops below 55°F on 3 out of 5 consecutive days.

US ABAY MAINTENANCE APPLICATION

How do we contact DPW for HVAC (and other) issues?

ArmyMaintenance.com (ArMA) will be the primary channel and phone line (DSN: 763-4824) will remain for emergencies (i.e., Total loss of heat of air conditioning). You can also access ArMA through MyArmyPost App on your smartphone.

ArMA QR Code

★ ★ ★ ★ "I've been living in the dark ages apparently, how did I *not* know this existed? Game changer." ♣

★★★★ "No more waiting on hold like it's 1999. I submit my request, sip my coffee, and boom." ●



HOUSING

Mrs. Reyes, Monica

"Make a Difference"





100% NDAA Housing Inspection

This is a congressional mandated inspection throughout all DOD agencies.
Objective is to identify any environmental, health or safety deficiencies throughout Military Family Housing facilities.

Who: Third-party contractor

When: 20-28th October, 20205

Where: All Military Family Units

*No exceptions

Why: To ensure we are providing the best quality for

all residing in MFH units.

How: QR codes will be disbursed through email and door hangers will be provided on the door. You will utilize QR to schedule an appointment at your convenience.

**Gray-out on scheduler means that date and time is no longer available. We ask you plan to be present.

Radon Survey

What is Radon: Radon is a naturally occurring radioactive gas that is invisible, odorless, and tasteless. The U.S Department of Housing and Urban Development (HUD) recommends testing for radon in your home every five years.

Who: Housing and Far East District (FED) Inspectors

When: Starting in September

Where: Space where occupants use often.

(Bedrooms or living room)

Why: Install up to maximum two devices to monitor radon activity.

How: Housing will contact you during the period of installation to schedule an appointment.

***We ask you plan to be present.













Closing Remarks

★★★ WE ARE THE ARMY'S HOME ★★★





NEXT USAG Daegu Town Hall 12 November 2025

SLIDES Located at:

https://home.army.mil/daegu/index.php

"Make a Difference"





BACKUP – Fairways Menu



DINE IN | TAKE OUT | DELIVERY BREAKFAST: 0700 - 1400 DAILY LUNCH: 1100 - 1400 DAILY MWRTOGO.COM



DINE IN | TAKE OUT | DELIVERY BREAKFAST: 0700 - 1400 DAILY LUNCH: 1100 - 1400 DAILY

MWRTOGO.COM

BREAKFAST

Served with hash browns.

SERVED ALL DAY

COUNTRY FRIED STEAK & EGGS \$14
Crispy fried steak topped with creamy milk gravy.
Served with two eggs your way and hash browns.

EGGS BENEDICT
Two poached eggs and prosciutto on toasted artisian bread with hollandaise.

JOE'S SPECIAL Scrambled eggs, ground beef, spinach, mushrooms, oregano, and onions topped with cheese. Served with toast.

FLAPJACKS
Three buttermilk pancakes served
hot with butter and syrup.

OMELET \$12 Made-to-order omelet with your choice of veggies,

meats, and cheeses. Served with hash browns.
3 TOPPING INCLUDED, ADDITIONAL ARE \$2 EACH

STEAK & EGGS
12-ounce grilled New York Striploin served with two eggs your way, with hash browns.

FAIRWAY'S LOADED HASH
Golden hash browns sautéed with peppers,
onions, bacon, sausage, and cheese.
Served with two eggs your way.

GRAND SLAM \$1
Two pancakes, two eggs, two bacon strips, and two sausage links. Served with hash browns.

SPICY BEEF SOUP \$8
Korean soup, tender beef in a bold, spicy broth
with garlic and chili. Warm, hearty, and full of flavor.

SALAD

EVERGREEN COBB \$12

Romaine lettuce with grilled chicken, avocado, bacon, egg, tomato, bleu cheese crumbles, and choice of dressing.

CAESAR Romaine lettuce tossed with Caesar dressing, grilled chicken, parmesan, and croutons.

GREEK CHICKEN \$10

Grilled chicken with romaine lettuce, cucumber, tomato, feta, olives, and red onion. Tossed in a Greek vinaigrette.

SALAD BAR DINE IN ONLY
Build your own salad with greens, toppings, proteins, and dressings.

\$6 WITH ENTIRE ADD-ON

STARTERS

pico, sour cream, and quacamole.

CHIPOTLE CHICKEN QUESADILLA \$12
Tortilla filled with chipotle chicken,
cheddar, and Monterey Jack. Served with

CALAMARI FRITTI \$12
Crispy fried calamari with cracked pepper and sea salt. Served with house-made aioli and lemon.

CHARCUTERIE BOARD \$14
Cured meats, cheeses, pickles,
fruit, and house-made bites.

GARLIC CHEESE BREAD

Toasted bread with garlic butter and melted mozzarella. Served with a side of marinara sauce.

STEAKS

RIBEYE STEAK \$2

12 ounce grilled ribeye with rich marbling and full flavor. Served with a house salad and french fries.

NY STRIPLOIN STEAK
12 ounce juicy New York strip grilled to order.
Served with a house salad and french fries.

SANDWICH & BURGER

PHILLY CHEESESTEAK \$16
Thinly sliced ribeye on hoagie with
white American cheese. Grilled peppers
and onions. Served with fries.

DOUBLE BOGIE CLUB
Triple-stacked turkey, ham, bacon, lettuce,
tomato, and mayo. Served with fries.

HEARTY REUBEN
Corned beef, Swiss, and sauerkraut on grilled
rve with Thousand Island. Served with fries.

THE CLASSIC CHEESEBURGER
1/3 pound burger, grilled topped with
cheddar cheese, served with lettuce, onion,
tomato, and pickles. Served with fries.
ADD-ON \$2 BACON

KIDS

UNDER THE AGE OF 12

KID'S PASTA \$8 Kid-sized pasta with butter or marinara sauce.

MINI MUNCHKIN BURGER
Mini cheeseburger on a soft bun with pickles, ketchup, and mustard on the side.

LIL SLAM

One pancake, one egg, one bacon strip, and one sausage links. Served with hash browns.

PASTA

CHICKEN PARMIGIANA \$11
Crispy chicken with marinara and mozzarella. Served with spadhetti.

PASTA CARBONARA \$12 Spaghetti with pancetta in a creamy parmesan-egg sauce.

SPAGHETTI & MEATBALL \$11

Pasta with marinara topped with a house-made giant meatball.

INTERNATIONAL

MONGOLIAN BEEF & RICE \$12 Stir-fried beef with peppers and onions in Mongolian sauce. Served with steamed rice.

BIBIMBAP
Rice topped with veggies, marinated beef, fried egg, and gochujang.

SPICY SZECHUAN SHRIMP
Shrimp stir-fried in Szechuan sauce with veggies and chilies. Served with steamed rice.

CHICKEN & BEEF FAJITAS \$17

Grilled chicken and beef with peppers and onions. Served with tortillas and fixings.

DESSERT

NY CHEESECAKE \$5 CHOCOLATE CAKE \$6









Stop by the office for free beverages, snacks and to say "hi!"

Open M-F 0800-1630-Available 24/7





Follow us on Facebook!

Apply to be a Red Cross Volunteer! Enter Zip Code 96218

Download the Hero Care App

- Initiate an ECM
- Update Contact Info
- Programs & Services Info



+ American Red Cross

Service to the Armed Forces & International Services
Asia Pacific Division, Daegu Area IV, Korea, Camp Walker
Soldier Support Center Bldg. 330 Rm. 302
+82 (0)10-5736-6864 Cell/WhatsApp/Signal/Kakao

Comm: 0503-363-5988 DSN:315-763-5988

Email: Daegu@RedCross.org

www.redcross.org

24/7 Emergency Assistance +1-877-272-7337





Pet Transportation Reimbursement

- **Pet Travel Reimbursement**, Pet Expenses Due to Permanent Change of Station
- Pet Transportation Reimbursement effective as of 1 January 2024
- 1 Pet per PCS Household (Cat or Dog)
- \$550 CONUS
- \$2,000 OCONUS

Mechanics of Pet Reimbursement. The expense needs to be claimed in reimbursables and supported by authorization in orders as well as receipt

- Expense will need to be claimed in **Block 18** of the **1351-2** on their travel claim
- Authorization must be included in orders provided, and the SM will also need a valid paid receipt for the expenses claimed
- Credit card/bank statements are not acceptable as receipts because they do not fit the description of what is a valid receipt per the FMR

DoD 7000.14R FMR Vol9 Definitions;

Receipt: A legibly written/printed/electronic document (or facsimile thereof) provided by a service provider or vendor to a customer, which provides documentary evidence that the service provider or vendor has been paid for services or goods, provided to the customer. To be considered valid, a receipt must contain the name of the entity providing the good(s)/service, the date(s) that the good(s)/service was/were provided/purchased, the price of the good(s)/service, any tax levied, the total monetary amount due and must indicate that the total monetary amount due was paid.



★ U.S. ARMY

- Commercial Air
 - Limited Space Heat/Bread/Flight time Restrictions
 - Additional cost if space not available
 - May require use of a Pet Shipping Company
 - Passengers can travel with their pets as a carry-on or ship them via Cargo as long as they provide all the necessary carriers for the pet(s), supply any needed documents, and pay the fees
 - You can bring small dogs and cats with you in the cabin, as long as they fit in a small, well-ventilated pet carrier under the seat in front of you. The pet carrier counts as your main carry-on item. You can also bring one additional personal item.
 - Pets must be at least 10 weeks old for domestic travel, at least 16 weeks old if traveling to the U.S. from another country and at least 15 weeks old when traveling to the EU
 - Pets are accepted on a first-come, first-serve basis. You need to call the airline in advance to arrange to bring your pet on board. There are in-cabin limits on the number of total pets per flight and some destinations do not allow pets in the cabin
 - The airlines do not accept pets as checked baggage, but you can ship your pet as freight through airlines Cargo.



- Commercial Air
 - Carry-on pets are not permitted in the following areas:
 - Bulkhead, emergency exit rows
 - Seats designated as "no stowage"
 - Flat-bed seats
 - Rows 30-35 on the A330-200 aircraft
 - Rows 30-43 on the A330 -300 aircraft
 - Center seats on the B757-200 aircraft
- The hard or soft-sided kennels must be leak-proof and have ventilation on 3 sides (4 sides if you are traveling on an international flight)
- All kennels must fit under the seat directly in front of you. Since the space under the seat in front varies from aircraft to aircraft, airlines recommend a soft-sided Kennel with maximum dimensions of 18" x 11" x 11" that will fit most aircraft
- Your pet must never leave the container whether you are at the airport, the boarding area, an airport lounge, or onboard the aircraft. The doors to the kennel must always be secured properly





- Airline cargo policy
 - Transporting your animal through cargo can be stressful for them. When you
 are bringing them along as a carry-on, at least you are there to comfort them.
 With cargo, they no longer have that comfort.
 - However, if you cannot accompany your pet for some reason or if your pet is too large for the cabin you will have to use cargo. Remember, Animal Breed Restrictions and tips on Sedation/Tranquilizers mentioned in the carry-on rules, apply to sending animals through cargo
 - A current health certificate by a licensed veterinarian is required within 10 days of the travel date. It must have the following details.
 - Name and address of the shipper.
 - Tag numbers or tattoos assigned to the animal.
 - Age of the animal being shipped: USDA regulation requires animals to be at least 8
 weeks old and fully weaned before traveling by cargo domestically, at least 16 weeks
 old before traveling to the U.S. from other countries.
 - A statement declaring the animal to be in good health (all animals that are pregnant must be declared in the statement).
 - List of administered inoculations when applicable.
 - Your veterinarian's signature and seal (if applicable).
 - Date of issue of the certificate.





- Airline cargo policy
 - You must complete a live animal checklist when you bring your pet in for cargo at Airlines. In it, you must confirm that the animal has been given food and water within four hours of check-in. Additionally, you have to provide feeding instructions and if your pet needs to be fed again during transit, you must provide the food as well.
 - Airlines have a policy of not transporting pets during extreme temperatures for the safety of the animals themselves. This includes temperatures exceeding 80°F (27°C) or temperatures falling below 20°F (-7°C), at any point during the route. A Certificate of Acclimation is required when temperatures fall between 20°F (-7°C) and 45°F (7°C)





PET TRAVEL DOCUMENTS

- **AMC Pet Pamphlet** (As of 20 October 2023)
 - Provides information to assist for the transportation of pets aboard AMC Patriot Express (PE) flights in conjunction with Permanent Change of Station (PCS)
- AMC Pet Risk Acknowledgement Document (RAD) (As of 13 **Dec 2022)**
 - Pet owner acknowledgement of the risks associated with air travel, especially for Brachycephalic (Short-Nosed) bread pets. (Print, Read & Sign RAD. Present to Passenger Service Agent during Check-in)
- Pet Dogs and Extreme Heat Info
 - Information about your pet's health and their exposure to extreme heat.





TREME **HEA** KEEP YOUR PET COOL, WHEN IT'S HOT.

DOG TEMPERATURE



SIGNS OF HEAT STROKE



Heavy panting, difficulty breathing, excessive thirst



Bright red tongue and mucus membranes, which turn grey as shock sets in



Thick saliva, drooling, vomiting, and/or diarrhea



Unsteadiness and staggering



Lethargy



By the time signs of heat stroke are visible, it's often too late.

DANGERS OF HEAT STROKE







sufferina





seizures coma organ failure

DOGS WHO ARE MORE AT RISK



SHORT NOSED ex. pug, bulldog



LONG HAIRED ex. border collie. Ihasa apso



YOUNG & SENIORS ex. puppies, dogs 7+ yrs. old

SPCA.ORG (214) 742-7722



Moving Tips

- Understand your PCS entitlements
 - Understanding the amount and types of items you are allowed to move generally referred to
 as your PCS entitlements will help with planning. In addition to weight allowances, you can
 find more information on what items you're allowed to move from pets and household
 appliances to lawn furniture, TVs and more. Your local transportation office can also talk you
 through your specific entitlements during your individual counseling session.
- Luggage, legal documents, medical records, medication/prescription, school records, etc.:
 place these items either in a LOCKED room, vehicle, or some other secure location to
 ensure movers do not accidentally pack.
 - If you discover during the move or at a later date that an item you needed has been packed, member could be held liable for any cost associated with finding/retrieving these items.
- Ensure any untidiness of your residence or pickup location will not hinder the movers.
 - Ensure all dishes and clothes are clean prior to mover's arrival.
 - TSPs have the right to refuse entering a residence and packing a shipment where the conditions are deemed unacceptable for any reason.
 - Infestation: there will be no pickup and customer may be held responsible for any cost associated with the clearing of infestation and attempted pickup charges.
 - If there is a dispute as to the cleanliness of the residence, a military Quality Assurance Inspector can be called to come to residence or pickup location.

