

# WELCOME TO THE CAMP KCS FAMILY

CELEBRATING 20 YEARS

JANUARY 2022

## ADVANTAGES OF USING CAMP KCS

- OWN & OPERATED BY VETERINARY TECHNICIANS (OVER 27 YEARS EXPERIENCE)
- COMPLETELY CLIMATE CONTROLLED FACILITY
- SPACIOUS KENNELS
- OPEN DOOR POLICY
- CURTIOUS AND KNOWLEDGABLE STAFF
- ON SITE PET STORE
- EXCEPTIONAL CUSTOMER SERVICE

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## Introduction

Congratulations on your first step toward a wonderful experience for your pet.

We are delighted that you have chosen to learn more about our facility. We hope you will find this packet full of information. Hopefully we will be able to cover all aspects of our services.

It is our mission to give your pet the best boarding experience possible.

We are your full service pet boarding and supply service. Specializing in the safety, comfort and well being of your pet.

In addition, we offer camp programs, grooming, pet supplies and daycare for your convenience.

Your pet will feel comfortable while in our facility. We will give your pet one-on-one

interaction. As a daily regimen your pet will receive personal attention, meals will be served according to your directions, and as trained veterinary assistants we can monitor the health of your pet.

Our facility is designed to be completely climate controlled. Cool and comfortable in the summer and warm & cozy in the winter.

We also take pride in the well-designed kennel facility. With music playing throughout the day for the animals to enjoy, then in the evening "Lights Out" for a peaceful comfortable night.

We have an indoor area where dogs can be exercised and play off the leash and out of the elements, as well as a fenced-in backyard for outside play.

Modern yet inviting, set right in the heart of the Pocono Mountains. We are conveniently located 3 miles from

the Pocono Raceway.

Our property is situated on 7 country acres. Dogs will be individually leash walked, Yes I said walked.

We believe that dogs enjoy themselves a lot more when they have tons of people time. We walk our guests three times a day to move around and have interaction with us.



We would be glad to answer any of your questions or concerns.

If you have not done so, please ask us for a tour today.

We provide boarding for dogs, cats, birds, ferrets and more.

Exotics Require bringing your own cage

## WHY CHOOSE CAMP KCS ?

*"When They Can't Be Home, We Treat Them Like Our Own"*

*"A qualified staff that will cater to the specific needs of your pet"*

*"We will make your pets stay fun, friendly, comfortable & safe"*

### KAREN V. - CO-OWNER

Karen began her career journey in New York City, where she graduated high school and trained as a laboratory technician at Advanced Career Training. She gained valuable experience working for two years as a laboratory technician at Oradell Animal Hospital in New Jersey.

After relocating to Pennsylvania, Karen spent eight years as a veterinary technician at Creature Comforts Veterinary Service, deepening her expertise in animal care. With a lifelong passion for animals and their well-being, Karen eventually decided to start her own business dedicated to providing exceptional care for pets.



Karen brings immense value to the kennel with her extensive knowledge of animal behavior and her ability to quickly understand their needs. Drawing from her veterinary background, she expertly assesses pets' comfort and takes immediate action to ensure they feel at ease and cared for.

### CHRIS W. - CO-OWNER



Chris began her journey in Philadelphia, exploring a variety of career paths before relocating to the Poconos, where she discovered her true passion—working with animals.

Starting with no prior experience in veterinary medicine, Chris joined Pocono Lake Animal Hospital, where she developed a strong foundation in animal care. After two years with Dr. Miller, she advanced her emergency medical skills at Creature Comforts Veterinary Service, dedicating six years to honing her expertise. Driven by her passion and growing knowledge, she eventually pursued opening her own business and continues to work alongside a veterinarian.

As a skilled veterinary technician with extensive experience, Chris ensures the well-being of every pet under her care. She has also earned her Certified Dog Trainer & Instructor (CDTI) credential from Penn Foster, enhancing her expertise in animal behavior. Chris works alongside her head trainer, Meg Irizarry, at Fulcrum Dog Training, a division of Camp KCS, where she helps guide training programs and supports clients in developing strong relationships with their pets.

At Camp KCS, Chris is instrumental in ensuring your pet's comfort, supervising their care, and managing the business's daily operations. Our dedicated team includes skilled members with experience as veterinary assistants, and we prioritize ongoing education and training to maintain the highest standard of care.

## OUR TEAM



#### Manager

Lexiie

#### Supervisory Financial Officer

Rachel

#### Team Members

Eileen  
Jess  
Jenn L  
Beth  
Emily  
Evelyn

Quinton  
Jack  
Morgan  
Jen S.  
Jersie

Vanessa W



# Personal Care & Special Needs

We will take care of your pet like they are our own.

Special-needs pets are no problem. While in our care we will continue any basic medications at no extra charge. There is an extra charges for all other extensive care.

We will monitor your pet with or without medical issues and we can act on any and all emergencies associated with any illnesses.

If needed, we will transport

your pet to the veterinarian of your choice within our area (15 miles). This is a service we provide when your dog is boarding with us.

You can feel safe whether your pet is healthy or has medical issues, that we will respond immediately.

Issues we are familiar with and can monitor but not limited to:

- Diabetes
- Kidney Failure
- Post Surgical
- Addison's Disease
- Cushing's Disease
- Hypo/Hyper Thyroid
- Urinary Issues

**Extra fees will be applied for extensive treatments and are not limited to: ( i.e. Fluid Therapy, Wound Care, Ear Cleanings, Tooth Brushing, Flea Preventative Application, Etc)**

## Our Store

Our store has a wide variety of items for your pet.

- Taste of the Wild
- Fromm
- Merrick
- Redbarn
- Lupine
- Freedom Harness's
- Toys
- And much more

### Other Pet Vaccines

Pets such as pocket pets, ferrets, birds and rabbits. Are required to have no vaccines or very minimal. These pets are only required to have what is required by your vet.

For Example:

Ferrets,  
only get Distemper & Rabies  
while a Birds gets no vaccines.



## Vaccine Requirements

### Dog Vaccine Requirements

DHLPPC (Distemper)  
Bordetella (Kennel Cough)  
Rabies

**All vaccines must be up to date and proof submitted to us 10 days or more before boarding.**

### Cat Vaccine Requirements

FVRCP (Distemper)  
Feline Leukemia  
Rabies

If you want your kitty to run free in the cattery, then a Negative Feluk/FIV is required.

Must present proof for all of the above.

It is important and required to have the Bordetella vaccine administered at least 10 days prior to boarding.

If your pet is not vaccinated for Bordetella, get them vaccinated today.

Be ready for that emergency boarding visit.

Owner First Name:		Last Name:	
Mailing Address:			
City:		State:	Zip:
Home Phone:		Cell Phone:	
Email Address (for Confirmations)			
Drivers License # & State:		Would you like confirmations sent to you by text message as well, if so Number and Provider needed: CANNOT SEND WITHOUT PROVIDER	
Emergency Contact:		Text message #: _____ (if same as cell write same)	
Emergency Phone:		Provider: _____	
How did you hear about us:    Yellow Pages    Sign    Internet    Friend, Who ? _____ Veterinarian _____			
Pet Information			
Pet's Name:		Species:	Breed:
			Color:
Sex:    Male    Neutered    Female    Spayed		Birthdate:	Weight:
Special Instructions:			
Does your pet have a microchip?	Microchip maker:	Microchip Number:	
<b>THIS SECTION IS FOR DOGS THAT ARE BOARDING</b> <i>Your dog's behavior/personality (if you have a cat, please skip this section)</i>			
Is your dog people friendly?	Has your dog ever been to doggie daycare?	Has your dog ever had a bite incident?	
Is your dog, dog friendly?	What does your dog like for fun?		
Would like them to be Introduced in playtime?			
Feeding Instructions			
Will you have your own food:    Yes    No		How Much (cups): Please explain	
How Often:    AM    Noon    PM			
Is your pet on any medications:    Please List			
I certify that the above information is true and that all pertinent information about my pet has been given. I agree not to hold Camp KCS responsible for any problems that arise due to information not given. I also understand that a copy of my pet's vaccines must be present at time of check-in and that all vaccines are up to date including Bordetella. By signing on the line below I agree to the terms stated above.			
Signature: _____		Date _____	

# E-boarding via Client Portal

E-boarding is a fast, easy and convenient way for you to make a boarding appointment online through your very own Camp KCS client portal. So easy your dog can do it!



You can use this option 24 hours a day, seven days a week. Make sure to register through the client portal and you will be able to make appointments, view your pets & their vaccines as well as upload documents required for boarding.

When using this option please make sure you add us to your email allow list as you will receive a confirmation that may end up in your SPAM folder.

Email Address: kcsbrdg@gmail.com

**SAVINGS PROGRAM  
SEE PAGE 7**

**Monthly memberships  
Big Savings**

Payment Methods Accepted

**Please be advised that there is a 3% fee for all Credit Card payments.**

Cash



**Checks are only accepted by well established clients.  
No checks will be accepted from first time clients.**

**Any check over 500.00 must be preapproved!**

## Our Hours

### Regular Hours

Monday through Sunday  
8:00 a.m. to 8:00 p.m.

**Office is closed on these holidays**

**New Years Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day**

**Office is closed for pick-ups &  
drop-offs on these holidays**

We close for Drop-off & Pickup  
6:00 P.M.

**Christmas Eve  
New Years Eve**

# Pennsylvania Dog Law

## Dog Law & Your Pet

All dogs three months of age or older must be licensed.

Licenses are issued by the County Treasurer

All dogs must be under control and must not be allowed to run at large. Dogs are personal property, and owners are responsible for damages caused their dog.

It is illegal to abandon or attempt to abandon any dog.

Owners of dogs and cats 3 months of age or older are required to have a current rabies vaccination. It is illegal to interfere with an officer or employee of the Pennsylvania Department of Agriculture engaged in enforcement of dog laws.

# What to expect on your first visit

Your first visit to the kennel is the most important and time consuming.

It is important to make sure that you have everything for your pet that the kennel will need to make your pets stay an enjoyable experience.

When you arrive, if you haven't already done so, you will be asked to fill out our information form. This form is very important, as it contains the necessary information on you and your pet. We can then enter the required information into our computer system.

Once entered we will confirm pertinent information on your pets stay.

You may visit your pet during his/her stay if you are visiting the area. These visits are limited to Taking you pet out for a while or visiting with them in the designated guest area as to not disturb the kennel counselors attending to our other guest.

Lastly, we ask that you inform us of any important information on your pet (i.e. habits, medical conditions etc.). These things can help us understand your pets better.

## Kennel Checklist

- Vaccine Information
- Your Pet's Food
- Bedding / Blanket
- Medication (if needed)
- Treats
- Toys
- Bones
- Confirm drop off Time
- Check your E-Mail for confirmed drop off time

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**NO BOWLS PLEASE**

## Daycare Program

Our daycare program is specifically designed with your pet in mind.

All dogs need energy release and daycare is a perfect way to do that. Whether you work long days or physically unable to run your dog this is perfect for you.

Let them come join the fun with our other friendly daycare visitors. Our facility has a outdoor

play area that is 80x60 for a romping good time. We also have an indoor play area for those bad weather days. Your dog must be dog friendly in order to play with other dogs.

But we also have playtime with the staff for those pups who just need an outlet but are not so friendly with other dogs.

Ask one of our team members for more information.

*"Let your pet get in on the fun"*



## OTHER PROGRAMS WE OFFER



A Division of  
Camp KCS, Inc

At Fulcrum Dog Training, we take the overall health and well-being of your dog very seriously. That means we not only focus on training or correcting behavior, but also on the emotional state of your dog, which, if happy and healthy, will actually make them better behaved!

First and most importantly, we believe that the use of aversive techniques, begins where education ends. We are committed to behavior modification and training techniques based on science and the least intrusive, minimally

aversive (LIMA) construct, as established by the IAABC (International Association of Animal Behavior Consultants) and the **Pet Professional Guild**.

Throughout our careers, we have had the opportunity to interact with countless dogs and observe their behavior. It has been our experience that while not all behaviors are undesirable, many dogs are given up or relinquished to shelters for inappropriate behaviors in the home. Having worked closely with many trainers throughout our collective 40+ years in the animal welfare field, we

recognized the very real need for creating a dog training business which would serve to give dog owners the tools and guidance they need to live cohesively and happily with their dogs. We strive to educate dog owners on how to better understand and interpret their dog's behavior and then to train in a way that is not only extremely effective, but highly enjoyable for both you and your dog.

Join our Facebook group to get the latest free newsletters.





# Loyalty Program

## Frequent Fetcher

Every time you make a purchase or check-out you will receive reward points that will earn you money off future invoices.

For every dollar spent you will earn a point, for example: If your invoice is \$137.00 you will earn 137 points.

Once you have reached 400 points you can redeem for \$10.00 off. Our computer does all the work, there is nothing for you to do.

## Referral Program

If you are happy with our service and give us a referral, as a thank you will automatically earn 800 points once that client completes a boarding stay.

All you have to do is make sure that client lists you as the referral (first & last name) required

# Our Membership Program



## Three Levels of Savings

### SILVER

**\$ 30** per month

The savings are endless with our Silver membership level.

Each month your membership will include the following:

- 1 - Free Daycare
- 1 - Free Nail Trim
- 10% off all Services
- 10% off in-store purchases

### GOLD

**\$ 35** per month

The savings are endless with our Gold membership level.

Each month your membership will include the following:

- 1 - Free Daycare **or** Boarding
- 1 - Free Nail Trim
- 15% off all Services
- 15% off in-store purchases

### PLATINUM

**\$ 40** per month

The savings are endless with our Platinum membership level.

Each month your membership will include the following:

- 1 - Free Daycare
- 1 - Boarding
- 1 - Free Nail Trim
- 20% off all Services
- 20% off in-store purchases

**PLEASE NOTE; GOLD MEMBERS MUST CHOOSE DAYCARE OR BOARDING. THEY ARE NOT INTERCHANGABLE MONTHLY. ONCE CHOSEN, IT MUST STAY THAT WAY!**

All memberships are paid monthly by autopay.  
 Members must join for a minimum of 6 months  
 Members can cancel anytime after 6 months by notifying Camp KCS.  
 Memberships are prorated if joining in the middle of any given month.

Upon cancellation at anytime, If a member would like to rejoin there will be a 6 month waiting period.  
 PLEASE SEE ARE WEBSITE FOR MORE INFORMATION

**PRICES SUBJECT TO CHANGE WITHOUT NOTICE**

**Hours Of Operation (8am - 8pm)  
(Excludes Holidays)**

<b>Boarding (pricing is per day)</b>	
<b>Dogs</b>	\$45.00/Day
<b>Dog Boarding PEAK SEASON</b> <i>(May 15th - Sept 15th)</i>	\$50.00/ Day
<b>Daycare (Group Play for the dog friendly dog)</b>	\$40.00
<b>Added Daycare to boarding stay group play and pics</b>	\$20.00 Session
<b>One-On-One Daycare</b> - Dogs who are not dog friendly and need playtime, which requires one-on-one with a Camp Counselor	\$45.00
<b>Multiple Dog pet discount (same cage only)</b>	20% Off <b>Second dog</b>
<b>Cats</b>	\$30.00/Day
<b>Exotics (Same Cage)</b> (Birds, rabbits, bearded dragons etc.)	\$20/day/cage
<b>Discount for late drop-off (after 2:00 pm)</b>	Half Day
<b>Discount for early pick-up (before 2:00 pm)</b>	Half Day
<b>Multiple Cat Discount</b>	20% Off
<b>Additional charge, if your dogs need separation or supervised feedings.</b>	10.00 / day
<b>Facebook Pics -See your pets while you are away. (does not include group play)</b>	\$15.00 per post
<b>***PLEASE NOTE - WE DO NOT OFFER HALF DAY DAYCARE***</b>	
<b>***DAYCARES THAT ARRIVE 12PM OR LATER, ARE NOT GUARANTEED PICTURES***</b>	
<b>Additional Services &amp; Fees</b>	
<b>Treatments while boarding:</b> including, but not limited to: Ear Cleaning, Topical Meds, Wound Care, Topical Preventatives, Etc.	<b>\$10.00- \$15.00</b> Per treatment Addition to Board
<b>Challenging Dog/Cat Surcharge</b> If you think your dog/cat may fall under this category, please speak to a team member. We can determine if the pet falls in this category only after we meet/evaluate the pet.	<b>\$15.00</b> <b>Additional</b> <b>Per Day</b>
<b>Nails</b>	<b>\$25.00</b>
<b>Anal Glands</b>	<b>\$30.00</b>
<b>Ear Cleaning</b>	<b>\$25.00</b>
<b>Clip &amp; Clean (Hot Spot, Sanitary, Etc.)</b>	<b>\$35.00</b>
<b>Bordetella</b>	<b>\$40.00</b>
<b>Distemper</b>	<b>\$40.00</b>
<b>Pickup Outside Open Hours</b> <i>(Before 8am or after 8pm, within 15 minutes)</i> <i>Anything after 15 min, will incur a per minute fee 1.00</i>	<b>\$20.00</b>
<b>Veterinary Transport</b> If your pet has extensive care after vet visit, there is an additional charge for those days - See Special Care	<b>\$150.00</b>
If your pet is found to have fleas while in our facility, they will be given a flea bath at the owners expense.	<b>\$75.00-\$150.00</b>
<b>**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE**.</b>	

<b>Special/Critical Care Boarding</b> This would be for any pet having minimal health issues or the pet with any medical issue requiring more attention, medication and care, such as blind pets.	<b>Additional \$15.00 per day</b> For pets requiring special care
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<b><i>Vaccines Required For Boarding</i></b> <u>Canine:</u> Rabies, Distemper and Bordetella <u>Feline:</u> Rabies, Distemper and <u>Feline Leukemia or Negative Test</u>
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**Due to the overwhelming requests for boarding, the following fees apply to all reservations!**

If you do not pickup on your scheduled date and you have to pickup the following morning, the half day discount no longer applies and you must pickup by 8:30am.  
Pickup after 8:30am the following morning will result in an extra fee of \$15.00 for that day.  
Extension of more than one day: \$15.00 fee for everyday after your original pickup date.

**Early pickups will be charged at full scheduled stay**

To ensure simplicity of feeding times, as well as making sure that your pet(s) have the proper amount of food for their stay. All clients bringing their pet(s) to Camp KCS for Boarding or Daycare will be required to pre-package and label all their pet's feedings.  
If you do not wish to pre-package your pet's food, Camp KCS Staff will be required to pre-package and label the food for you. The cost of Camp KCS Staff pre-packaging your food will be \$1.00 per bag/feeding.  
Although house food is included, a pre-bag fee will also be charged for house food.

**Appointment Cancellation**  
When you book your boarding appointment, you are holding a space on our calendar that is no longer available to our other clients. In order to be respectful, please call Camp KCS as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 72 hours (3 days) in advance. Appointments are in high demand, and your advanced notice will allow another clients access to that time.

**How to Cancel Your Appointment**  
If you need to cancel your appointment, please call us at 570-646-6012. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible. You can also cancel via your client portal.

**Late Cancellations/No-Shows**  
A cancellation is considered late when the appointment is cancelled less than 72 hours before the appointed time. A no-show is when a client misses a reservation without cancelling. In either case, we will charge your account \$15 per day, per kennel for that reservation.

Our Policy:  
Once a No Show or non-cancellation happens, you may be required to leave a 25 to 50% deposit for all future reservations.