

**P&T Puppy Love Adoption Center
404 East Marlton Pike
Cherry Hill, NJ 08034**

An inspection was conducted at this facility on April 5, 2017 by James Perry and John Suppa of the Camden County Health Department and Linda Frese of the New Jersey Department of Health. The following is a detailed report of the findings which are in addition to the detailed report issued by the Camden County Health Department for this inspection.

1.3a. The facility has one single compartment utility sink which is located in the restroom. This sink is not of a sufficient size to accommodate the equipment and supplies needed on a daily basis for the number of animals housed at the facility. The facility uses snow shovels daily to remove used woodchip bedding and feces from each enclosure during the cleaning and disinfecting process, and there were large wire crates and various animal transport containers that were being used to house animals at the time of this inspection. These items require a substantial amount of water to sufficiently clean, rinse, and disinfect the tight spaces, such as where the wires of these crates join and other crevices found on these items. Most of these items are too large to fit into the utility sink. The sink is also insufficient to facilitate the cleaning and disinfecting process for the number of food and water bowls used daily.

See Camden County Continuation Sheets for additional deficiencies.

1.3e. The utility sink on the premises which is used for the daily cleaning and disinfecting of equipment and supplies used to care for the animals housed at the facility is also the only sink available for handwashing to maintain cleanliness among animal caretakers. This sink was filled to the level of the faucet with used food and water bowls at the time of this inspection; it was difficult for the inspectors to wash their hands during the inspection without becoming contaminated by the debris on the bowls.

1.4f. The surfaces of the laminated fiberboard bin type enclosures where animals were housed at the time of this inspection contained numerous areas that were damaged from being chewed and scratched, and many enclosures had large chunks missing on the front access panels. The laminate strips around the edges of the panels were peeling and missing in several areas. These surfaces were no longer impervious to moisture and were unable to be cleaned and disinfected. The corners and areas where these panels meet at the floor joints were unable to be viewed sufficiently at the time of this inspection due to the amount of woodchip bedding in the enclosures. Due to the current disease outbreak at this facility and to avoid cross contamination of pathogens, the inspectors did not enter each enclosure to move the bedding material and examine the base of each enclosure. These enclosures will be carefully inspected by County officials when the disease outbreak at the store has been brought under control. The owner stated that the laminate used for the flooring in each enclosure was much thinner and a cheaper material than that used on the side panels. This material used on the floors may not be suitable to withstand daily use in these primary enclosures. The owner was instructed to examine each enclosure when the animals and bedding are removed to ensure that the surfaces are sufficiently sealed to prevent seepage of moisture and contamination of the fiberboard panels and subfloor and that the flooring material is in good condition with no cracks or other damage. In addition, the holes cut into the front laminated fiberboard panels of the enclosures where the water bottle nozzles are inserted were not sealed to prevent contamination of the fiberboard and could not be cleaned and disinfected. This creates a source of infection to the animals contained in these enclosures when the water bottles are removed and replaced.

1.6a. See Camden County Continuation Sheets for details. In addition:

a5. Animals that are housed in the white fiberboard bins are provided with water bottles rather than bowls which could potentially result in dehydration if the dogs are unable to extract enough water from the bottles to meet the daily requirements necessary to maintain health. The proper use of these water bottles should be included in the disease control and adequate health care program which is to be established and maintained under the direction and supervision of the contracting veterinarian.

a and b. Wire crates and transport carriers were being used to house animals at the time of this inspection. These enclosures were not the type that are manufactured for use as long term (24 hour) housing and are manufactured for temporary household use or for transport use. One of the black wire crates was being used to house a larger bully breed type adult dog in the general population, and two of these wire crates were being used to house dogs in the isolation room. The transport carriers were being used to house small puppies in the general population. These crates and carriers did not appear to meet the minimum required cage size, but these were not measured at the time of this inspection. The owner was provided with an educational sheet detailing the calculations and requirements for cage space. As cage space permits, these animals housed in temporary enclosures shall be moved to the permanent enclosures and these types of transport carriers and wire crates will no longer be used as primary enclosures.

d. (continued from Camden County Continuation Sheet) Animals were being placed in an enclosed play area during the cleaning and disinfecting process without this enclosure being properly cleaned and disinfected between inhabitants. There was also a dog running loose in the store when inspectors arrived at the facility. This play area, the main floor area, and the front carpet mat at the entrance to the store and other indoor surfaces that animals have contact with during the exercise period are required to be cleaned and disinfected as detailed on the cleaning and disinfecting instruction sheet between each bin of animals or other enclosures. This includes allowing the disinfectant to remain wet on precleaned surfaces for the required contact time as specified on the manufacturer's product label for animal contact surfaces. The mop bucket that was used to clean these common areas at the time of this inspection was contaminated and therefore, if there had been any sodium hypochlorite in this bucket, it would have been unsuitable to effectively disinfect surfaces. Reusing a contaminated mop and redepositing the soiled water from the mop bucket onto other surfaces causes the potential spread of disease throughout the facility.

h. Please be aware, adult dogs confined in cages of less than double the minimum standard size shall be exercised in runs at least twice a day or walked on a leash for at least 20 minutes per day. It was not determined at the time of this inspection if the adult dogs housed in wire crates were provided sufficient exercise as required.

1.7a. Two puppies housed in bin number one were provided with a large bowl of food, but were not being provided with adequate care to maintain their body weight and condition. These puppies were unable to eat the food in the bowl provided to them due to their deteriorated health and were severely emaciated and dehydrated. (See 1.9 for complete details.)

c. Inspectors were told that animals were being fed twice daily. Normal, healthy animals under three months of age shall be fed three times daily; those three to six months of age shall be fed twice daily. Animals with medical conditions or animals that may need specialized care shall be examined by the supervising veterinarian and shall be fed in accordance with instructions provided by the veterinarian as required under 1.9 of the disease control and adequate health care program.

e and h. See Camden County Continuation Sheets for details. Correct cleaning and disinfecting practices were not in place to control the spread of disease throughout the facility. Proper cleaning protocols for food and water receptacles are as follows: wash items with a detergent and mechanically scrub surfaces to remove saliva film and other greasy residue; rinse surfaces thoroughly; apply the measured disinfecting solution that is approved for use on food contact surfaces to all areas, including the bottoms of the bowls, and allow surfaces to remain wet for a period of 10 minutes or as indicated on the product label for animal contact surfaces; rinse the disinfectant from the surfaces, or wash the disinfectant from the food contact surfaces if indicated on the product label and dry thoroughly. The towel that was used under the cleaned bowls at the time of this inspection had small pieces of a dried brown substance adhered to the loops of the towel and other contaminants throughout the surface area. The drying and storage areas shall be free from contamination to prevent redepositing of contaminants and infectious agents onto the cleaned items. **See 1.9 d. for additional details regarding food and water receptacles.**

1.8 c. See Camden County Continuation Sheets for details. Enclosures, play areas, and other surfaces in contact with animals were not being properly cleaned and disinfected as required. Surfaces were said to be sprayed down with a solution in a spray bottle and wiped. The surfaces were not thoroughly cleaned and rinsed before applying the disinfectant and the disinfectant was not left on surfaces for the required contact time to be effective against the intended pathogens. There were no measuring devices to accurately measure the disinfectant products used at the facility and the individual spray bottles that disinfectant solutions were transferred to and stored in were not labeled with the contents, the ratio of the end use solution, and the date that the solution was mixed. There was a spray bottle that contained a green solution, but this bottle was not labeled and the store owner stated that the original container that this solution was said to have been transferred from did not have a manufacturer's label. This original container was not presented to inspectors and was not viewed at the time of this inspection, but the owner stated that the product was being used for Parvovirus.

The proper cleaning and disinfecting process, which was not being adhered to at the time of this inspection, includes cleaning all surfaces with a detergent, rinsing the detergent to remove contaminants and residue and applying a fresh solution of an EPA registered disinfectant approved for use in animal facilities, that has been measured and mixed as specified on the manufacturer's product label. The disinfectant is required to remain wet on the surfaces for the required contact time to allow the disinfectant sufficient time to kill the intended pathogens. Surfaces are then required to be rinsed in accordance with the manufacturer's label instructions and dried thoroughly before animals are returned to the area or enclosure. Please be aware that many EPA registered labels have separate instructions for disinfecting animal contact areas. Ensure that the instructions for animal contact areas are being followed rather than general disinfection instructions. If these instructions are not printed on the label, they are available on the manufacturer's website for most products.

1.9a. The facility had been without a supervising veterinarian since July, 2016, and therefore, there was not an established disease control and adequate health care program being maintained under the direction and supervision of a licensed veterinarian. **(See Camden County Continuation Sheets for details).** As of the end of March, 2017, the facility had obtained the services of a new supervising veterinarian, but a contract and disease control and adequate health care program had not yet been developed and was not yet being maintained.

c. The NJDOH consulted with the new supervising veterinarian regarding the disease control program. The supervising veterinarian will notify the NJDOH and the County Health Department if the program is

not being followed. The new veterinarian was not notified of signs of illness in animals at the facility as detailed in **d.** below.

d. Sick, diseased, injured or lame animals were not being provided with prompt basic veterinary care. Two out of three puppies housed in bin number one were extremely emaciated and severely dehydrated at the time of this inspection, with a body score of approximately 1/9 or 2/9. (The puppy listed as Lissa appeared thinner than the puppy listed as Maverick; see pictures 3056, 3057, 3058, and 3061.) These two puppies were examined on 3/31/17 by the new supervising veterinarian and were listed in the medical record as having a body condition score of 6+/9, indicating that the puppies were of a substantially healthy weight at the time of examination. The supervising veterinarian was not notified of the rapidly deteriorating condition of these two puppies. Upon arrival to the facility, I (Linda Frese) observed the first puppy, Lissa vomiting a clear liquid. She was exhibiting signs of distress with a hunched over body posture with her head hung low and she exhibited abdominal undulations with labored abdominal breathing. She also had episodes of dry heaving. Her abdomen continued to undulate when she sat down. I ordered that these two puppies be taken to a veterinarian immediately, but the owner stated he will wait until I leave the facility. When questioned, the animal caretaker on site at the time of this inspection stated that the puppies were eating (out of the bowl that was placed in the enclosure) but these two puppies were severely ill and unable to eat the food out of the bowl in the enclosure. I continued to observe the condition of the three puppies in this bin and within a few hours, the second puppy, Maverick, began to display the same signs of distress and was vomiting clear liquid with his head hung over the food bowl, heaving. When the signs of distress of the second puppy were pointed out to the owner, he then arranged to have these two puppies transported to the veterinarian.

Following the inspection, the supervising veterinarian was contacted by the NJDOH to confirm that these two puppies, Lissa and Maverick, were transported to the veterinarian for treatment. The two puppies were transported to the veterinarian's office and the attending veterinarian recommended hospitalization and testing due to the severe condition of the puppies, but the pet store's owner/representative refused the veterinarian's recommendations and the puppies were not hospitalized or tested on 4/5/17. Maverick subsequently died sometime between 4/5/17 and 4/7/17.

Two dogs, a hound mix and a Chihuahua mix that were housed in the isolation room at the time of this inspection were displaying signs of an upper respiratory illness which included a honking type cough. The owner stated that these dogs were being treated with 500 mg amoxicillin that was labeled for use in fish tanks and he stated that this product and the dosages being administered were prescribed by the supervising veterinarian over the phone. There were no prescription labels on this medication indicating the dosage prescribed and to which animal it was to be administered; there were no treatment orders showing that these dogs had been seen by and prescribed a regimen of therapy for an illness or disease; and there were no daily medical treatment logs to document the dosage that was administered to each animal, when it was administered, and by whom. The supervising veterinarian was contacted by the NJDOH after the inspection and it was confirmed that the veterinarian was not contacted by anyone at the store about these dogs and had not prescribe any medications to any animals at the facility.

Other medications found on site included fenbendazole labeled for use in goats, pyrantel labeled for use in humans for pinworms, and various other medications. None of these products contained prescription labels with the dosages for use in dogs and there were no prescription orders or treatment orders issued by a veterinarian indicating that these medications were prescribed for any animals currently housed on the premises. There was an old, used bottle of Clavamox found in the refrigerator that was said to have been used for a dog that was no longer at the facility which was subsequently disposed of during the

inspection, and two bottles of distemper combination vaccines with the diluent missing that were also disposed of at the time of the inspection after they were found by inspectors.

All medications administered to and regimens of treatment or therapy provided to the animals at this facility shall only be administered under the direct supervision of a doctor of veterinary medicine. The supervising veterinarian will develop a disease control and adequate health care program which shall be strictly adhered to. There shall also be arrangements made for emergency veterinary care as needed and animals shall not needlessly suffer due to negligence, lack of funds, or any other reasons, and the attending veterinarian's advice shall be adhered to for the health, safety, and well-being of all animals at this location and animals that are transported from this location to other locations, including the owners home.

All animals shall be observed daily for signs of illness or disease, injury, or stress. This daily observation shall include physical abnormalities, weight loss, unusual body posture, vomiting, diarrhea, difficulty swallowing, listlessness, observance of the nictitating membrane that remains visible when the animal is fully awake, excessive scratching, unwillingness to play, dull hair coat, hair loss, and any other aspects that may indicate that the animal may be ill or in distress. Food and water intake shall be monitored for each animal to ensure each animal is eating and drinking sufficiently to meet its daily intake requirements. Animals housed in groups that share communal food and water bowls shall be observed as often as necessary to ensure that each animal is eating an adequate amount of food and drinking sufficiently to remain hydrated. Animals in communal groups that are not eating and drinking sufficiently shall be fed and provided with water individually or as recommended by the supervising veterinarian. Water bottles used at the facility may not be appropriate for all animals housed at the facility. Animals that are unable to obtain their daily intake requirements of water shall be provided with water bowls rather than bottles. Food and water bowls inside enclosures shall be changed as often as necessary to prevent the ingestion of contaminated food and to provide clean potable water at all times. The bowls are required to be changed when they become contaminated with wood chips, feces, and other materials. Several food and water bowls in the primary enclosures and the transport carriers and crates were contaminated with wood chips at the time of this inspection.

f. The sink at the facility was filled with food bowls as detailed in 1.3 which made hand washing for the animal caretaker difficult. Animal caretakers are required to wash their hands after handling animals housed in the isolation room.

g. See Camden County Continuation Sheets for details regarding the isolation room.

h. The owner of the facility stated that the light switch is connected to the exhaust fan in the isolation room. The exhaust fan should be wired separately from the light switch to prevent the exhaust fan from being turned off unintentionally, and to prevent the constant illumination of this room. The closure flap on the exterior exhaust vent hood located on the outside back wall of the building was damaged and did not close when the exhaust fan was turned off and needed to be repaired.

h1i. Cleaning utensils and other items used for the general population were stored in the isolation room and were not separate as required. The cleaning utensils used in the isolation room shall be separate from those used for cleaning the general population and shall be washed separately from or after those used for the general population.

1.13a. Although most of the required information for intake and disposition of animals at the facility were available for inspection, some of the information was missing or incomplete and the information was not correlated into an intake and disposition record. The store owner agreed to add a space at the top of the animal record form that includes the name and address of the person from whom the animal was acquired and the name and address of the person to whom the animal was sold or otherwise transferred. The additional information on this form shall include the date each animal was received, description of the animal, license or ID number, breed, age and sex of the animal. Please be aware that these records are required to be kept at the premises for 12 months after the date the animal is removed from the establishment, or from the date of death, and shall be made available to any government official.

NJAC 8:23 1.1. Several importation certificates were not available for animals that had been imported into New Jersey. The store owner stated that he was unaware that these documents were required. All the importation certificates that were available at the time of this inspection were photocopies and there were no original documents found in the files that were viewed by inspectors. Many of these certificates had incorrect or missing information, including the destination address which was either blank, or was written for various locations and owners. For example, one certificate was issued to an owner or consignee in Philadelphia and one was issued to an owner or consignee in Pine Hill. Animals were not properly identified and many were not listed individually as required. Numerous animals were written on the certificates as litters which resulted in up to 8 animals being listed as one dog with no identification number, microchip number or distinctive markings.

The store was also found to be in possession of numerous photocopied health certificates that appeared to be fraudulent documents. All health certificates issued for animals imported into New Jersey shall be original documents issued and signed by a licensed veterinarian of the state or nation of the dog's origin indicating that the dog is free from rabies and other communicable disease and has not recently been exposed to any such disease. Dogs shall be listed individually on this certificate with an ID number, microchip number, or identifying characteristics, and the certificate shall also state the breed, sex, age, point of origin, point of destination, the name and post office address of the consignee or owner and the consignor or seller and if the dog has been vaccinated, the type and date of vaccination. This health certificate shall accompany the dog into New Jersey and remain available at the facility for inspection by government officials.

Animals that are exhibiting signs of communicable disease, including but not limited to bite wounds, nasal discharge, sneezing, coughing, bloody diarrhea, listlessness, vomiting, etc., and dogs found to be positive on diagnostic testing for heart worm, intestinal parasites, giardia, etc., or animals that are not accompanied by an original health certificate as detailed above shall not be imported into New Jersey.

Many animals were listed on the importation certificates as being vaccinated for rabies, but there were no original rabies vaccination certificates in any of the files viewed by inspectors at the time of this inspection. The few rabies vaccination certificates that were available were photocopies. These photocopies are not acceptable as sufficient evidence of a valid rabies vaccination for licensing purposes in accordance with N.J.S.A. 4:19-15.2a. and N.J.A.C. 8:23A-4.1.