



Inspection Report

K&M Pets LLC
4301 Kirkwood Dr
Saginaw, MI 48638

Customer ID: **6011853**
Certificate: **34-B-0244**
Site: 001
K&M Pets LLC

Type: FOCUSED INSPECTION
Date: 19-AUG-2024

2.40(a)(1) Critical Repeat

Attending veterinarian and adequate veterinary care (dealers and exhibitors).

The facility still does not have an attending veterinarian. At the time of inspection there are several animals requiring guidance and instruction from an AV regarding their facilities, primary enclosures, and nutrition. These animals include one coati and two kinkajous, which remain in the same size primary enclosures as last inspection. A knowledgeable and experienced attending veterinarian is critical to assist licensees and ensure the adequacy of their animal care and use. Failure to have an attending veterinarian can lead to the development of disease and delays in treatment resulting in unnecessary suffering. Correct by entering into a formal arrangement to employ a veterinarian with the skills and experience necessary for the species maintained at this facility. Additionally, ensure that they have completed a visit to the premise, have a schedule for regular visits in the future, and have the authority to ensure the provision of adequate veterinary care and other aspects of animal care and use. In the case of a part-time veterinarian, further ensure that there is a written program of veterinary care outlining the care required for the species of animals that you maintain.

2.40(b)(2) Repeat

Attending veterinarian and adequate veterinary care (dealers and exhibitors).

The hyena and the angora rabbit documented on the previous Routine inspection did not receive veterinary care as directed.

On Wednesday (8/14/2024) and Thursday (8/15/2024), the inspectors observed a male white angora-type rabbit that had a significant amount of wet fur covered with brown liquid, which appeared to be a mixture of urine and/or diarrhea. The affected area included under its tail, genitals, and pelvic area and extending over the inner aspect of both hind legs nearly to the foot and extending nearly to the rabbit's belly. The underlying skin was red and appeared inflamed. The corrective action was to have the animal examined by a veterinarian and treated according to that veterinarian's instructions. The disposition record (APHIS Form 7020) presented to the inspectors by the facility representative showed that this animal was purchased by an individual in Michigan. The facility representative stated that this animal was not seen by a veterinarian and was sold on August 15, 2024.

On Wednesday 8/14/2024 and Thursday 8/15/2024, the inspectors observed a 4- to 5-month-old spotted hyena that was moving abnormally at the time of inspection, showing signs that were consistent with lameness resulting from pain, poor muscle development, or hind limb instability. The corrective action was to have the animal examined by a veterinarian and treated according to that veterinarian's instructions. The hyena was not examined by a veterinarian prior to sale on August 15, 2024. The disposition record (APHIS Form 7020) presented to the inspectors by the facility representative showed that this animal was purchased by an individual in Missouri, at least a ten-hour drive from this facility.

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The President of the pet shop stated to the inspectors that these two animals had not been evaluated by a veterinarian prior to the sales. The inspectors contacted the veterinarian who was represented as the attending veterinarian on the previous inspection (8/14 to 8/15/24) and the veterinarian who was represented as the attending veterinarian on the this inspection (8/19/24). Neither veterinarian had evaluated these animals at any time.

All dealers must ensure that all animals are provided with adequate veterinary care to prevent, control, diagnose, and treat diseases and injuries. Failure to provide adequate veterinary care can result in unnecessary suffering resulting from the spread of disease between animals and delays in treatment of impacted animals. Transporting animals over long distances when they may have painful conditions can result in significant unnecessary suffering. Correct by ensuring that animals are provided with adequate veterinary care including examination by a veterinarian to prevent, control, diagnose, and treat diseases and injuries.

2.75(b)(1) Critical Repeat

Records: Dealers and exhibitors.

The Record of Acquisition, Disposition or Transport of Animals (Other than Dogs and Cats) (APHIS Form 7020) provided to the inspectors by the facility for the sale of an approximately four- to five-month-old hyena and the same form for an Angora rabbit appear to have false information provided about a recorded purchaser and their address.

A USDA Animal Care inspector went to the address provided on the 7020 for the Angora rabbit on 8/15/24 and inquired for the person listed on the 7020. The person who answered the Ring doorbell camera stated that there was no one there by that name and no one there that had acquired a rabbit.

A second USDA Animal Care inspector went to the address provided on the 7020 for the hyena on 8/21/24. That address was a vacant lot. He then stopped by the post office for more information. The post office employee and the mail carrier said that there was no person by that name in that area. He shared that Lohman, Missouri is a small town of 100-plus people.

Information provided on records, such as a 7020, is important to allow for the trace-forward and trace-back of animals for purposes such as tracing health status or evaluating licensing requirements. The false information provided on these documents precluded USDA Animal Care from tracing the animals that had health concerns documented on the inspection report of 8/15/24 for this facility. That direct citation contained the corrective action that the rabbit and the hyena are examined and diagnosed by a veterinarian and that the treatment plan was followed according to their instructions. Per a facility representative, neither an examination, diagnosis nor treatment were completed.

There were no disposition records for a baby coati that was no longer present at the pet store.

Exhibitors shall make, keep, and maintain records or forms which fully and correctly disclose information concerning animals other than dogs and cats, purchased or otherwise acquired, owned, held, leased, or otherwise in his or her possession or under his or her control, or which is transported, sold, euthanized, or otherwise disposed of by that dealer or exhibitor. That information specifically includes the correct name and address of the person to whom an animal was sold or given.

2.125

Information as to business; furnishing of same by dealers, exhibitors, operators of auction sales, intermediate handlers, and carriers.

The inspectors requested specific information from the licensee to determine the status of the Attending Veterinarian for this facility. The information was not furnished by the licensee to date.

On 08/14/24, when the inspector asked who the Attending Veterinarian was, the facility representative referred the inspector to a name and phone number on the wall. The inspector contacted that veterinarian, who stated that she was

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not the Attending Veterinarian for the facility. The facility was cited for not having an Attending Veterinarian, as required by the Animal Welfare Act regulations.

On a follow-up inspection on 8/19/24, the report for the inspection on 8/14 to 8/15/24 had the name and number of a second veterinarian written on it. When asked by the lead inspector, the facility representative stated that is what he got from the owners.

As the information regarding the status of an Attending Veterinarian could not be answered by the facility representative during the inspection on 8/19/24, on 8/20/24 the inspectors called the company both the President of the pet store at approximately 1:30 p.m. and then Vice-President of the pet store at 1:41 p.m. The calls were not answered and voicemail messages were not left. Instead, the lead inspector sent an email to the President and Vice-President of the pet shop on 8/20/24 at 3:16 PM to the email addresses that they provided for contact. The email specifically asked if the veterinarian written on the inspection report was their new Attending Veterinarian. Additionally, that email contained questions regarding the status of the Program of Veterinary Care (PVC) and if the veterinarian provided information about diets. The President replied on 8/21/24 with an email that did not identify an Attending Veterinarian or the definitive status of the PVC but rather stated, "The new attending veterinarian will have this all completed ASAP, I will inquire about an updated timeline." The email also did not state whether the new Attending Veterinarian provided any guidance related to diet.

As that email response from one of the owners did not furnish the information requested by the lead inspector, she sent a follow-up email to the President and Vice-President on 8/22/24 at 12:20 PM with more detailed questions about those issues. She gave a deadline for response as the end of the business day on 8/22/24. No response has been yet received to that email.

Because there was no response to that email, the lead inspector called the President and Vice-President on 8/23/24 at 11:323 AM and 11:33 AM and left voicemail messages asking for them to return her call. No return call or other response was received.

The inspectors have repeatedly requested information about key information about their business, specifically related to veterinary care, and provision of that information by the licensee is required by the Animal Welfare Act regulations. To date, those inquiries have not been answered. The failure of the facility to promptly furnish this requested information has diminished the ability of the inspectors to complete a thorough inspection. The conclusion of the inspection and the delivery of the inspection report has been significantly delayed because of the inaction of the licensee to provide requested information in a reasonable amount of time, presently 7 calendar days including the day of the inspection. The inaction in providing the required information has also diminished the ability of the inspectors to thoroughly evaluate the veterinary care, husbandry practices and welfare of the animals. The inspectors cannot determine whether there is any veterinary care being provided by the licensee.

The licensee shall promptly furnish the requested information and, in the future, furnish within a reasonable amount of time all information which the APHIS official may request in connection with the enforcement of the provisions of the Act, the regulations and the standards in this subchapter.

Correct by: 8/27/24

3.128

Repeat

Space requirements.

Multiple animals (1 Coati, and 2 kinkajou) are still not provided sufficient space to make normal postural and social adjustments with adequate freedom of movement.

-The kinkajous have now been moved to the front of the store but remain in the same size of enclosure. This enclosure is approximately 33 inches by 26 inches. This enclosure is two levels high, but the floor space on each level is insufficient to allow two animals to make species typical postural and social adjustments. When their tails are held outwards, each animal is longer than the cage. This species are nocturnal and arboreal, typically in the wild spending their lives in trees.

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The space provided did not provide opportunities to express these behaviors. Lack of appropriate space for animals that allows normal social and postural adjustments can result in physical injury and unnecessary distress to animals. The affected animals must be moved to primary enclosures that are constructed and maintained so as to provide sufficient space to allow each animal to make normal postural and social adjustments with adequate freedom of movement.

3.129(a) **Repeat**

Feeding.

The diet being fed to the kinkajou was not evaluated by a veterinarian and is still not sufficiently varied as to maintain these animals in good health. According to the facility representative, the adult kinkajou diet now consists of two monkey biscuits, 1/4 cup each of sweet potato, carrot, banana and grapes. The diet for baby/juvenile kinkajous consists of one monkey biscuit and a 1/4 each of sweet potato, carrot, banana and grapes. The facility had no carrots on hand. Per the manager they ran out of carrots last night. Therefore carrots were not fed this morning. Kinkajous primarily consume a wide variety of seasonally-available fruits throughout the year, as well as some additional protein sources. Fruits consumed in the wild are lower in sugar, starch, and moisture content, while being higher in protein, fiber, and vitamin/mineral content than those commercially available. To avoid feeding unbalanced diets, the food provided to kinkajous should include varied fruit, an appropriate protein source, and be relatively low in simple sugars, and total caloric intake to prevent obesity and diabetes mellitus (which this species is prone to). The diet being presented to these animals appears high in simple sugars and is not sufficiently varied to ensure that they are meeting all of their nutritional needs.

Correct by ensuring that the diet for the four kinkajous and all animals at the facility is nutritionally complete, wholesome, palatable and prepared with consideration for the age, species, condition, size, and type of animal in consultation with the attending veterinarian.

This inspection and exit interview were conducted with a facility representative.

Additional Inspectors:

KURT HAMMEL, VETERINARY MEDICAL OFFICER

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Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
6011853	34-B-0244	001	K&M Pets LLC	19-AUG-2024

Count	Scientific Name	Common Name
000004	<i>Potos flavus</i>	KINKAJOU
000001	<i>Nasua olivacea</i>	MOUNTAIN COATI
000000	<i>Crocuta crocuta</i>	SPOTTED HYENA
000000	<i>Oryctolagus cuniculus</i>	DOMESTIC RABBIT / EUROPEAN RABBIT
000005	Total	