NORTH CAROLINA
VETERINARY MEDICAL BOARD

Licensure Management System
5.8.4.4

Inspection Details

Name	Avian & Exotic Animal Care	**Inspection Date**	7/7/2026 8:05:38 PM
Address	8711 Fidelity Blvd Raleigh, NC 27617	**Inspection User**	Robert Bakal

Comments

Went over 2026 CE requirements, new facility permit/boarding permits, displaying of facility permits, Gabapentin information, new website requirements, providing medical records to clients,and Important Information for Practice Owners on the NCVMB website. Please email all violation correction responses (within 4 weeks of this inspection) to Patricia Rodenburg at prodenburg@ncvmb.org. New certificate of inspection can be accessed on the NCVMB.org website by logging into the facility owner's online portal approximately 4 weeks after the inspection. Please contact Patricia Rodenburg at prodenburg@ncvmb.org if you need this certificate emailed to your facility. ****There is NO PAYMENT required for this inspection.*******

Mobile

	Answer	Question
1)	Satisfactory	Vehicle exterior appearance/condition
2)	Satisfactory	Interior clean and orderly
3)	Satisfactory	Vehicle has working locks for security
4)	Satisfactory	Emergency light source is available
5)	Satisfactory	Instruments are cleaned between procedures
6)	Satisfactory	Instruments and drugs are stored in an orderly manner
Field Surgery.0207(b)(9)		
7)	Not Applicable	Steam pressure/gas/autoclave is used to sterilize instruments for appropriate invasive surgery
8)	Not Applicable	Cold sterilization is used for minor surgery
9)	Not Applicable	Emergency drugs are available and within expiration date limit

Laboratory .0207(b)(10)

	Answer	Question
1)	Satisfactory	Clean, orderly, and dust-free
2)	Satisfactory	Refrigeration (as needed) for drugs and biologicals Thermometer Weight scales Otoscope Stethoscope Ophthalmoscope
Timely results can be available for the following:		
3)	Not Applicable	Microfilaria or Heartworm Antigen Test
4)	In-House	Skin scraping for external parasites
5)	In-House	Flotation test for internal parasites
6)	In-House	Urinalysis
7)	In-House	Blood Chemistry
8)	In-House	CBC
9)	Not Applicable	NecropsiesI/Pathology
10)	In-House	Micro-Hematocrit

Section Comments: Abaxis in house, Antech send out

Pharmacy .0207(b)(11)

	Answer	Question
1)	Satisfactory	Controlled substances in a substantially constructed & securely locked cabinet at all time
2)	Satisfactory	Controlled drug logs with date acquisition/quantity purchased/date dispensed/Name of client & patient

Pharmacy .0207(b)(11)

	Answer	Question
3)	Satisfactory	Schedule 2 Drug log is separated from Schedule 3-5 log
4)	Satisfactory	STOP Act compliant
5)	Satisfactory	Drugs dispensed with labels must have Name of Practice
6)	Satisfactory	Drugs dispensed with labels must have Practice Address Practice
7)	Satisfactory	Drugs dispensed with labels must have Phone Number
8)	Satisfactory	Drugs dispensed with labels must have Name of Doctor
9)	Satisfactory	Drugs dispensed with labels must have Animal Identification
10)	Satisfactory	Drugs dispensed with labels must have Owners Name
11)	Satisfactory	Drugs dispensed with labels must have Date
12)	Satisfactory	Drugs dispensed with labels must have Drug I.D. and Strength
13)	Satisfactory	Drugs dispensed with labels must have Directions *For Veterinary Use Only* *Keep out of the reach of Children*
14)	Satisfactory	Drugs are dispensed in safety containers (FDA)
15)	Satisfactory	Biologicals are stored (as needed) in a refrigerator (or cooler for a mobile practice)
16)	Satisfactory	Tablets, pills, capsules are stored in closed containers (FDA)
17)	Satisfactory	Of ten (10) drugs randomly selected, how many were out-of-date (FDA)

Comments: 0/10 expired

Surgery .0207(b)(9)

	Answer	Question
1)	Satisfactory	Surgery performed in a manner compatible with current veterinary medical practice with regard to anesthesia, asepsis, life support and monitoring procedures as well as recovery care.
2)	Satisfactory	Clean, orderly, odor and dust-free
3)	Satisfactory	Storage is limited to items used for surgery
4)	Satisfactory	Designated room for surgery only (ex. separate dental & prep areas)
5)	Satisfactory	Well lighted (Concentrating light source & emergency lighting)
6)	Satisfactory	Quick access to emergency drugs
7)	Satisfactory	Emergency drugs within expiration date limits (FDA)
8)	Satisfactory	Oxygen under positive pressure is available *Endotracheal tubes*
9)	Satisfactory	Surgical waste receptacle
10)	Satisfactory	Sharps container is available
11)	Satisfactory	Means of sanitizing area between procedures
12)	Satisfactory	Steam pressure/autoclave/gas is used to sterilize instruments

Comments: Recommended resterilizing every 3 months

13)	Satisfactory	Sterilized surgical packs and instruments with indicator tape & date
14)	Satisfactory	Sterilized drapes, towels, gloves, & gowns used for sterile invasive surgery
15)	Satisfactory	Recovery area provided where patient can be observed
16)	Satisfactory	Date of sterilization of most recent gown pack

Comments: 7/2/26

17)	Satisfactory	Monitoring of surgical patients is done by:

Comments: Vmed

Surgery .0207(b)(9)

	Answer	Question

Radiology .0207(b)(13) & NCDHHS Radiation Protection Section

	Answer	Question
1)	Satisfactory	Posted Radiation Area sign
2)	Satisfactory	Posted Notice to Employees prominently displayed near machine
3)	Satisfactory	Copy of current Dosimetry Report

Comments: Employees are initialing

4)	Satisfactory	Lead aprons/gloves in good repair
5)	Satisfactory	Films are permanently marked with animal identification and date
6)	Satisfactory	Insert One: Digital DR Digital CR Hand Processed

Record Keeping .0207(b)(12) (Based on a sample extensive medical case record)

	Answer	Question
1)	Satisfactory	Records maintained individually or per client (herd/flock)
2)	Satisfactory	Clinical Information includes Date of Service
3)	Satisfactory	Clinical Information includes Examination Results
4)	Satisfactory	Clinical Information includes Laboratory Test Results *Diagnosis/Prognosis/Treatments*
5)	Satisfactory	Clinical Information includes Vaccinations
6)	Satisfactory	Clinical Information includes Surgical
7)	Satisfactory	Clinical Information includes Radiographic
8)	Satisfactory	Clinical Information includes Pathology
9)	Satisfactory	Clinical Information includes Record of all drugs & doses dispensed/administered
10)	Satisfactory	Clinical Information includes Legible and sufficient information to comply with .0207 (b)(12a)
11)	Satisfactory	Do the records provide sufficient information for the Board to adequately investigate potential complaints?

Examination Rooms .0207(b)(8)

	Answer	Question
1)	Satisfactory	Clean, orderly, odor and dust-free
2)	Satisfactory	Access to sink and disposable towels (in room or reasonably convenient)
3)	Satisfactory	Table with impervious surface
4)	Satisfactory	Lighting
5)	Satisfactory	Waste receptacle lined with disposable plastic bags
6)	Satisfactory	Storage
7)	Satisfactory	Exam table is sanitized between patients

Section Comments: 9 exam rooms with sinks

Animal Holding Area .0207(a)(14)

	Answer	Question
1)	Satisfactory	Cages, runs, stalls are kept sanitary
2)	Satisfactory	Cages, runs, stalls are in good repair to prevent injury
3)	Satisfactory	Climate control
4)	Satisfactory	Lighting

Animal Holding Area .0207(a)(14)

	Answer	Question
		Litter pans, bowls, racks are clean and sanitized between uses *Program to control insects and vermin* *Food is stored in closed containers and refrigerated as necessary* ***Isolation Ward*** *Is separate from the general traffic in practice* *Has door, ventilation fan, disinfectant foot bath or disposable booties* *Rubber gloves, anti-microbial soap, and designated isolation apparel*
Exterior Holding Area(s)		
5)	Not Applicable	Maintenance of good hygiene *Drainage to promote good hygiene* *Shade and shelter to ensure physical comfort* *Enclosed to prevent animal escape. At least one person supervising for each 10 dogs housed within each enclosure or common area.(02NCAC 52J.0204(e))*

Building .0207(b)(1,2,3,4,5,6,7)

	Answer	Question
Exterior		
1)	Satisfactory	Clean, orderly, and in good repair *Hospital sign is easily visible from street/road*
Interior		
2)	Satisfactory	Clean, orderly, and in good repair
3)	Satisfactory	Lighting
4)	Satisfactory	Ventilation/Climate Control
5)	Satisfactory	Hot/cold running water
6)	Satisfactory	Waste Receptacles
7)	Satisfactory	Restrooms for staff & clients are clean and free of clutter
8)	Satisfactory	Storage Area
9)	Satisfactory	Procedure in place for the prompt and sanitary disposal of deceased animals
10)	Satisfactory	Deceased animals are held under 24 hours or refrigerated/frozen

Section Comments: Companah cremation service

Posted Notices For The Public .0207(b)(19) & . 0208(C)(d)

	Answer	Question
1)	Satisfactory	*Name of practice is posted* *Current Veterinary License(s) are posted* *Current Inspection Certificate is posted* Posted notice of a Hospital that has agreed to provide overnight care (if monitored overnight hospitalization is not available at this facility)
2)	Satisfactory	After-hours emergency information posted for public (On front door/web site/answering machine) Takes own emergencies Rotates with other area veterinary practices Member of an after-hours emergency practice 24 hour emergency practice which is open to the public After-hours emergency practice which is open to the public

Written Agreements Required (if service is not available at hospital) .0208(a)(c)(d)

	Answer	Question
1)	Not Applicable	After Hours Emergency Service

Written Agreements Required (if service is not available at hospital) .0208(a)(c)(d)

	Answer	Question
2)	Not Applicable	Monitored Overnight Hospitalization Services
3)	Not Applicable	Radiology Services
4)	Not Applicable	Written agreements are current and available for review
5)	Satisfactory	Inspection results discussed

Comments: Bri, lead RVT

Boarding Kennel Records

	Answer	Question
Operators of a boarding kennel, as defined in G.S. 90-181.1(b)(1a), shall maintain records, as part of the medicalrecord, of all dogs and cats, that include the following information:		
1)	Satisfactory	name and address of owner or person responsible for animal, the date of entry and signature of the person leaving the animal; and the date of release and signature and address of individual to whom animal is released;
2)	Satisfactory	description of animal including breed or breed type, sex, age, and color markings;
3)	Satisfactory	veterinary care provided while boarded, which shall include date, times of administration, description of medication and initials of person administering the medication or procedure. The description of the medication shall include the name, strength or concentration, dosage, and dosing regimen. The dosage regimen shall include the frequency and duration, to include the number of dosages or days to be given the medication and the reason for the administration;
4)	Satisfactory	all records shall be created and/or updated at the time of the occurrence, such as intake, medication, treatment administration, and/or release. The record shall be accurate; creation of a misleading record, or deliberate or non-incidental falsification of a record, including medication administration during or after an investigation or inspection, shall be considered a violation of this regulation;
5)	Unsatisfactory	an incident file shall be kept within each facility for animals sustaining injury or illness requiring veterinary care; animal death; and/or any animal escape. Each report shall include the date of the incident, the pet's name, breed or breed type/species, age, owner's name and contact information, description of incident and course of action taken; and
6)	Satisfactory	in the event of either an animal death or escape, while boarding not incidental to the practice of veterinary medicine, the licensee shall notify the North Carolina Veterinary Medical Board within 48 hours.

Inspection of Records

	Answer	Question
1)	Satisfactory	Boarding kennels shall make all medical records available to the North Carolina Veterinary Medical Board or its authorized representative, on request, during business hours, during an inspection of the facility, and during an investigation. The operator must be able to match each animal to its records upon request. Records shall be maintained for a period of three years after the animal is released from a boarding kennel.

Permits and Registrations

	Answer	Question
All operators of a boarding kennels, as defined in G.S. 90-181.1(b)(1a), shall have a valid veterinary facility permit and a valid boarding kennel permit. Boarding kennel permits shall be submitted with veterinary facility permit applications, or if		
1)	Satisfactory	the name, physical address, phone number, email address and mailing address for the veterinary facility permit;
2)	Satisfactory	the name, address, phone number, and email address for the owner of the facility;
3)	Satisfactory	the hours and days the facility is open to the public;
4)	Satisfactory	the cleaning hours of the facility;
5)	Satisfactory	the number of enclosures and the maximum number of animals on site;
6)	Satisfactory	the description of the facility's program of veterinary care ('PVC') including the disinfection protocols; vaccination protocols, including rabies vaccination; the isolation of ill or injured animals; the sale/adoption/transfer of animals; and the provision of routine, emergency, and after hours veterinary care;
7)	Satisfactory	statement of presence of an emergency disaster plan for the facility; and
8)	Satisfactory	statement of agreement by the owner or authorized agent of the accuracy of the information contained in the

Permits and Registrations

Answer	Question
	application; of the willingness to comply with the rules of this section and to cooperate as required by law with the Board inspections and investigations; acknowledgement of authority to execute the application; and agreement to notify the Board of any significant change in the operation of the facility.

General

	Answer	Question
1)	Satisfactory	Housing facilities for dogs and cats shall be structurally sound and maintained to protect the animals from injury, contain the animals, and restrict the entrance of other animals and people.
2)	Satisfactory	All light fixtures and electrical outlets in animal areas shall be in compliance with the State Building Code. Electrical appliances, light fixtures, electrical outlets, and electrical cords shall be located or protected in such a way that animals do not have access to them.
3)	Satisfactory	Facilities shall have adequate, as defined in Rule .1003 of this Chapter, electric power.
Storage of food and bedding:		
4)	Unsatisfactory	food and bedding shall be stored in cabinets and/or sealed containers which adequately protect such supplies against infestation or contamination by vermin and insects;
5)	Unsatisfactory	all open bags of food and edible treats shall be stored in airtight containers with lids;
6)	Satisfactory	refrigeration shall be provided for supplies of perishable food including opened cans of food;
7)	Unsatisfactory	clean bedding and laundry shall be: stored in cabinets and/or sealed containers; stored separately from soiled laundry and materials; and stored separately from general housing areas for animals; and
8)	Satisfactory	in areas housing animals being observed or treated for contagious disease, bedding shall only be stored in sealed cabinets if that clean laundry is dedicated solely for the use for those specific animals.
9)	Satisfactory	The facility shall provide for the daily removal and disposal of animal and food waste, soiled bedding, and debris from the facility, in accordance with local ordinances, to assure the facility will be maintained in a clean and sanitary manner.
10)	Satisfactory	Hot and cold running, potable water, as defined in Rule .1003 and compliant with Rule .1106 of this Section, must be available. Facilities such as a washroom, basin, or sink shall be provided to maintain cleanliness among animal caretakers, animals, and animal food and water receptacles.
11)	Unsatisfactory	Each facility shall have the ability to confirm ambient temperature. A functional room thermometer shall be present in each separate area of indoor enclosures, common areas, and exercise areas.
	Comments: Need thermometers	
12)	Not Applicable	A separate five-foot tall perimeter fence is required if any animal(s) has/have unsupervised access to an outdoor primary enclosure, common area, and/or exercise area. Supervision of animals is required for any animal(s) within any outdoor enclosure, common area, or exercise area without a separate five-foot tall perimeter fence.
	Comments: Clinic tortoises outside 5’ fence unnecessary	
13)	Satisfactory	A suitable method of drainage, as defined in Rule .1003 of this Chapter, must be installed for the facility.
14)	Satisfactory	All areas of a facility are subject to review or inspection by the Board or its authorized representative during normal business hours (8:00 a.m. through 5:30 p.m. Monday through Friday).
15)	Satisfactory	All animals in a facility are subject to the requirements of this Section, regardless of ownership.
16)	Satisfactory	A facility shall comply with all federal, state, and local laws, rules and ordinances relating to or affecting the welfare of dogs and cats in its facility.
17)	Satisfactory	All persons of the facility shall be truthful with the Board during all phases of inspections or investigations.
Neither an applicant for a permit or any agent of a facility may abuse, harass, delay, or obstruct any inspector or State official while inspectors or officials are attempting to discharge their official duties. For the purposes of this Rule, the fol		
18)	Satisfactory	'Abuse' means: (A) Communicating a threat as defined by G.S. 14-277.1; (B) Using profane, indecent, or threatening language to any person over the telephone, annoying or harassing by repeated telephoning or making false statements over the telephone as defined by G.S. 14-196; (C) Cyberstalking as defined by G.S. 14-196.3; (D) Stalking as defined by G.S. 14-277.3A; and/or (E) Disorderly conduct as defined by G.S. 14-288.4.
19)	Satisfactory	"Harass" means knowingly conduct, including oral, written, or printed communication or transmission, telephone,

General

	Answer	Question
		cellular, or other wireless telephonic communication, facsimile transmission, page messages or transmissions, answering machine or voice mail messages or transmissions, electronic mail messages, or other computerized or electronic transmissions directed at a specific person that torments, terrorizes or terrifies that person and that serves no legitimate purpose.
20)	Not Applicable	No dog or cat shall be in a window display, except during business hours, and then only in compliance with standards set forth in this Section.
21)	Not Applicable	Battery operated or electrical behavioral control devices, such as shock collars, shock prods, or electrical fences, as well as pinch-collars and prong-collars, may only be used on an animal in a boarding kennel with the specific written consent of the owner of that animal.
22)	Unsatisfactory	All facilities shall be equipped with an operational smoke alarm and carbon monoxide alarm and shall have a means of fire suppression, such as functional fire extinguishers or a sprinkler system on the premises.
	Comments: Need smoke/CO detectors	
23)	Unsatisfactory	All licensed and registered facilities must develop and maintain a plan of action for the continuity of care and/or evacuation of animals in the event of a natural or manmade disaster.

Indoor Facilities

	Answer	Question
Heating and cooling of indoor facilities:		
1)	Satisfactory	indoor facilities for dogs and cats shall be adequately heated and cooled to protect the dogs and cats from cold and heat and provide for their health and comfort;
2)	Satisfactory	the ambient temperature shall not be allowed to fall below 50 degrees F or exceed 85 degrees F; and
3)	Satisfactory	special provisions shall be provided to any animal that cannot maintain its normal body temperature. These special provisions shall be sufficient for the animal to maintain its normal body temperature and shall be documented in the animal's record.
Ventilation of indoor facilities:		
4)	Satisfactory	indoor housing facilities for dogs and cats shall be adequately ventilated to provide for the health and comfort of the animals at all times; the facilities shall be provided with fresh air by means of windows, doors, vents, and/or air conditioning and shall be ventilated so as to minimize drafts;
5)	Satisfactory	air vents and/or air filters shall be cleaned and/or changed as often as necessary to minimize buildup of debris, dust, and biological material to prevent inhibition or restriction of air flow; and
6)	Satisfactory	air flow shall be adequate to minimize odors and moisture condensation.
7)	Satisfactory	Indoor housing facilities for dogs and cats shall have sufficient illumination to enable routine inspections, maintenance, cleaning and housekeeping of the facility and observation of the animals. Illumination shall provide regular diurnal lighting cycles of either natural or artificial light, uniformly diffused throughout the animal facilities.
8)	Satisfactory	Interior building surfaces of indoor facilities with which animals come in contact shall be constructed and maintained so that they are impervious to moisture and can be readily sanitized.
Drainage of indoor housing facility:		
9)	Satisfactory	a suitable method of drainage shall be installed to rapidly eliminate excess water from an indoor housing facility;
10)	Satisfactory	if closed drain systems are used, they shall be equipped with traps and installed to prevent odors and backup of sewage; and
11)	Satisfactory	the drainage system shall be constructed with barriers adequate to protect the animals from cross contamination with urine and fecal material from animals housed in adjacent and/or nearby enclosures and/or exercise areas.

Outdoor Facilities

	Answer	Question
In outdoor facilities that are subject to this Section, primary enclosures, common areas and walkways with which an animal comes in contact:		
1)	Not Applicable	shall have groundcover constructed of sealed concrete or other surfaces so long as it is impervious to moisture, and/or;
2)	Not Applicable	may use gravel for groundcover so long as it is maintained at a minimum depth of six inches and maintained in a sanitary manner as prescribed in Rule .1107 of this Section.
Exercise areas of outdoor facilities:		

Outdoor Facilities

	Answer	Question
3)	Not Applicable	shall have flooring or groundcover constructed of sealed concrete or other surfaces impervious to moisture; and/or
4)	Not Applicable	use gravel for groundcover so long as it is maintained at a minimum depth of six inches and kept in a sanitary manner; and/or
5)	Not Applicable	artificial turf may be allowed so long as it is adequately maintained in good repair, is replaced when damaged, and is cleaned and sanitized in accordance with Rule .1107 of this Section; and/or
6)	Not Applicable	may contain established grass so long as the animal(s) do not have access to bare dirt and the grass covered area(s) must be kept properly cleaned and sanitized as prescribed in Rule .1107 of this Section. In the event of a contagious disease outbreak, the sanitation, management, and use of the grass area shall be documented in the veterinarian's written protocol required by Rule .1109(b) and (c) of this Section.
7)	Not Applicable	Sand and organic materials such as mulch, pine straw, or other similar non- impervious materials shall not be used as ground cover in primary enclosures, common areas, exercise areas and/or walkways.
Dogs and cats in outdoor primary enclosures shall be provided housing to allow them to remain dry and comfortable during inclement weather:		
8)	Not Applicable	housing shall be constructed of material which is impervious to moisture and which can be cleaned and sanitized in accordance with Rule .1107 of this Section;
9)	Not Applicable	one house shall be available for each animal within each primary enclosure. The house(s) shall be of adequate size for the animal housed in the enclosure. In the case of a mother and her unweaned offspring, one house of adequate size to comfortably house the mother and all the offspring together must be provided;
10)	Not Applicable	housing structures in outdoor facilities must contain clean, dry bedding or a heat source when the temperature falls below 32 degrees F;
11)	Not Applicable	special provisions shall be provided to any animal that cannot maintain its normal body temperature when housed outside. These special provisions shall be adequate for the animal to maintain its normal body temperature and shall be documented in the animal's record. If the animal cannot maintain its normal body temperature even with special provisions, then that animal shall not be housed outside. No infirm animal may be housed outdoors; and
12)	Not Applicable	in addition to housing, the enclosure shall provide protection from excessive sun and inclement weather.
13)	Not Applicable	Dogs and cats in outdoor areas shall be provided adequate protection from inclement weather and the sun. This protection shall be sufficient to protect all animals simultaneously in the exercise area. If an animal cannot maintain its normal body temperature in an outdoor exercise area, the animal shall not be placed in an outside exercise area.
14)	Not Applicable	Outdoor common areas used for play, enrichment and elimination shall be maintained in adequate repair and be properly cleaned and sanitized, as set forth in Rule .1107 of this Section, to protect the animals from injury and/or illness.
15)	Not Applicable	Animal owners shall be advised at the time of reservation and admission at a boarding kennel if the animal will be kept in outside facilities. This shall be documented in the animal's record.
16)	Not Applicable	A suitable method of drainage shall be provided so that water is adequately drained from the primary enclosures, common areas, exercise areas and walkways and so that the animal(s) does/do not have access to standing water.

Section Comments: Clinic does have tortoises owned by the clinic being maintained in a manner appropriate for the species

Primary Enclosures

	Answer	Question
1)	Satisfactory	Primary enclosures and exercise areas shall be constructed so as to prevent contamination from waste and wastewater from animals in other enclosures. All surfaces where an animal comes in contact shall be impervious to moisture, excluding the ground cover options of gravel and grass allowed for in Rule .1103 of this Section.
2)	Not Applicable	For primary enclosures and exercise areas placed into service on or after January 1, 2005, no wood shall be within the animal's reach. For primary enclosures and exercise areas in use in a licensed or registered facility prior to January 1, 2005, any damaged wood shall be replaced in a manner that does not permit contact with wood by the animal.
3)	Satisfactory	Primary enclosures and exercise areas for dogs and cats shall be structurally sound and maintained in a manner to prevent injury to animals and keep other animals out.
4)	Satisfactory	Primary enclosures shall be constructed so as to provide space to allow each dog or cat to walk, turn about freely, stand with their tails erect, and sit or lie in a natural position with their limbs extended without touching other animals within the enclosure, or the sides or top covering of the enclosure.

Primary Enclosures

	Answer	Question
5)	Satisfactory	Exercise areas shall be constructed to provide adequate space to allow each dog or cat to run and express natural play behaviors typical of the species.
6)	Satisfactory	The height of a primary enclosure or an exercise area other than a cage shall be no less than five feet tall.
7)	Satisfactory	All primary enclosures and exercise areas shall be constructed to prevent the escape of animals.
8)	Not Applicable	Each primary enclosure and exercise area shall be provided with a solid resting surface or surfaces adequate to comfortably hold all occupants of the primary enclosure and exercise area at the same time. All resting surfaces shall be of a non-porous or easily sanitized material, such as a solid floor, towel, or a disposable material such as newspaper. The resting surface or surfaces shall be elevated in primary enclosures housing two or more cats.
9)	Not Applicable	In addition to Paragraph (b) of this Rule, each dog shall be provided a minimum square footage of floor space equal to the mathematical square of the sum of the length of the dog in inches, as measured from the tip of its nose to the base of its tail, plus six inches, then divide the product by 144. The calculation is: (length of dog in inches + 6) x (length of dog in inches + 6) = required floor space in square inches. Required floor space in square inches ÷ 144 = required floor space in square feet. The calculation shall be expressed in square feet.
10)	Not Applicable	Not more than four adult dogs shall be housed or confined in the same primary enclosure or exercise area without supervision. Dogs younger than six months of age shall not be housed, confined, or comingled with adult dogs other than their dams without supervision; this includes any animals owned by the staff or operator of the facility.
11)	Not Applicable	If more than four dogs, including animals owned by the staff or operator of the facility, are housed or confined in an exercise area or primary enclosure, then there shall be at least one person constantly supervising each 10 dogs housed or confined within each primary enclosure or exercise area. This supervision shall be conducted from within the exercise area or primary enclosure such that the person(s) has/have immediate access to the animals in the event of an emergency, aggression, or fight between animals.
12)	Not Applicable	Pregnant dogs and cats shall be housed singly in a primary enclosure. Nursing dogs and cats shall be housed only with their litter in a primary enclosure until the litter has been weaned. The primary enclosure shall be of sufficient size to allow the dam and all animals in the litter to walk, turn about freely, nurse, to easily stand with their tails erect, and sit or lie in a natural position with their limbs extended without touching other animals within the enclosure, the sides, or top covering of the enclosure, and to leave the whelping/queening area for open exercise.
13)	Not Applicable	In addition to Paragraphs (d), (e) and (h) of this Rule, each feline older than six months housed in any primary enclosure or exercise area shall be provided a minimum of four-square feet of floor space which may include elevated resting surfaces. Each feline younger than six months shall be provided 1.5 square feet of floor space.
14)	Not Applicable	Not more than 12 cats shall be housed or confined in the same primary enclosure or exercise area.
15)	Not Applicable	In all cat primary enclosures and exercise areas, a clean receptacle containing clean litter shall be provided for waste. A minimum of one receptacle per three cats is required for each primary enclosure and exercise area.
Pools in primary enclosures and/or exercise areas:		
16)	Not Applicable	shall have an ingress-egress area whenever water in a pool is deeper than the height at the shoulder of the shortest dog in the pool;
17)	Not Applicable	no dog shall have access to the pool or pool area other than a typical kiddie wading pool without supervision;
18)	Not Applicable	facilities shall be constructed, maintained, and managed to protect animals from illness, injury, and death resulting from access to pools or pool areas;
19)	Not Applicable	pools with a capacity of less than 100 gallons shall have the water changed and be cleaned and sanitized daily. Pools with a capacity of 100 gallons or more shall have commercially manufactured filtration and cleaning systems installed and the manufacturer recommendations followed for cleaning, sanitation, and water quality; and
20)	Not Applicable	typical kiddie wading pools are to be considered accessories for the purposes of cleaning, sanitation, repair, and maintenance.

Feeding

	Answer	Question
1)	Not Applicable	Dogs and cats older than six months shall be fed at least once each 24-hour period.
2)	Not Applicable	Dogs and cats less than six months of age shall be fed at least twice in each 24-hour period. An eight-hour interval between feedings is required if only two feedings are offered in a 24-hour period.
Should a veterinarian prescribe a feeding regime different from the ones described in Paragraphs (a) and (b) of this Rule for a specific animal, documentation of such veterinary care is required and shall include:		
3)	Satisfactory	the original veterinary directive signed by the veterinarian issuing it;
4)	Satisfactory	the printed name of the veterinarian;

Feeding

	Answer	Question
5)	Satisfactory	the reason for the restriction;
6)	Satisfactory	the specific feeding directions;
7)	Satisfactory	the origination and review dates of the directive;
8)	Satisfactory	documentation by the facility of each veterinary review and renewal of the directive, occurring every 30 days until it is no longer required;
9)	Satisfactory	the date of the cessation of the directive; and
10)	Satisfactory	documentation by the facility of each feeding as prescribed by the veterinarian.
11)	Satisfactory	Food shall be commercially prepared food, which complies with laws applicable to animal feed, or the food shall be provided by the owner.
	Comments: Some species boarded require hospital to purchase fresh or frozen food items to appropriately feed animals	
12)	Satisfactory	The food shall be free from contamination, wholesome, palatable, and of sufficient quality and quantity appropriate of the given size, age, and condition of an animal to meet the daily requirements for nutritional value.
13)	Satisfactory	Food receptacles shall be accessible to all dogs or cats and shall be located so as to minimize contamination by waste.
14)	Satisfactory	For every adult animal, there shall be at least one food receptacle offered. When multiple animals are housed together, caretakers shall observe each animal feeding to ensure that each animal receives adequate feed.
15)	Satisfactory	Food receptacles shall be durable and shall be kept clean and sanitized.
16)	Satisfactory	Uneaten food within food receptacles shall be discarded within 24 hours or sooner if spoiled or contaminated.
17)	Satisfactory	Damaged food receptacles shall be replaced. Disposable food receptacles may be used but shall be discarded after each feeding.
18)	Satisfactory	Food and water receptacles in outdoor facilities shall be protected from the elements.
19)	Satisfactory	This Rule is applicable only to animals identified within this Section.

Watering

	Answer	Question
1)	Satisfactory	Animals, subject to this Subchapter, shall have continuous access to fresh, potable water, except when directed by a veterinarian to limit access.
Veterinary care for a specific animal that requires water to be withheld, given in intervals, or any variation other than continuous access by an animal, can only be prescribed by a veterinarian and shall be documented in writing by the facility. The		
2)	Satisfactory	the original veterinary directive signed by the veterinarian issuing it;
3)	Satisfactory	the printed name of the veterinarian;
4)	Satisfactory	the reason for the restriction;
5)	Satisfactory	the specific watering directions;
6)	Satisfactory	the origination and review dates of the directive;
7)	Satisfactory	the facility shall have the veterinarian review and renew this directive every 30 days until it is no longer required;
8)	Satisfactory	the date of the cessation of the directive; and
9)	Satisfactory	documentation by the facility of each watering as prescribed by the veterinarian.
10)	Satisfactory	Water in receptacles shall be changed daily and whenever visibly soiled.
11)	Satisfactory	Watering receptacles shall be durable and kept clean and sanitized.
12)	Satisfactory	Damaged receptacles shall be replaced.

Sanitation

	Answer	Question
1)	Satisfactory	Waste shall be removed from primary enclosures, exercise areas, and common areas to prevent contamination of the dogs or cats contained therein and to reduce disease hazards and odors. Enclosures and exercise areas for dogs and cats shall be thoroughly cleaned a minimum of two times per day. The animal must be able to walk or lie down without coming in contact with any waste or debris.

Sanitation

	Answer	Question
2)	Satisfactory	When a hosing or flushing method is used for cleaning an enclosure, dogs or cats contained therein shall be removed during the cleaning process, and adequate measures shall be taken to protect the animals in clean enclosures from being contaminated with water and other wastes.
3)	Satisfactory	Cross contamination barriers shall be installed in primary enclosures and be sufficient to prevent feces, urine and cleaning waste water from entering another occupied primary enclosure.
Sanitation shall be as follows:		
4)	Satisfactory	Prior to the introduction of dogs or cats into empty primary enclosures previously occupied, enclosures and accessories shall be sanitized in the manner provided in Subparagraph (d)(3) of this Rule;
5)	Satisfactory	In addition to primary enclosures being properly cleaned a minimum of two times per day, enclosures and accessories shall be sanitized a minimum of once every seven days, in the manner provided in Subparagraph (d)(3) of this Rule, if the same animal is housed in the same enclosure for seven or more days;
6)	Satisfactory	Primary enclosures, cages, rooms, hard-surfaced or artificial turf exercise areas, pens, and runs shall be sanitized by: (A) washing them with hot water (180 degrees F.) and soap or detergent as in a mechanical cage washer; or (B) removal of visible organic matter, precleaning all soiled surfaces with a detergent or degreaser solution, followed by the application, at the correct concentration, of an animalsafe disinfectant labeled to be effective against common pathogens. The disinfectant is to be left on the surfaces for the time indicated by the manufacturer. After such time, all surfaces shall be thoroughly rinsed to remove all residual chemicals and then the area dried prior to returning the animal(s) to this area; or (C) cleaning all soiled surfaces with live steam. The area is to be cooled and dried prior to the return of the animal(s).
7)	Satisfactory	Common areas, any area accessible to multiple animals, and exercise areas not covered by Subparagraph (d)(3) of this Rule shall be kept clean and sanitary. These areas are to be properly cleaned a minimum of two times per day. Hard and/or impervious surfaces of these areas shall be sanitized a minimum of once every seven days in the manner provided in Subparagraph (d)(3) of this Rule;
8)	Satisfactory	Food and water receptacles shall be sanitized daily with hot water, detergent, and disinfectant. The disinfectant shall be used consistent with the manufacturer's directions;
9)	Satisfactory	Soiled linens and cloth products shall be mechanically washed with detergent and sanitized;
10)	Satisfactory	Any area accessible to multiple animals shall be kept clean and sanitary; and
11)	Satisfactory	Fans, including floor fans, ceiling fans, wall fans, and vent fans, shall be kept clean of accumulated debris, dust, and biological material.
12)	Satisfactory	Premises, which include the buildings and grounds, shall be kept clean and in adequate repair in order to protect the animals from injury and to facilitate the prescribed husbandry practices set forth in this Rule. Premises shall remain free of accumulations of trash, junk, waste products, and discarded matter. Weeds, grasses, and bushes must be controlled so as to facilitate cleaning of the premises, to improve pest control, and to protect the health and well-being of the animals.
13)	Satisfactory	An effective program for the control of insects, ectoparasites, and avian and mammalian pests shall be established and maintained.

Classification and Separation

	Answer	Question
Animals housed in the same primary enclosure or confined to an exercise area shall be maintained in groups, with the following additional restrictions:		
1)	Not Applicable	Females in season (estrus) shall not be housed in the same primary enclosure or exercise area with intact or neutered males.
2)	Satisfactory	In boarding kennels, animals of different owners shall not have contact with other animals, unless written permission is obtained from the animal's owner. The documentation of this written permission shall be kept as part of the animal's record for one year and must be renewed yearly thereafter.
3)	Not Applicable	Any dog or cat exhibiting an aggressive disposition shall be housed individually in a primary enclosure. Housing of aggressive animals shall be such that the animals are prevented from biting or injuring another animal or human.
4)	Not Applicable	Puppies or kittens less than six months of age shall not be housed in the same primary enclosure with adult dogs or cats other than their dams, except when permanently maintained in breeding colonies, or if requested in writing, by the animals' owner, as in a boarding kennel. Puppies or kittens between 4 and 16 weeks of age shall have daily access to human social interaction in addition to the human interaction during the cleaning and sanitation of the enclosures, excluding animals which pose a danger to humans or other animals.

Classification and Separation

	Answer	Question
5)	Not Applicable	Dogs shall not be housed in the same primary enclosure or exercise areas with cats, nor shall dogs or cats be housed in the same primary enclosure or exercise areas with any other species of animals. Exceptions are allowed at boarding kennels, if requested in writing by the animals' owner.
6)	Satisfactory	All facilities shall designate an isolation area for animals being treated or observed for communicable diseases. Dogs or cats, in isolation that are being treated for a communicable disease, shall be separated from other dogs or cats and other susceptible species of animals, in such a manner as to minimize dissemination of such disease. A sign shall be posted at the cage or isolation area when in use, giving notice of a communicable disease, including the identification of the disease. Accessories, cleaning equipment, and supplies used in isolation areas shall not be used in other areas of the facility.
7)	Satisfactory	Animals in long term care must be provided with human interaction other than interaction for enclosure cleaning, same species social interaction, opportunity for play and exercise, and environmental enrichment daily. The provision of these daily interactions and enrichment shall be adequate for the animal's species, age, size and behavior needs. In addition: (a) The provision of the daily social interactions and enrichment shall be documented in the animal's records and the records maintained for three years; and (b) Exemptions from these long-term care provisions are allowed only for safety or health reasons and must be approved by a veterinarian. This exemption must be reviewed and renewed every 30 days if the continuation is necessary. Documentation of the exemption must include the reason for the exemption, the name and contact information of the veterinarian authorizing the exemption, the original exemption date and the dates of review and renewal and alternative(s) offered, if any.
8)	Satisfactory	All animals shall be confined in primary enclosures or exercise areas. Primary enclosures and exercise areas shall be inspected and in compliance with Rules .1103 and .1104 of this Section before an animal can be confined in the enclosure or area.

Veterinary Care

	Answer	Question
A written Program of Veterinary Care (PVC), to include disease control and prevention, vaccination, euthanasia, disposition of diseased, ill, injured, infirm or deformed animals, and provision of adequate routine and emergency veterinary care, shall		
1)	Satisfactory	the PVC for boarding kennels shall be submitted as part of the application and must be approved by the Board;
2)	Satisfactory	the facility shall implement and follow the PVC; and
3)	Satisfactory	changes to the PVC shall be submitted for approval to the Board within 10 days of the effective date.
4)	Satisfactory	If there is an infectious disease outbreak that persists for more than seven days at the facility, the facility owner shall consult with a veterinarian for procedures to mitigate the problem. This consultation shall be documented by the facility.
5)	Satisfactory	If there is a disease problem that persists for more than 30 days at the facility, the facility operator shall obtain and follow a veterinarian's written recommendations for correcting the problem. These recommendations shall include, at a minimum: sanitation of primary enclosures, common areas, exercise areas and accessories, and protocols for animal intake, evaluation, isolation, disease recognition and treatment, and euthanasia.
6)	Satisfactory	Each dog and cat shall be observed daily by the animal caretaker who has been adequately trained, or is experienced in animal care, or is under the direct supervision of a person who has such training or experience. Sick or diseased, injured, lame, or blind dogs or cats shall be provided with veterinary care.
7)	Satisfactory	All animals in a facility shall be in compliance with the North Carolina Rabies Law, G.S. 130A, Article 6, Part 6.
8)	Satisfactory	Boarding kennels shall not administer a prescription medication, tranquilizer, sedative, or any pharmaceutical drug designed to calm an animal unless the medication or drug is administered under the direction of or by prescription from the animal's veterinarian, and written permission from the animal's owner. In the event a boarding kennel agrees to administer such medications or substances, the medications shall be in the original container issued by the veterinarian or pharmacy and administered according to label directions. The administration of these medications or substances shall be documented as required by Rule .1001 of this Chapter.