

PET SHOP CHECK LIST

Inspection Details

This is an internal document to be used by Inspectors to guide them in undertaking a basic pet shop inspection. The most common species have been included here together with common concerns but it is up to the inspector to find out more information, ask questions and ensure that appropriate action is taken to ensure the welfare of the animals is protected.

Explanatory Note: When completing this checklist, the relative observations can be circled or underlined and or inspectors comments recorded on the line above. For example:

Hygiene of cages: Overall good – cages being cleaned during inspection Hamsters
Good Fair Bad Excess Faeces Old/Soiled Food

Name of Pet Shop: Family Pet Centre
 Address: Shop G9, 2 Noons Place, Fourways Crossing Retail Centre,
 Name of Owner: Charstelle de Maak Cell: 074 388 9016
 Tel: 011 033 4646 Fax/Email: _____
 Veterinarian: Dr. Monique Meyer Tel: 011 033 4601

GENERAL

What happens to sick animals: Taken to Vet
 Self medicate New owners must treat Taken to vet

What happens to animals after hours: Kept in shop
 Kept in shop Go home with owner Sent back to supplier

What treatment do Puppies get: N/A
 Vaccine De-wormer Vaccine on Request None Other

What treatment do Kittens get: N/A
 Vaccine De-wormer Vaccine on Request None Other

Quarantine Cages Provided: Yes

Rodent control: Not a problem at the moment
 Yes No None Seen Separate Room

Suppliers of animals: Ultimate Exotic
 Open Poison/Poison Stations/Poison Pipes/Live Traps/Rat Traps

Do they breed: No

If breeding, what happens to offspring: Parent-reared
 Yes / No / Uncertain Single Sex Groups

If removed for hand rearing, from what age: N/A
 Hand-Reared / Parent Reared / Sold Unweaned

Reason for hand rearing: N/A

RODENTS

Numbers: Rats 5 Mice - Guinea Pigs 4 Hamsters 1
 Group structures Singly chinchilla 1
 Compatibility of Groups Singly Mother & Young Separate Same sizes together All together
 Space Acceptable Good (Play & Positive Interaction) Fighting Bullying Describe Above
 Cage Maintenance Good Good (Play & move normally) Acceptable (stretch out, stand normally & turn) Cramped/Too small
 Are cages raised off the ground to prevent handling/accidental kicking/reduce stress: yes Yes No
 Hygiene of cages Good Good Fair Bad Excess Faeces Old/Soiled Food
 Ventilation Good Good (No Ammonia Smell) Fair Poor (Ammonia Smell)
 Draughts Good No Yes Describe
 Temperature Room temperature Too Hot (Panting etc) Too Cold (Curled up/shivering) Comfortable (20°C- 24°C)
 Do they allow breeding No Yes No Describe Above
 How do staff handle animals Acceptable Good Fair Poor Unacceptable
 Do they allow public to handle the animals Not seen Yes No Not Seen
 Hiding areas Good Good (Box/Plastic Container) Fair (not enough) Unacceptable (None) Other
 Bedding Eco-Pet litter Sawdust Straw Newspaper Other
 Is bedding clean & absorbent once Yes / No Needs Changing Type: Sawdust/Newspaper/Other
 Cleaning routine once per day per week
 Water Nibble bottle
 Hygiene of water provision Clean Non-tip Bowl Bowl too small Bowl too deep to reach water None available
 Diet Burgees™ rodent food Clean Dirty Very Dirty Green Algae Soiled
 Frequency of feed Daily Good Pellets Roughage Fresh Vegetables/Fruit Vit C for Guinea Pigs (220mg/lit water daily)
 Do they remove old food? Yes ✓ No
 Is the diet Good Good & Nutritious Poor Not Fresh Not enough Other comments
 Are the animals fully weaned Yes Yes (feeding themselves well) Just Weaned Under Age
 Condition of animals Good Good Fair Poor Very Poor Describe Above
 Describe Concerns Injuries/ Poor Coat / Listless / Runny Eyes/ Runny Nose / Diarrhoea
 How are rodents transported from the shop None at the store
 Where are unweaned rodents kept No Good (with mother) Unacceptable (Plastic container/cage/box)
 Are unweaned rodents sold live? No No (Good) Yes (Unacceptable)
 How are rodents killed (as reptile food)? The vet does it in their discretion
 CO2 (Unacceptable issue warning) Hitting on Head/live freezing Describe

PUPPIES, KITTENS & RABBITS

Puppy Numbers & Breeds: Not sold

Kitten Numbers: N/A Rabbit Numbers: 3 (2 Woolly English Spotted)

Group structures Some litter mixed

Compatibility of Groups Good Singly Only with litter mates Some litters mixed All together

Space Good Good (Play & Positive Interaction) Mixed Sizes Bullying Describe Above

Cage Maintenance Good Good (Play & move normally) Acceptable (stretch out, stand normally & turn) Cramped/Too small

Hygiene of cages Good Good Fair (some repairs needed) Poor (harmful features)

Ventilation Good Good Fair Unacceptable Excess Faeces Old/Soiled Food

Draughts Yes - vance panels available Good (Fresh & Clean) No (Stuffy & Smelly) Describe Above

Temperature Comfortable No Yes Describe Above

Shelter provided in outside pens None Too Hot (Panting etc) Too Cold (Curled up/shivering) Comfortable

Do they allow breeding No Good Needs Improvement Poor None

How do staff handle animals Good Yes No Describe Above

Do they allow public to handle animals: Adults Good Children (Age) Under supervision Good Fair Poor Unacceptable

Floor construction: Coated wood

Bedding: Eco-Pet Litter Wood Concrete Chicken Mesh Weld Mesh Soil Other

Is Bedding Clean & Absorbent: Yes Blankets Bed Carpet Soil Sawdust Straw Newspaper Other

Cleaning routine Once Yes No Needs Changing Other per day per week

Water Nipple bottle

Hygiene of water provision Clean Non-Tip Bowl Bowl too small Bowl too deep to reach water None Available

Diet for Puppies N/A Clean Dirty Very Dirty Green Algae Soiled Kittens N/A

Diet for Rabbits Burgees™ Rabbit pellets

Is the diet Good Quality Pellets Roughage Fresh Vegetables/Fruit Other

Frequency of feed Daily Good & Nutritious Poor Not Fresh Not Enough Other Do they remove old food? Yes No

Are the animals fully weaned? Yes

Condition of animals Good Yes (feeding themselves well) Just Weaned Not Weaned

Describe Concerns Good Fair Poor Very Poor

Injuries/Poor Coat/Listless/Runny Eyes/Runny Nose/Diarrhoea

FISH

Hygiene of tanks Acceptable
Good Fair Poor Excess Algae Waste Material (Faeces/Debris)

Is water clean Clean
Clear (see fish clearly) Quite Clear Smelly Foamy (on surface) Cloudy

Is equipment (nets/heaters) in good repair Good
Good Fair Poor Other

Do the tanks have efficient aeration Good
Good (Bubbles) Fair (some bubbles) Unacceptable (No bubbles)

Do the tanks have filtration Good
Good Fair None

Is water in tanks tested appropriately for temperature/pH/ammonia/nitrites/oxygen Yes ☒ No ☐

Are the tanks enriched Some not but most were
Plants Hiding Areas Rocks Gravel Other

Are the tanks overstocked No. Good
Good Fair Poor

Are lights turned off at night for fish to rest Yes
Yes No

Do tanks have covers Yes
Yes No

Water at proper level (should be small gap between top of water and cover) Yes
Yes No

Condition of animals Good
Good Fair Poor Very Poor Describe Above

Describe Concerns _____
Unusual growths, patches or spots/Wounds/Abnormal swimming/ Over or Under activity/Bloating/Fin damage/Panting at surface/Rubbing/Clamped fins

Temperature Suitable Freshwater is up to 22°C Brakish up to 27°C
Goldfish 10°C – 22°C; Tropical fish 23°C- 27°C

How often are the fish fed: Daily
Daily Not during weekends (unacceptable)

Is enough species specific food given Yes
Yes No Appears Acceptable

In the event of a power failure is the pet shop owner / attendant informed: yes
Yes No Appears Acceptable

How do staff handle animals Good
Yes No

Any dead fish observed: Describe Reason No
Good Fair Poor Unacceptable

Compatibility of Groups Good

How are fish destroyed when necessary The vet does it
Good Poor (Chasing/Bullying/Hiding/Damaged fins)

Unacceptable – fed live to other fish/left out of water to suffocate/flushed down toilets)
 Acceptable – brain maceration/submersion in clove oil (and other suitable chemicals)

Do Aquatic Amphibians have a shelf or floating island to enable them to get out of the water
N/A

How do the buyers transport the fish from the shop WCB plastic pumped with Oxygen
Describe In strong plastic bags pumped with pure oxygen

Is the chlorine removed from tap water before adding to tanks (Aerated for 24 hours or a de-chlorinating product used)? Yes
Yes No

BIRDS

Bird Numbers & Breeds 4 Diamond doves, 13 Budgerigars, 2 Rosa Burke, 1 Rüppell's Parrot, 5 Cockerels; 2 Java Sparrows, 2 Sun Conures, 45 Lovebird, 20 Gouldian finches, 3 Bengalese, 20 Zebra Finches, 2 African grey parrot

Group structures In pairs and small groups

Compatibility of Groups Good Singly In small groups Large Groups Same species Mixed Species

Space Good Good (No aggression/anxiety) Chasing/Bullying etc Describe Above

Cage Maintenance Good Good (Play & move normally) Acceptable (stretch out, stand normally & turn) Cramped/Too small

Hygiene of cages Fair Good Fair (some repairs needed) Poor (harmful features)

Ventilation Good Good Fair Poor Excess Faeces Old/Spoiled Food

Are birds exposed to draughts yes comfortable Good (Fresh & Clean) No (Stuffy & Smelly) Other

Are birds left in full sun No No Yes Describe Above

Temperature Room temperature controlled No Yes Describe Above

Shelter provided in outside pens None Too Hot (Beak open etc) Too Cold (Fluffed up/shivering) Comfortable

Adequate perch space Fair Good Needs Improvement Poor None

Note: Birds need more horizontal space than vertical. Approx 10cm horizontal space per bird such as parakeets

Are perches placed above each other (causing faeces to drop onto birds below) No No Yes

Suppliers of birds Ultimate Exotics

How do staff handle animals Good

Cleaning routine Once Very Well Good Fair Poor Unacceptable per day per week

Water Hanging bowls

Hygiene of water provision Clean Non-Tip Bowl Hanging Bowl Bowl too deep Bowl too small None Available

Diet for Birds Seed Clean Dirty Very Dirty Green Algae Soiled

Frequency of feed: Once daily Good & Nutritious Poor Not Fresh Not Enough Other Do they remove old food: Yes ☒ No ☐

Note: Check to see that there is seed in the food dish, not just empty shells left by the birds.

Is the diet Good & nutritious

Are the animals fully weaned Yes

Condition of animals Good Yes (feeding themselves well) Just weaned Under-age

Describe Concerns Good Good Fair Poor Very Poor Describe Above

How are birds transported from the shop Suitable transporting box or bird cage is required from the buyer

REPTILES

Reptile Numbers & Breeds 1 Bamboo ball Python, 1 Banana ball Python; 5 Bearded dragons
1 Veiled Chameleon, 1 Bubble-gum rat-snake; 3 King snake
5 Monitor Lizards (savanna), 1 Chinese Water dragon

Group structures Singly Singly In small groups Large Groups Same species Mixed Species

Compatibility of Groups Isolated individually Good (No aggression/anxiety) Aggression Describe Above

Space Acceptable Good (stretch & move normally) Acceptable (stretch out, turn normally) Too small (cramped, no normal movement)
 Note: The cage / tank should be large enough for the entire body of snakes, more than double in lizards

Cage/Tank Maintenance Good Good Fair (some repairs needed) Poor (harmful features)

Hygiene of cages Good Good Fair Bad Excess Scat Excess Shedded Skin

Are reptiles left in full sun No No Yes Describe Above

Temperature Suitable up to 35°C Note: Snakes tropical 27°C – 38°C; other 20°C – 35°C; Lizards 30°C–35°C

How do staff handle animals Not seen Good Fair Poor Unacceptable

Do they allow public to handle the animals Not seen Yes No Not Seen

Handled by: Adults Children (Age) Only under supervision by trained staff

Venomous snakes: Are staff trained to handle Non-venomous snakes Yes No

Security/safety Double sliding doors Double Door/ Single Door/ Door Latch/ Door Lock/Back door/Warning signs

Are tank covers secure to prevent escape Yes locked Yes No

Enrichment/Hiding Area Clay domes Logs / Wood / Box / Pipes / Tunnels /Describe Other

Bedding Fleece cloth Snakes- non-abrasive material i.e. newspaper Lizards- gravel Describe Above

Is bedding clean & absorbent Yes Yes No Needs Changing Other

Cleaning routine twice per day per week

Heating Heating pads - Snakes; UVB/UV A lamps - Lizards Heat Lamp / Light Bulb / Heat Tile / Hot water Bottle / Heating Pad / Element / None

Safety of heat source Safe No bare lamps

Water Most are shallow wide bowls Non-Tip Bowl Deep Wide Bowl Too Small None Available

Hygiene of water provision Clean Clean Dirty Filthy Green Algae Soiled

Diet for reptiles Dead animal + calcium for some reptiles Live Prey (Unacceptable) Dead Animals Describe Above

Source of prey Bought dead Bought dead (from where) Killed on site (describe method) Other

Frequency of feed Do they remove old food? Yes Yes No

Condition of animals Good Good Fair Poor Very Poor Describe Bad Shedding

Describe concerns _____

How are reptiles transported from the shop Tanks or reptile baskets are required Injuries/ Laboured Breathing/Holding mouth open/Nasal discharge

SPIDERS & SCORPIONS, INSECTS

Numbers & Breeds: Ten 1L tub Crickets

Group structures Large groups
Singly In small groups Large Groups Same species Mixed Species

Compatibility of Groups Good
Good (No aggression/anxiety) Aggression/Fighting Describe Above

Space Good
Good (Stretch/move normally) Acceptable (stretch out/turn normally) Too small (cramped together/no normal movement)

Cage/Tank Maintenance Good
Good Fair (some repairs needed) Poor (harmful features)

Hygiene of cages Good
Good Fair Bad Old/Soiled Food Mould

Are Tarantulas protected from bright lights/full sun which will dry them out N/A
No Yes Describe Above

Temperature Suitable Suitable
Note: Tropical species need more humidity than desert animals

How do staff handle animal Good
Good Fair Poor Unacceptable

Do they allow public to handle the animals Not seen
Yes No Not Seen

Handled by: Adults _____ Children (Age) _____ Only under supervision _____

Security/safety Safe and secured in 1L tubs
Door Latch/ Door Lock

Are tank covers secure to prevent escape Yes
Yes No

Enrichment/Hiding Area Tunnels
Logs / Wood / Box / Pipes / Tunnels Describe Other

Substrate _____

Is substrate Clean & Absorbent Yes
Yes No Needs Changing Other

Cleaning routine _____ per day Twice per week

Heating None
Heat Lamp / Light Bulb / Heat Tile / Hot water Bottle / Heating Pad / Element / None

Safety of Heat Source N/A
No bare lamps One side of tank Over entire tank

Water Shallow bowls
Non-tip Bowl Deep Wide Bowl Shallow Bowl Gel Balls None Available

Hygiene of water provision: _____
Clean Dirty Filthy Green Algae Soiled

Diet for Animals Carrots
Live Prey Dead insects Food flakes Describe Above

Source of Food vegetables

Frequency of feed Daily Do they remove old food: Yes ☒ No ☐

Condition of animals Good
Good Fair Poor Very Poor Describe Above

Describe concerns _____
Injuries/ Limbs missing/upside down Describe Other

How are animals transported from the shop: In 1L tubs

ON COMPLETION OF INSPECTION COMPLETE THIS SECTION:

Was a warning given? (Copy to be attached)

Yes _____ No ☒Comments:

Inspector: Xolane Mreube
Godfrey Mnguni Date: 15/02/2022 Time: 12:28

Follow up due _____

Comments:

CHECK LIST FOR GROOMING PARLOURS

Name of Establishment Family Pet Grooming

Physical address Shop 49, 2 Noon Place, Fourways Crossing Retail Centre
Cnr. William Nicol Dr & Sunset Blvd, Fourways

Telephone Number 011 033 4600

Postal Address _____

Name of Manager or Owner (Both if applicable) Chantelle ver Maak

Emergency/After Hours Contact Number 010 040 7601

Veterinarian's Details Including Emergency Contact Number _____
011 033 4601

General Cleanliness Satisfactorily clean

Handling of Animals Acceptable

Condition of Equipment Good

Water Temperature in Baths 20° - 22°C

Temperature of Dryers 17° - 20°C

Are animals taken outside to dry? No

If "Yes", availability of shelter N/A

Sedation (what drugs/who administers) Vets give CalmEze tablets and Sedative

Crowding/Overcrowding No

Check Transport for Cleanliness N/A

Check any Holding Areas or Cages for Cleanliness Clear

Check a few Animals for cuts etc. = e.g. after being clipped Animals Not found

Type of Shampoo or Products used Ultrum Original, Klampum

Comments _____

Inspector Godfrey Mnguni (Trainee) Date 22/02/2022
Xolane Mncube