



Inspection Report

R M R S MANUFACTURING & DISTRIBUTING INC
2408 WARDS RD
LYNCHBURG, VA 24502

Customer ID: **329984**

Certificate: **52-B-0165**

Site: 001

R M R S MANUFACTURING &
DISTRIBUTING INC

Type: ROUTINE INSPECTION

Date: 01-SEP-2022

2.40(a)(1)

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

The facility does not have a written program of veterinary care for their dogs or small animals. The facility employs an Attending Veterinarian on a part-time basis who is responsible for overseeing the veterinary care provided to all dogs in the facility. The facility also uses a local animal hospital for any emergencies with their small mammals (chinchillas, ferrets, hedgehogs, hamsters, degus, gerbils, rats, sugar gliders or rabbits). However, no official program of veterinary care is written and documented to include regularly scheduled visits to the facility or basic preventative care schedules for the dogs such as vaccinations, testing and treatment for internal parasites, or basic coat, skin, eyes, ears, teeth, and nail care as required by the Animal Welfare Act in 3.13 – Veterinary Care for Dogs.

A written program of veterinary care for part-time attending veterinarians and all facilities with dogs is crucial to ensure the animals are receiving proper medical care and that the facility is following their attending veterinarian’s guidance on basic preventative care, hygiene and maintenance, and treatment of potential illnesses or injuries.

Correct by September 9, 2022, by developing a written program of veterinary care for all animals at the facility in accordance with 2.40(a)(1) and 3.13 of the Animal Welfare Act.

2.40(b)(3)

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

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL
OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

A group of 6 male guinea pigs are cohoused out on the sales floor in an enclosure that is cleaned every morning at the same time daily observation is performed. Five out of the six males have scratches with small scabs on the back half of their body. The facility representatives had not been aware of the lesions prior to the inspector pointing them out.

Daily observations to observe the health of each individual animal is critical to ensure animals are not suffering or ill for a prolonged period prior to being identified and treated appropriately.

Correct by the end of business September 6, 2022, by performing daily observation of all animals to assess their health and well-being and that a mechanism of direct and frequent communication with the attending veterinarian so that timely and accurate information on problems of animal health is being relayed.

3.1(c)(1)

Housing facilities, general.

Dog enclosures in the sales room have exposed, unsealed wood which cannot be readily cleaned and sanitized. There are approximately 5 enclosures in the sales room that have a wooden beam running along the top of the enclosure to fill a gap between the enclosure ceiling and the front plexiglass wall. Additionally, several enclosures have the plexiglass window in the front stop about 2 inches short of the top of the enclosure, exposing the raw wood/particle board of the front wall. The beams and the top of the front wall are raw wood and permeable to moisture, making them unsuitable for cleaning and sanitizing. Downstairs in the nursery and NICU there are numerous metal bowl holders affixed to the front of the enclosures. The coating has worn off the bowl holders, causing the underlying metal to rust. The brownish-orange rust comes off easily on a finger when wiped. The excessive rusting of the bowl holders prevents adequate cleaning and sanitation.

Ensuring surfaces are capable of being adequately cleaned and sanitized is critical for eliminating disease risks, especially in young puppies that are still establishing a strong immune system and, in an environment, where dogs move in and out frequently.

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Date:
09-SEP-2022

Title: VETERINARY MEDICAL
OFFICER

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

Correct by October 4, 2022, by ensuring all surfaces are constructed in a manner that allows them to be readily cleaned and sanitized or removed and replaced when worn or soiled.

3.1(c)(2)

Housing facilities, general.

Approximately 90% of the sales room enclosures are not being maintained in a manner that allows for adequate cleaning and sanitization. The enclosures have areas of broken or chewed flooring and walls, which has removed the outer waterproof coating and exposed the absorbent particle board underneath. The damage to the enclosures ranges from areas less than 1" in length/height to some areas that are 10" in length and about 1.5-2" high. Approximately 3 enclosures have old food bowl holders with a plastic bowl frame which have been chewed by the dogs, leaving a rough and irregular surface. The exposed particle board and severely chewed plastic are no longer easily cleaned and sanitized.

Maintenance of surfaces to ensure they can be adequately sanitized is critical for eliminating disease risks, especially in young puppies that are still establishing a strong immune system and, in an environment, where dogs are frequently moving in and out.

Correct by October 4, 2022, by ensuring all surfaces are maintained in a manner that allows them to be readily cleaned and sanitized.

3.1(e)

Housing facilities, general.

Approximately nine bags of dog food and eight bags of shavings used for kennel bedding are being stored directly on the floor and adjacent to walls in the sales floor area. According to the general manager, these supplies were just brought in and normally the shavings are stored on top of the hand cart, off the floor and the food bags are typically stored on a shelf behind the sales enclosures.

It is important to store food and bedding off the floor and away from the walls to minimize the opportunity for rodents and

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

other pests gaining access and contaminating them. Contaminated food and bedding can cause illness in the dogs.

Correct by September 9, 2022, by ensuring all food and bedding for dogs is kept off the floor and away from the walls.

3.6(a)(1)

Primary enclosures.

Three enclosures up on the dog sales floor have waterlogged particle board on the floor of the enclosure which compromises the structural integrity of the primary enclosure. Some of the enclosure floors and walls were covered in sheets of plastic, glued to the primary particle board, and sealed at the corners with a silicone sealant. The silicone sealant has been pulled away from the seams and water/cleaner has seeped between the plastic sheet and the primary particle-board flooring. As you push down on the plastic flooring you can see liquid move under the plastic, across the floor. Other enclosures have damaged particle board that is darker in color and moist to the touch, holding moisture and water within the structure. The structural integrity of these enclosures is compromised due to the absorbed water.

It is important that primary enclosures remain structurally sound to prevent the dogs from becoming injured.

Correct by October 4, 2022, by ensuring all primary enclosures are designed and constructed of suitable materials so they are structurally sound and are maintained in good repair.

3.6(a)(2)(x)

Primary enclosures.

Downstairs in the nursery and NICU, the largest enclosures are made by removing a divider panel between two smaller stainless-steel kennels. When the divider panel is removed, there is a 2" gap between the two raised, wire floors of the smaller kennels. This gap is easily large enough for a paw to slip in-between the two floors. In some of the enclosures, there is a piece of metal placed to bridge the gap between the raised wire floors. However, this piece of metal is laid down and not attached to the surrounding structures which allows it to be manipulated by the dogs. During inspection, one puppy was bouncing around in the enclosure and got a toe under the metal guard, put his weight on the metal, and yelped

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

as the toe was pinched. Other puppies successfully uprooted the metal piece and either flipped it upside down or knocked it out of place.

Kennel floors that have large gaps that allow feet to fall through or have moveable components can lead to injury.

Correct by September 9, 2022, by making sure all floors are constructed in a manner that protects the dogs' feet and legs from injury and when slatted, do not allow the dogs' feet to pass through openings in the floor.

3.6(c)(1)(i)

Primary enclosures.

A total of 14 puppies housed in 9 enclosures are not being provided the minimum floor space as required by the Animal Welfare Act.

On the sales floor there are three enclosures housing a total of seven puppies that failed to meet minimum space requirements. There are three different enclosure sizes in this room, small which measures 35 inches by 24 inches (840 square inches), medium which measures 44.5 inches by 21.5 inches (956.75 square inches), and large which measures 67 inches by 24 inches (1608 square inches).

- One small enclosure contained a Poodle (ID# 7115) and a Lhasa Apso (ID# 7179). The Lhasa Apso measured 16 inches in length, requiring 484 sq. inches of space (16" + 6" = (22 in.)² = 484 in²) and the Poodle measured 17 inches in length, requiring 529 sq. inches of space (17" + 6" = (23 in)² = 529 in²). Both dogs combined require 1,013 sq. inches but are only provided 840 sq. inches.

- A medium enclosure contained three French Bulldog puppies (ID#s 7197, 7198, 7199). Both puppies 7197 and 7198 measured 14 inches in length, requiring 400 sq. inches of space each (14" + 6" = (20 in)² = 400 in²). The third puppy, 7199 measured 14.5 inches in length requiring 420.25 sq. inches of space (14.5" + 6" = (20.5 in)² = 420.25 in²). All three dogs together require 1,220.25 sq. inches (400 in² + 400 in² + 420.25 in² = 1220.25 in²) and are provided 956.75 sq. inches.

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Date:
09-SEP-2022

Title: VETERINARY MEDICAL
OFFICER

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

- A large enclosure contained two Bulldogs (ID#s 7125 and 7124). Bulldog # 7125 measured 24 inches in length, requiring 900 sq. inches of space ($24'' + 6'' = (30\text{ in})^2 = 900\text{ in}^2$). Bulldog # 7124 measured 21 inches in length, requiring 729 sq. inches of space ($21'' + 6'' = (27\text{ in})^2 = 729\text{ in}^2$). Both dogs together require 1,629 sq. inches ($900\text{ in}^2 + 729\text{ in}^2 = 1629\text{ in}^2$) and are provided only 1,608 sq. inches.

In the NICU, two dogs in one enclosure failed to meet minimum space requirements. Two Chows are housed in a "double-wide" enclosure formed by removing a divider panel. Their large enclosure measures 41.5 inches by 26 inches (1,079 square inches).

- The two chows (ID#s 7189 and 7190) each measured 19 inches in length, requiring 625 sq. inches of space each ($19'' + 6'' = (25\text{ in})^2 = 625\text{ in}^2$). Together, they require a minimum of 1,250 sq. inches but are only provided with 1,079 sq. inches.

In the Nursery, there are five enclosures, each housing one puppy, that failed to meet minimum space requirements.

There are four puppies individually housed in the smallest sized enclosures which measure 22 inches by 16 inches (352 square inches).

- A Cavalier King Charles Spaniel puppy (ID# 7225) measured 13 inches in length, requiring 361 sq. inches of space ($13'' + 6'' = (19\text{ in})^2 = 361\text{ in}^2$) but are only provided 352 sq. inches.

- Three individually housed Cockapoo puppies (ID#s 3693, 3691, and 3692) each measured 14 inches in length, requiring 400 sq. inches of space ($14'' + 6'' = (20\text{ in})^2 = 400\text{ in}^2$) but are only provided 352 sq. inches.

- One Standard Poodle puppy is housed in a medium sized enclosure which measures 20.5 inches by 26 inches (533 square inches). The Standard Poodle puppy (ID# 7213) measured 19 inches in length, requiring 625 sq. inches of space ($19'' + 6'' = (25\text{ in})^2 = 625\text{ in}^2$) but was only provided 533 sq. inches.

Failing to provide adequate space can cause discomfort, crowding, poor sanitation, increased incidence of illness, and lead to developmental abnormalities especially in larger breed dogs.

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

Correct by the end of business on September 6, 2022, by ensuring that all dogs are provided with at least the minimum space required by the Animal Welfare Act. This issue was identified to facility representatives each day as the rooms were inspected (9/1 and 9/2).

3.6(c)(1)(iii)

Primary enclosures.

A Golden Retriever puppy housed in the largest enclosure on the sales floor is not being provided the minimum interior height as required by the Animal Welfare Act. The Golden Retriever puppy (ID# 7165) is being housed in the largest enclosure which measures 67 inches long by 24 inches deep by 22 inches high. When the puppy is in a normal standing position with his head held in line with his body, there is only about 1.5-2 inches of clearance between the top of his head and the ceiling of the enclosure. All dogs required a minimum of 6 inches of clearance above the top of their heads.

Failing to provide adequate head space in a primary enclosure prevents normal postural adjustments, including stretching the neck up and can lead to discomfort and potential developmental abnormalities, especially in larger breed dogs.

Correct by the end of business on September 6, 2022, by ensuring that all dogs are provided with at least the minimum space required by the Animal Welfare Act. This issue was identified to facility representatives as soon as it was found on 9/1.

3.8

Exercise for dogs.

The facility does not have a written exercise plan approved by their attending veterinarian for all dogs over 12 weeks of age who are not provided with either twice their required floor space or those who are pair housed and are provided with 100 % of the required floor space for both dogs. According to the General Manager and husbandry staff, the dogs in the NICU and sales floor are temporarily moved to an "exercise pen" while their enclosures are being cleaned daily and are then moved back to their primary enclosures. After consulting with the attending veterinarian, there is no exercise plan

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL
OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

that has been developed and approved for this facility.

It is important for proper development and maintenance of muscle, joint, and tendon strength to provide dogs over 12 weeks of age exercise.

Correct by September 9, 2022, by creating a written exercise plan approved by the attending veterinarian that includes standard procedures to provide all dogs over 12 weeks of age the opportunity for exercise.

3.11(a)

Cleaning, sanitization, housekeeping, and pest control.

Enclosures in the nursery and NICU are not being spot cleaned frequently enough to provide the dogs freedom to avoid contact with their own excreta. The enclosures are made out of stainless steel with wire floorings and are cleaned out daily by employees. However, some of the puppies are pooping frequently enough that there is not enough space in the enclosure to avoid coming into contact with their own feces. One Pomeranian puppy was lying on a bed inside the enclosure where feces had been crushed into the bed underneath the dog's rear and appeared to have been that way for several hours. The Pomeranian also had fecal material on all four feet, up to its hocks.

Animals that do not have enough space in their enclosure to avoid coming into contact with their own feces are at a higher risk for diseases and reinfesting themselves with potential pathogens.

Correct by the end of business on September 6, 2022, by ensuring all enclosures are being cleaned with enough frequency that animals have the freedom to avoid contact with their own excreta and soiling of the dogs.

3.11(b)(2)

Cleaning, sanitization, housekeeping, and pest control.

All dog kennels are being cleaned with either dilute bleach or a product called Fresh Scent. Both products are considered disinfectants but require a detergent prior to application in order to work as a disinfectant. Although the kennels are being cleaned out daily, they are never actually sanitized appropriately due to the absence of a detergent cleaning step.

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

Adequate cleaning and sanitization are critical for eliminating disease risks, especially in young puppies that are still establishing a strong immune system and, in an environment, where turn-over is high.

Correct by September 16, 2022, by incorporating a detergent to clean the enclosures and remove all organic material prior to the application of a disinfectant at least once every 2 weeks.

3.11(c)

Cleaning, sanitization, housekeeping, and pest control.

There is an excessive amount of dust and cobwebs in the room containing the sales floor enclosures. There is a solid, thick coating of dust covering all the air conduits just below the ceiling. The ceiling is comprised of drop tiles, some of which have a three-dimensional buildup of dust hanging down from the tiles. In the corner closest to the back exit of the building, there are cobwebs and dust adhered to the wall. In the "tunnel" leading between the back of the puppy sales floor to the small animal supplies area of the store, there is a large accumulation of wood, boxes, bins, reptile enclosures, and other miscellaneous supplies and materials that block access to the shelving. The overcrowding of the storage tunnel doesn't allow for adequate inspection behind the shelving to check for pests and provides areas for harborage of pests. It is important to maintain a basic level of husbandry in and around animal areas to avoid potential illness or discomfort from breathing in too much dust and be able to inspect around the premises for evidence of pests.

Correct by October 4, 2022, by keeping premises clean and free of accumulations of trash, junk, or discarded matter to reduce or eliminate living areas for rodents and other pests and to facilitate basic husbandry practices.

3.31(a)(1)

Sanitation.

All guinea pig and hamster enclosures are being cleaned with dilute bleach and Windex on a daily or bi-weekly basis. Although bleach is an acceptable disinfectant, it requires all organic material to be removed prior to application to work as a disinfectant. Although the enclosures are being cleaned out frequently, they are never actually sanitized appropriately

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Inspection Report

due to the absence of a detergent cleaning step.

Adequate cleaning and sanitization are critical for eliminating disease risks, especially in an environment where turn-over of animal groups is high.

Correct by September 16, 2022, by incorporating a detergent to clean the enclosures and remove all organic material prior to the application of a disinfectant at least once every 2 weeks.

This inspection and exit interview were conducted with facility representatives.

Prepared By: RACHEL PEREZ-BAUM
USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL
OFFICER

Date:
09-SEP-2022

Received by Title: Facility Representative

Date:
09-SEP-2022



Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
329984	52-B-0165	001	R M R S MANUFACTURING & DISTRIBUTING INC	01-SEP-2022

Count	Scientific Name	Common Name
000010	<i>Cavia porcellus</i>	DOMESTIC GUINEA PIG
000014	<i>Atelerix albiventris</i>	FOUR-TOED HEDGEHOG
000008	<i>Oryctolagus cuniculus</i>	DOMESTIC RABBIT / EUROPEAN RABBIT
000030	<i>Meriones unguiculatus</i>	MONGOLIAN GERBIL
000001	<i>Phodopus sungorus</i>	DJUNGARIAN / RUSSIAN WINTER WHITE DWARF HAMSTER
000009	<i>Mustela putorius furo</i>	DOMESTIC FERRET
000013	<i>Octodon degus</i>	DEGU
000002	<i>Rattus norvegicus</i>	NORWAY RAT / LAB RAT (COMMON RESEARCH/PET VARIETY)
000104	<i>Mesocricetus auratus</i>	SYRIAN / GOLDEN HAMSTER
000008	<i>Cricetulus griseus</i>	CHINESE HAMSTER
000009	<i>Canis lupus familiaris</i>	DOG ADULT
000004	<i>Petaurus breviceps</i>	SUGAR GLIDER
000053	<i>Canis lupus familiaris</i>	DOG PUPPY
000265	Total	