ATTENDING VETERINARIAN AND ADEQUATE VETERINARY CARE (DEALERS AND EXHIBITORS).

Multiple chinchillas had health problems that had not been recognized by the facility and were not receiving any medical treatment:

- Male grey (no id; housed in south stacked cages, west/front room) had a large hairless swelling under its chin and its right eye was crusted shut and had hair loss around it with a creamy pale discharge.

- Female grey with ear tag 332; its right eye was swollen and had a pale creamy discharge.

- Female black with ear tag GROS 313 had a soiled and unkempt hair coat, crusty eyes and hair loss around the lower jaw area. The licensee said that it appeared to have 'bone spurs' on the bottom jaw and may have bad back teeth. The combination of an unkempt hair coat, crusty eyes, and hair loss are suggestive of an underlying health condition that must be determined by the attending veterinarian and treated per the AV's recommendations.

- Male beige with ear tag GROS 329; its left eye was swollen and had a pale creamy discharge in it.

- Male beige (no ID; cage card "AMMC"); its left eye was swollen and had a pale creamy discharge in it.

- Male cream with ear tag GROS 375; had a large, hairless swelling under its chin that was firm and had reddened skin indicating inflammation. The chinchilla would vocalize each time the swelling was lightly touched indicating the swelling was painful.

- Female beige with ear tag GROS 352 had a large hairless swelling on the area under its chin.

INDIRECT NON-COMPLIANCE:

- White female in cage 168 on south stacked cages, tag 876 had a swollen area with hair-loss and the tissues felt thickened. Licensee said that this was just a 'plump' chinchilla. Given the other chinchillas with concerning chin swellings, the licensee must have this chinchilla observed by the veterinarian to determine if any treatment is needed.
necessary.

- Female grey with ear tag PMR 233; its left eye had an opaque mass inside of its eyeball. To ensure that this condition is not painful, the licensee must have the attending veterinarian observe this animal's condition and follow any treatment instructions.

- Silver grey female (no ID, housed in front room, north side, row of cages facing the wall); had a left head tilt and when it moved, it would circle to its left. The licensee reports observing this problem about two months ago and has been observing it for improvement but the attending veterinarian has not been consulted to diagnose and guide any treatment for this animal.

**Untreated medical problems can cause ongoing pain in affected animals and can be contagious to other animals in the building. The veterinarian must be contacted to properly diagnose and treat each animal's health problem and the facility must follow the recommended treatment. Documentation of the diagnosis and treatment plan for animals must available for APHIS officials for future inspections.

2.40(b)(3) DIRECT REPEAT

ATTENDING VETERINARIAN AND ADEQUATE VETERINARY CARE (DEALERS AND EXHIBITORS).

The facility had previously recognized and had 10 chinchillas under treatment with eye problems at the time of inspection, but there were 9 more chinchillas that had health problems that we brought to the licensee's attention during inspection. These 9 chinchillas were pointed out to the licensee by inspectors to have health conditions:

- Male grey (no id; housed in south stacked cages, west/front room) had a large hairless mass under its chin and its right eye had hair loss around it with a crusty and creamy pale discharge.
- Female grey with ear tag 332; its right eye was swollen and had a pale creamy discharge.
- Female black with ear tag GROS 313 had a soiled and unkempt hair coat, crusty eyes and hair loss around the lower jaw areas.
- Male beige with ear tag GROS 329; its left eye that was swollen and had a pale creamy discharge in it.
- Male beige (no ID; cage card "AMMC"); its left eye was swollen and had a pale creamy discharge in it.
- Male cream colored with ear tag GROS 375; had a large, hairless swelling under its chin that was firm. The chinchilla would vocalize each time the swelling was lightly touched indicating possible pain.
- Female beige with ear tag GROS 352 had a large hairless swelling on the area under its chin.

INDIRECT NON-COMPLIANCES:

- Female white in cage 168 on south stacked cages, tag 876 had a swollen area with hair-loss and the tissues felt thickened.
- Female grey with ear tag PMR 233; its left eye had an opaque mass inside of its eyeball.
Lack of thorough daily observations has resulted in animals not receiving prompt veterinary care. The facility must develop and maintain a method of routine daily observations to ensure any animal with a health problem is treated promptly and appropriately.

3.125(a) REPEAT
FACILITIES, GENERAL.
Structural Strength.

Two enclosures had wire points that the animals could contact. Two chinchillas were affected. Sharp metal points inside the enclosure can result in animal injuries. The facility must be maintained in good repair to contain and protect animals from injury.

Note: The licensee corrected the sharp metal points during the inspection.

3.125(d) DIRECT REPEAT
FACILITIES, GENERAL.
Waste disposal.

The facility’s equipment to eliminate the excreta, waste, and used bedding from the gutter was not working properly at the time of inspection. There was a large buildup of excreta, waste, used bedding and water under the enclosures of animals located over the south gutter of the facility. This buildup of material created a strong ammonia smell and foul odor within the facility and a large number of small black flies were present in the middle room of the facility. This buildup of material and foul odors can cause sickness in animals and attract pests such as flies. Eliminate the excessive buildup of excreta, waste, used bedding and excess soiled water from the facility as often as necessary to minimize vermin infestation, odors, and disease hazards.

Note: The licensee reports having contacted the repairman prior to inspection and contacted the repairman during the inspection and scheduled repairs for Sunday 6/26/2016. The licensee must ensure that it is fixed by then. If the equipment breaks down again, additional methods must be used to remove soiled material from the building to protect the animals from excessive odors and disease hazards.

3.130 REPEAT
WATERING.

The water lines that provide water for the majority of the animals have sections where the tubing has a greenish appearance. The outside of the watering line continues to have some areas where an excessive buildup of hair and
soiled material is present. At least one watering bottle had a greenish buildup inside of it. Unclean water receptacles may contaminate the water supply and cause many animals to get sick. To protect the health of the animals, clean and/or replace water lines, spouts, and bottles as often as necessary to assure a clean supply of water to the animals.

3.131(a) REPEAT
SANITATION.

Enclosures in the front room in the middle group pens where about 20 chinchillas are housed and enclosures on the stacked enclosures on the south side of the front room housing approximately 10 chinchillas were noted to have an excessive amount of feces. The licensee stated that the enclosures had not been cleaned out in about two and a half weeks. Excessive accumulations of feces can increase animals' risks for disease and does not provide for their comfort. Enclosures must be cleaned out as often as necessary to minimize excessive accumulations of feces and soiled bedding.

Exit interview conducted with facility representative by VMO Welch and ACI Wilken.

Additional Inspectors
Wilken Kevin, Animal Care Inspector

Prepared By: SCOTT WELCH, D V M USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL OFFICER 6046
Date: 08-JUL-2016

Received by Title: CERTIFIED MAIL 7015 3430 0000 1868 5663
Date: 08-JUL-2016
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