



Inspection Report

Exotic Animal Exhibits LLC

3238 NC 111 South
Pinetops, NC 27864

Customer ID: **328949**

Certificate: **55-C-0294**

Site: 001

Exotic Animal Exhibits

Type: ROUTINE INSPECTION

Date: 13-FEB-2024

2.40(b)(3)

Critical

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

Performance of daily observations to evaluate the health and well-being of the animals could not be confirmed. Many significant observation findings were not communicated with the Attending Veterinarian (AV). Multiple observations and veterinary evaluations of AWA-covered animals by a private veterinarian (PV) occurred from 01Jan2023 forward but none of these observations/activities were communicated to the AV.

Observations made by the facility but not reported to the AV include:

- A ringtail lemur was found dead with blood pooled from its mouth in its enclosure on 30Oct2023. No AV consultation was sought, and therefore no necropsy was conducted, and no cause of death was determined.
- A ringtail lemur injured a patron's face during a hands-on encounter on 27October2023 (see citation 2.131c1). The AV was not contacted regarding the observation and therefore, was unable to direct subsequent actions taken or not taken by the facility.
- One harlequin macaw was found to have plucked out all of its breast feathers overnight on 17January2024. The facility has not contacted the AV and has sought no veterinary care/consultation for the bird to date.
- A camel was reported to have diarrhea since 30January2024. The facility had not contacted the AV for guidance. Instead, feces were collected and sent to an outside lab for analysis on 13February2024, but not under the direction of the AV.

Observations and veterinary evaluations/treatments made by the PV but without communication with the AV include:

- 11January2023 - Kangaroo Captain Jack was neutered.
- 11January2023- Rabbit named Wisp was evaluated and treated for ear infection and ear mites.
- 28February2023 – Kangaroo Hank Williams was neutered.
- 28March2023 – Rabbit named Wisp was presented to PV for “severe fecal and fur matting on rump.”
- 04April2023 – An infant wallaby was presented for no defecation for 5 days, per the owner. The record also states that the wallaby “has to be forcefed bottle. Started coughing. O just got pet 1 week ago.” Veterinary notes state “BCS 3/9, decreased muscle mass and adipose. Coughing intermittently.” Aspiration pneumonia was on the differential list.
- 10April2023 - Flemish Giant rabbit Penelope was presented to the PV with the complaint of it not having the use of its

Prepared By: MARY ANN MCBRIDE

USDA, APHIS, Animal Care

Date:

15-FEB-2024

Title: VETERINARY MEDICAL
OFFICER

Received by Title: Licensee

Date:

15-FEB-2024



Inspection Report

back legs. The PV records indicated a spinal injury and the rabbit was euthanized. The AV was not notified of this veterinary care action nor of any injury to the animal prior to this action.

- 12May2023 – Cavy named Dayton was evaluated by PV for a broken front leg the day after it was received by the facility. The veterinary records state that “a fracture was palpated – distal radius/ulna. Concern for healing – may need amputation if not healing.” The limb was splinted and “weekly splint check and recheck rads in 4 weeks” was prescribed. This cavy was evaluated and splinted again on 18May2022. The radiographs prescribed by PV were not completed.
- 18May2023 – Bison named Bentley evaluated by PV for severe respiratory disease. The bison died soon thereafter. It could not be confirmed that the facility was able to administer the Excede antibiotic prescribed by the PV.
- 31May2023 - A cavy named Buddy was presented to the PV for severe fight wounds and injuries. The PV’s records show that the animal “was attacked weeks ago by other cavies.” The animal has “large open wounds and pus noted” at hospital admission. The veterinarian’s notes state “severe mucopurulent discharge from multiple large wounds and tracking down muscle layers. Patient is severely cachexic. Several digits devitalized.” The animal was treated that day. The licensee did not return the animal for the recheck appointment scheduled on 05June2023.
- 09June2023 - The same cavy Buddy was represented at the PV 9 days after the 31May2023 wound evaluation and treatment visit. PV records on 09June2023 indicate that its condition had deteriorated significantly. The following findings were documented: “pet is emaciated, missing mandibular incisors and right maxillary is fractured. Wounds are draining thick caseous purulent discharge. Devitalized digits with fractures and open wounds, purulent discharge from the paw in draining tracts.” Veterinary records indicate that the animal was then sedated to address the significant medical concerns. However, the animal died during recovery from sedation. The AV was never notified about anything regarding the injuries this animal sustained or the attempted care it received.
- 09September2023 – Cavy named Archie was presented as an “emergency walk-in. Eye discharge and head swelling noted today. May have been going on.” The veterinary notes state thick mucoid discharge and hyperemic conjunctive w eyelid swelling.” The animal was treated that day.
- 08February2024 – A heavily pregnant goat was evaluated for “possible prolapse. Patient been in this state for about 1.5 – 2 weeks.” The goat was evaluated for “intermittent vaginal prolapse suspected.” The goat delivered 3 healthy kids at the home facility the following week.

Not conducting careful daily observations of the health and well-being of the animals and not communicating all unexpected daily observations to the AV in a timely manner can result in the illness and death of animals at the facility, both of which occurred during this time period.

The regulations state that each exhibitor shall establish and maintain programs of adequate veterinary care that include daily observation of all animals to assess their health and well-being; Provided, however, That daily observation of animals may be accomplished by someone other than the attending veterinarian; and Provided, further, That a mechanism of direct and frequent communication is required so that timely and accurate information on problems of animal health, behavior, and well-being is conveyed to the attending veterinarian. Correct by 16Feb2024.

2.131(c)(1)

Handling of animals.

A facility representative informed the inspector during inspection that a ringtail lemur injured a person’s face during a hands-on encounter on 27October2023. The facility representative believed the injury to be a scratch, but no documentation was provided to support that belief. The facility had no records of the following: details of the interaction,

Prepared By: MARY ANN MCBRIDE
USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL
OFFICER

Date:
15-FEB-2024

Received by Title: Licensee

Date:
15-FEB-2024



Inspection Report

the severity of the injury, whether the person was instructed to seek medical care, no photographs, and no observation was made to the AV.

Handling a lemur in a manner that allows injury to members of the public puts both the public and the animal at risk of harm or injury.

The regulations state that during public exhibition, any animal must be handled so there is minimal risk of harm to the animal and to the public, with sufficient distance and/or barriers between the animal and the general viewing public so as to assure the safety of animals and the public. Correct by 17Feb2024.

3.57

Employees.

Based on the details contained in the additional citations regarding rabbits made in this report (2.40b3, 3.58a), the facility had not maintained adequate staffing to meet the husbandry requirements of the AWA. Specific examples of inadequate staffing include: rabbit with fecal matting around rump, rabbit with injured back, and a rabbit with an ear infection and ear mites. These incidents indicate that there is not enough staff to conduct appropriate daily observations and to provide adequate husbandry to the rabbits.

Not having adequate staffing puts the health and well-being of the rabbits at risk.

The regulations state that a sufficient number of employees shall be utilized to maintain the prescribed level of husbandry practices set forth in this subpart. Such practices shall be under the supervision of an animal caretaker who has a background in animal husbandry or care. Correct by 29Feb2024.

3.58(a)

Classification and separation.

One rabbit is housed in the same enclosure as one sloth.

The regulations do not permit interspecies cohabitation with rabbits.

The regulations state that rabbits shall not be housed in the same primary enclosure with any other species of animals unless required for scientific reasons. Correct by 17Feb2024.

3.81

Environment enhancement to promote psychological well-being.

The Primate Environmental Enrichment Program (PEEP) provided insufficient information and did not include the singly-housed capuchin. The plan specifically does not address social grouping, special considerations, restraint and exemptions. The current plan has not been evaluated and updated with the current AV under contract for this facility.

Not producing and following an adequate PEEP under the direction of the AV can put the nonhuman primates (NHPs) at

Prepared By: MARY ANN MCBRIDE
USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL
OFFICER

Date:
15-FEB-2024

Received by Title: Licensee

Date:
15-FEB-2024



Inspection Report

the facility at risk of injury or lack of adequate enrichment.

The regulations state that exhibitors must develop, document, and follow an appropriate plan for environment enhancement adequate to promote the psychological well-being of nonhuman primates. The plan must be in accordance with the currently accepted professional standards as cited in appropriate professional journals or reference guides, and as directed by the attending veterinarian. The plan, at a minimum, must address each of the following: a. social grouping, b. environmental enrichment, c. special considerations, d. restraint devices and e. exemptions. Correct by 29Feb2024.

3.85

Employees.

Based on the details included in additional citations regarding the nonhuman primates (NHPs) in this report (2.40b3, 2.131c1, 3.81), the facility had not maintained adequate staffing to meet the professional requirements of the AWA regarding NHPs. Specific examples of inadequate staffing include: not having an updated and complete PEEP that is actively followed by the facility, the death of a lemur with no follow-up for cause and impact, and the injury to a patron by a lemur.

Not having adequate staffing puts the health and well-being of the lemurs and capuchin at risk of disease, injury and/or death.

The regulations state that every person subject to the Animal Welfare Act maintaining nonhuman primates must have enough employees to carry out the level of husbandry practices and care required in this subpart. The employees who provide husbandry practices and care, or handle nonhuman primates, must be trained and supervised by an individual who has the knowledge, background, and experience in proper husbandry and care of nonhuman primates to supervise others. The employer must be certain that the supervisor can perform to these standards. Correct by 29Feb2024.

3.125(a)

Repeat

Facilities, general.

The enclosure housing 4 goats had an area about 1.5'-wide where the bottom of the chain link fence was bowed into the enclosure and appeared to have been pushed in by an outside animal/animals. There were loose personal dogs, pigs, ponies, emus, alpacas and a llama in the playground area outside the goat enclosure (but within the perimeter fence) during this inspection.

Not having secure enclosures puts the goats at risk of injury or escape due to this gap in the fence.

The regulations state that the facility must be constructed of such material and of such strength as appropriate for the animals involved. The indoor and outdoor housing facilities shall be structurally sound and shall be maintained in good repair to protect the animals from injury and to contain the animals.

3.131(a)

Repeat

Sanitation.

Prepared By: MARY ANN MCBRIDE
USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL OFFICER

Date:
15-FEB-2024

Received by Title: Licensee

Date:
15-FEB-2024



Inspection Report

The kinkajou enclosure located inside the primary residence contained excessive amounts of food debris and feces; most of the lower ¼ of the cage was coated in grime and needed cleaning.

Not maintaining adequate levels of sanitation can pose disease risks for the animals and the people in the household.

The regulations state that excreta shall be removed from primary enclosures as often as necessary to prevent contamination of the animals contained therein and to minimize disease hazards and to reduce odors.

3.131(c)

Sanitation.

The lower pool in the otter enclosure was empty but contained a mop, a skimmer net, a squeegee, scrub brushes and other cleaning implements.

Leaving pool cleaning equipment in an area occupied by otters puts the otters at risk of entrapment injury, ingestion of foreign material, and potential exposure to chemicals.

The regulations state that premises (buildings and grounds) shall be kept clean and in good repair in order to protect the animals from injury and to facilitate the prescribed husbandry practices set forth in this subpart. Correct by 17Feb2024.

3.132

Employees.

Based on the additional citations regarding the mammals in this report (2.40b3, 3.125a, 3.131a, 3.131c), the facility had not maintained adequate staffing to meet the standards and requirements of the AWA. Specific examples of inadequate staffing impacts include: Buddy the Cavy's attack weeks prior to receiving veterinary care, Archie the Cavy's severe eye infection, the Bison's upper respiratory infection and subsequent death, infant wallaby not defecating for 5 days before veterinary evaluation and likely having aspiration pneumonia from force-feeding, and leaving the pool-cleaning equipment in the enclosure with the otters.

Not having adequate staffing puts the health and well-being of the mammals in the facility at risk of injury, poor health and death, each of which has occurred between 01January2023 and 15Feb2024.

The regulations state that a sufficient number of adequately trained employees shall be utilized to maintain the professionally acceptable level of husbandry practices set forth in this subpart. Such practices shall be under a supervisor who has a background in animal care. Correct by 29Feb2024.

3.152(b)

Facilities, outdoor

One turkey was contained in an open area that provided no shelter or cover to allow the animal seek protection from rain, winds, and inclement weather. Significant rains had occurred the night prior to the inspection and strong gusty winds were blowing during the inspection.

Prepared By: MARY ANN MCBRIDE
USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL OFFICER

Date:
15-FEB-2024

Received by Title: Licensee

Date:
15-FEB-2024



Inspection Report

Not providing adequate shelter from rain, winter winds and inclement weather can have serious negative impacts on the health of the turkey due to exposure.

The regulations state that outdoor housing facilities must provide adequate shelter, appropriate to the species and physical condition of the birds, for the local climatic conditions to protect the birds from any adverse weather conditions. Correct by 17Feb2024.

3.153(b)

Primary enclosures.

The sun conure was housed in a horizontal guinea pig enclosure. The bird was restricted from flying and conducting other normal bird behaviors due to the vertical limitations of the enclosure.

Not providing adequate space for flying and climbing can have negative impacts on the bird's well-being and health.

The regulations state that primary enclosures must be constructed and maintained so as to allow each bird to make normal postural and social adjustments, such as dust-bathing and foraging, with adequate freedom of movement and freedom to escape from aggression demonstrated by other animals. Correct by 17Feb2024.

3.154

Environment enhancement to promote psychological well-being.

The Bird Environmental Enrichment Program (BEEP) was incomplete and not detailed enough to meet the required categories in the regulations. There was no description of enrichment for the different species groups, no details regarding social grouping needs for the species held (compatibility of 2 macaws and 1 sun conure with contact to each other; single housing of 1 nanday conure and of 1 cockatoo), and no special considerations are documented for the 2 known feather-plucking birds (macaw and cockatoo). The AV had reviewed the initial brief document prepared by the facility and had requested additional details and information, which had not been provided to the AV at the time of this inspection.

Not developing and following an appropriate BEEP can put the health and welfare of the birds at risk.

The regulations state that exhibitors must develop, document, and follow a species-appropriate plan for environment enhancement adequate to promote the psychological well-being of birds. The plan must be approved by the attending veterinarian and must be in accordance with the regulations in this subpart and with currently accepted professional standards as cited in appropriate professional journals or reference guides. The plan, at a minimum, must address each of the following: a. social grouping. b. environmental enrichment. c. special considerations. c. Restraint devices and e. exemptions. Correct by 29Feb2024.

3.158(a)(1)

Cleaning, sanitization, housekeeping, and pest control.

Prepared By: MARY ANN MCBRIDE

USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL
OFFICER

Date:
15-FEB-2024

Received by Title: Licensee

Date:
15-FEB-2024



Inspection Report

The shelter structure in the sun conure's enclosure and the floor in front of the enclosure were splashed with feces from the macaws loose in the room.

Not maintaining adequate levels of sanitation and protecting the conure from the macaw feces presents a disease and pest risk.

The regulations state that excreta and food waste must be removed from primary enclosures and from under and around primary enclosures as often as necessary to prevent excessive accumulation of feces and food waste, to prevent soiling of the birds contained in the primary enclosures, and to reduce disease hazards, insects, pests, and odors. Correct by 17Feb2024.

3.159

Employees

Based on the additional citations regarding the facility's birds in this report (2.40b3, 3.52b, 3.53b, 3.154), the facility did not maintain adequate staffing to meet the requirements of the AWA. Specific impacts of inadequate staffing include the incomplete BEEP, not addressing the needs of the singly housed birds and the feather-plucking birds, and not providing adequate shelter for the turkey.

Not having adequate staffing puts the health and well-being of the birds in the facility at risk.

The regulations state that a sufficient number of adequately trained employees or attendants must be utilized to maintain the professionally acceptable level of husbandry and handling practices set forth in this subpart. Such practices must be conducted under the supervision of a bird caretaker who has appropriate experience in the husbandry and care of birds that are being managed in a given setting. Correct by 29Feb2024.

This inspection and exit interview were conducted with facility representatives.

Prepared By: MARY ANN MCBRIDE
USDA, APHIS, Animal Care
Title: VETERINARY MEDICAL
OFFICER

Date:
15-FEB-2024

Received by Title: Licensee

Date:
15-FEB-2024



Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
328949	55-C-0294	001	Exotic Animal Exhibits	13-FEB-2024

Count	Scientific Name	Common Name
000001	<i>Potos flavus</i>	KINKAJOU
000001	<i>Bos primigenius indicus</i>	ZEBU
000002	<i>Notamacropus rufogriseus</i>	BENNETT'S WALLABY / RED-NECKED WALLABY
000001	<i>Vulpes zerda</i>	FENNEC FOX
000001	<i>Hydrochaeris hydrochaeris</i>	CAPYBARA
000001	<i>Bos taurus</i>	CATTLE / COW / OX / WATUSI
000008	<i>Capra hircus</i>	DOMESTIC GOAT
000005	<i>Sus scrofa domestica</i>	DOMESTIC PIG / POTBELLY PIG / MICRO PIG
000004	<i>Oryctolagus cuniculus</i>	DOMESTIC RABBIT / EUROPEAN RABBIT
000003	<i>Leptailurus serval</i>	SERVAL
000001	<i>Hystrix cristata</i>	AFRICAN CRESTED PORCUPINE
000001	<i>Camelus dromedarius</i>	DROMEDARY CAMEL
000001	<i>Equus quagga</i>	BURCHELL'S / GRANT'S / CHAPMAN'S / PLAINS ZEBRA
000005	<i>Lama pacos</i>	ALPACA
000003	<i>Osphranter rufus</i>	RED KANGAROO
000001	<i>Choloepus hoffmanni</i>	HOFFMANN'S TWO-TOED SLOTH
000007	<i>Lemur catta</i>	RING-TAILED LEMUR
000001	<i>Cynomys ludovicianus</i>	BLACK-TAILED PRAIRIE DOG
000003	<i>Canis lupus X C. familiaris</i>	WOLF/DOG HYBRID
000001	<i>Atelerix albiventris</i>	FOUR-TOED HEDGEHOG
000001	<i>Vulpes lagopus</i>	ARCTIC FOX
000001	<i>Nasua olivacea</i>	MOUNTAIN COATI
000001	<i>Sapajus appella</i>	BROWN CAPUCHIN / TUFTED CAPUCHIN
000001	<i>Macropus giganteus</i>	EASTERN GREY KANGAROO
000002	<i>Dolichotis patagonum</i>	PATAGONIAN CAVY / MARA
000002	<i>Aonyx cinereus</i>	ORIENTAL SMALL-CLAWED OTTER
000002	<i>Nasua narica</i>	WHITE-NOSED COATI
000001	<i>Lama glama</i>	LLAMA
000001	<i>Erethizon dorsatum</i>	NORTH AMERICAN PORCUPINE
000002	<i>Dromaius novaehollandiae</i>	EMU
000001	<i>Ara ararauna</i>	BLUE-AND-YELLOW MACAW / BLUE-AND-GOLD MACAW
000001	<i>Ara, Anodorhynchus, Primolius, Diopsittaca spp hybrid</i>	MACAW HYBRID
000028	<i>Gallus gallus domesticus</i>	DOMESTIC CHICKEN (INCLUDING ALL DOMESTIC BREEDS / TURKIN / COCK / HEN / ROOSTER)
000002	<i>Meleagris gallopavo domesticus</i>	DOMESTIC TURKEY
000001	<i>Cacomantis aeruginosus</i>	MOLUCCAN CUCKOO
000001	<i>Ovis aries aries</i>	SHEEP INCLUDING ALL DOMESTIC BREEDS
000001	<i>Aratinga solstitialis</i>	SUN PARAKEET
000001	<i>Aratinga nenday</i>	NANDAY PARAKEET
000004	<i>Mustela putorius furo</i>	DOMESTIC FERRET
000105	Total	



Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
328949	55-C-0294	001	Exotic Animal Exhibits	13-FEB-2024