



Inspection Report

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Napoleon, OH 43545

Customer ID: **21014**
Certificate: **31-A-0247**
Site: 001
DOUG, MARK, RON & TIM DIETRICH
Type: ROUTINE INSPECTION
Date: 19-NOV-2019

2.40(b)(2)

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

Currently, adult chinchilla's are not being provided or offered access to dust baths. However, weaned chinchilla's are provided access to dust baths for 30 minutes each day. A Licensee stated that the weaned chinchilla's receive dust baths because it makes them look better and puffs their coats up. In communicating with the attending veterinarian, he stated that he was unaware of the adults not being offered an opportunity for dust baths. The attending veterinarian agreed that dust baths are essential for their normal grooming techniques and overall health and wellbeing. Without access to dust baths, chinchillas have no ability to rid themselves of excessive moisture. In addition, it exposes them to potential health issues such as hair loss, dry skin, fungal infections and hairballs. Several health issues identified on today's inspection could be a direct result of the lack of dust baths. The facility must communicate with their attending veterinarian to ensure that they are using appropriate methods to prevent, control, diagnose and treat all health issues.

Correct By: 11/26/2019

2.40(b)(3) DIRECT

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

A female beige chinchilla, Z6633, has red/brown bloody crusts on both ears. Loose hairs are trapped within the dried crusts. The right ear is more severely affected and significantly reddened. On the right ear, crusting is present on the inside and outside of the ear. The ear edges are irregular in shape.

A female standard chinchilla, 2470, is thin. Her right eye is unrecognizable. The tissue surrounding the eye is swollen. A portion of the tissue is red. The affected tissue is covered by a brown/yellow dry and crusty material. Approximately 1 inch of the animal's collar is covered with matted fur and a dry yellow crust. Upon further examination, at least ½ inch of the animal's collar is embedded into the top portion of her neck. The skin around the affected area is covered in a thick yellow/green crust. Blood is present and muscle can be identified in the open wound.

A male standard chinchilla, M-W122, was noticed to be inactive and in the back corner of the enclosure. Both of the

Prepared By: SEBERA SHANNON, A C I USDA, APHIS, Animal Care

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United States Department of Agriculture
Animal and Plant Health Inspection Service

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eyes are crusted shut. A dry green discharge is observed surrounding the eyes and the fur is wet. A white creamy pus-like material is expressing from the eye socket upon manipulation. The animal also has dry white/green crusts on its nose.

The right eye of a female standard chinchilla, RN1822, is sunken and dry. The eye and its surrounding tissue is covered with a green discharge. Portions of the green discharge are dried and crusty. The anatomy of the eye is unrecognizable.

The left eye of a female ebony/violet chinchilla, 16011F, has at least a 5mm round growth extending from the front portion of the bottom eyelid. The growth is obstructing approximately $\frac{1}{4}$ of the animal's eye. A scab is observed in the center of the growth. The growth is in direct contact with the outer surface of the eye. A wet green discharge is present within the eye and on the surrounding skin. Approximately a $\frac{1}{2}$ inch diameter of skin is missing hair on top of her head.

The right eye of a female ebony chinchilla, 14-147F, is cloudy. The normal anatomy of the eye is unrecognizable. The entire circumference of the eye has a significant amount of blood vessels that are extending toward the center of the globe.

The left eye of a female mosaic chinchilla, 07-220F, is significantly enlarged. It is at least twice the size of the right eye. The left eye is cloudy and the normal anatomy is unrecognizable. Near the center of the left eye is a dark circular opacity. A white/creamy discharge is present in the right eye.

The tail tip of a female standard chinchilla, Y6363, is swollen with hair loss. The skin is extremely reddened, bloody, and scabbed. A large portion of the tail is missing with only approximately 1-1.5 inches of tail remaining. The chinchilla is painful, screaming when picked-up at its tail base. A piece of white material, bone, is extending from the tip of the tail.

A male standard chinchilla, TE-7924, has blood on the middle of his tail. The fur with the blood is matted and crusted. Under the matted fur is an open wound. The skin is reddened and thickened with hair loss. The center of the wound is bright yellow and surrounded by a white creamy pus-like material. The chinchilla is extremely painful, screaming when picked-up and when matted fur is manipulated.

All of the health issues identified above are significantly impacting animal health and wellbeing. Daily observation of these animals is not effective. Thus, health issues are not identified within a timely manner. It is the Licensees responsibility that daily observations are completed appropriately and effectively. Additionally, there must be a mechanism of direct and frequent communication with the attending veterinarian to ensure all health issues are addressed within a timely manner, to include the animals identified above.

Correct By: Close of Business 11/20/2019

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

A female ebony chinchilla, M590, has a 2 inch by 2 inch area of patchy hair loss over her back.

A female standard chinchilla, MV38, has hair loss and scabbing around her nose.

A female standard chinchilla, RN2738, has patches of hair loss with scabbing and flaking along the length of her back. Her right ear has numerous areas of scabbing. Hair loss is also observed on the top of her nose.

A male standard chinchilla, 2769, has hair loss around his nose.

A male standard chinchilla, 19-87M, is unable to open its left eye completely. The fur surrounding the eye is wet and covered with a white/green discharge.

All of the health issues identified above are impacting animal health and wellbeing. Daily observation of these animals is not effective. Thus, health issues are not identified within a timely manner. It is the Licensees responsibility that daily observations are completed appropriately and effectively. Additionally, there must be a mechanism of direct and frequent communication with their attending veterinarian to ensure all health issues are addressed within a timely manner, to include the animals identified above.

Correct By: 11/22/2019

3.129(b)(2)

FEEDING.

Over 45% of the enclosures have an excessive amount of rust on the self-feeders where the food is dispensed. Rust cannot be effectively cleaned or sanitized. In addition, several feeders have a moderate buildup of debris adhered to the inside walls. One of the Licensee's stated that they do not currently have a routine method for cleaning and sanitizing any of the self-feeders within the facility. Improper cleaning allows for the buildup of dust, dirt, excreta and other organic materials. The Licensee must ensure that all food receptacles are kept clean and sanitary at all times.

Correct By: 12/3/2019

3.131(a)

SANITATION.

A strong ammonia odor is present within the facility. Over 50% of the enclosures have moderate to excessive

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amounts of rust on the wire mesh of the enclosure walls and/or the pans at the bottom of the enclosures. Rust cannot be effectively cleaned or sanitized. In addition, over 50% of the enclosures have an excessive buildup of excreta and/or urine soaked bedding and wood pieces that are urine saturated. In communicating with the facilities attending veterinarian, he stated that he was concerned with the ventilation of the facility due to the strong ammonia odor. Insufficient cleaning and sanitization is directly contributing to the odor within the facility. The Licensee must ensure that excreta and urine saturated bedding and wood be removed from the enclosures as often as necessary to prevent the contamination of the animals, minimize disease hazards and to reduce odor. The Licensee must consult with their attending veterinarian to ensure that they have appropriate methods in place for routine cleaning and sanitization to address the attending veterinarians concern for the ventilation/odor within the facility.

Correct By: 12/3/2019

This inspection and exit interview were conducted with a Licensee.

Additional Inspectors

O Malley Justine, Veterinary Medical Officer

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Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
21014	31-A-0247	001	DOUG, MARK, RON & TIM DIETRICH	19-NOV-19

Count	Scientific Name	Common Name
000678	<i>Chinchilla lanigera</i>	CHINCHILLA (DOMESTICATED)
000678	Total	