



Inspection Report

City Of Idaho Falls
P. O. Box 50220
Idaho Falls, ID 83405

Customer ID: 3488
Certificate: 82-C-0074
Site: 001
CITY OF IDAHO FALLS

Type: ROUTINE INSPECTION
Date: 01-DEC-2015

2.40(b)(1)

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

***Disinfectants used by keepers to sanitize primary enclosures and animal equipment are kept in a locked cabinet in the shop building. A limited number of staff have keys to the cabinet. When keepers need disinfectants for animal husbandry tasks they must request access to the cabinet via one of these employees. Multiple keepers stated there have been times they could not appropriately clean as they were unable to access disinfectants they needed. As part of the facility's programs of adequate veterinary care exhibitors must ensure that appropriate equipment, including products necessary for cleaning and sanitization, are readily available when needed to comply the regulations and standards. The licensee must ensure the availability of appropriate facilities, personnel, equipment, and services to comply with the regulations and standards at all times.

To be corrected by: 12/9/15

2.40(b)(2) REPEAT

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

***The male Prevost squirrel had abnormal top incisors. The left incisor was approximately one third of the length of the right incisor. When the squirrel held its mouth in a slightly opened position the right incisor extended past the lower lip. Although the squirrel's incisors had been trimmed on November 5, 2015 no records document the abnormal appearance of the teeth and none of the facility representatives indicated that they were aware of it. Tooth abnormalities can prevent normal chewing or feeding and could occur as the result of trauma or malocclusion.

The licensee must have the squirrel evaluated by a veterinarian to obtain an appropriate diagnosis and treatment plan; the licensee must document the outcome of the evaluation and that documentation must be made available to APHIS upon request.

***Expired medications were found during this inspection: Fatal-Plus expired 4/14. According to records, the Fatal-Plus was used on two animals since the last inspection which includes a serval (ID K4M008) on 11/4/15.

The use of expired medications is not considered to be a safe or appropriate method to prevent, control, diagnose,

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and treat diseases and injuries since the expected results cannot be guaranteed and the animals may experience pain and distress due to mistreatment, unrelieved symptoms, or due to unexpected side effects.

The program for providing adequate veterinary care shall include the use of appropriate methods to prevent, control, diagnose, and treat diseases and injuries.

3.81(c)(2)

ENVIRONMENT ENHANCEMENT TO PROMOTE PSYCHOLOGICAL WELL-BEING.

***A male De Brazza s monkey had an area of hair loss on the distal third of his tail; the underlying skin had a normal appearance. The female De Brazza s monkey in the same enclosure had thinning hair on her tail. Facility representatives stated that the female had plucked the hair from her tail and her cagemate s. Hair loss and overgrooming can be potential indicators of psychological distress in nonhuman primates. The enclosure contained a climbing structure and sparse enrichment: a spinning PVC tube feeder and two yellow plastic toy pieces that were on the ground. An electronic facility record dated 11/19/2015 stated Debrazza pulling hair out of both her and the male s tails& No records indicated that the attending veterinarian was consulted regarding the abnormal behavior/appearance or that any special consideration was provided regarding the enhancement of their environment. The facility s current primate enhancement plan does not address special considerations for nonhuman primates that need special attention regarding environmental enhancement such as nonhuman primates showing potential signs of psychological distress through their behavior or appearance to ensure that their psychological needs are met.

As part of the facility s plan for environment enhancement, the licensee must ensure that all nonhuman primates showing signs of being in psychological distress through appearance or behavior are provided special attention regarding the enhancement of their environment, taking into consideration the needs of the individual species and in accordance with the instructions of the attending veterinarian. The facility must develop, document, and follow an appropriate plan for the environment enhancement for these De Brazza s and any other nonhuman primate requiring special considerations.

To be corrected by: 12/16/15

3.85

EMPLOYEES.

***The facility has six animal keepers on staff who work on a rotating schedule. When fully staffed there are four animal keepers each covering one of four areas on any given day. Employees typically work 8 or 9 hour shifts (depending on area assignment) and overtime is not authorized. Approximately 370 animals of a variety of species are present including nonhuman primates, big cats, bears, hoofstock, exotic/wild mammals, domestic mammals,

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and a large variety of raptors, exotic birds, domestic birds, reptiles, and amphibians. These animals have complex medical, behavioral, nutritional, reproductive and other husbandry needs.

Several keeper daily reports show that daily tasks were not done due to lack of time. Employees estimated it can take anywhere from seven to ten hours to complete basic animal husbandry tasks each day, depending on the area they are covering. This estimate does not include other areas of responsibility such as maintenance, assisting with veterinary care/physical exams/procedures, animal training or seasonal activities such as keeper talks and cleaning and maintenance of public areas when the zoo is open that could add one to several hours of work. When asked, all employees interviewed by AC personnel stated they do not have enough time to complete what they need to each day.

On several occasions, employees verbally stated or noted on daily reports they have had to cover multiple areas in one day due to sick employees or last minute call-ins. When employees were asked how they accomplish all tasks when covering two areas, they responded that not everything gets done. Several employees stated that cleaning is either minimal or not done at all on those days. Additionally, verbal descriptions of facility practices regarding cleaning and sanitization, enrichment, and animal behavioral training indicate that if there is not enough time, the facility may not complete all tasks. Inspectors identified multiple areas during the inspection where nonhuman primate enrichment was sparse, maintenance had not occurred, cleaning was inadequate, or appropriate sanitization was not completed.

Facilities are required to utilize a sufficient number of adequately trained employees to maintain the professional husbandry standards described in the regulations and standards to ensure that the animals are kept in appropriately maintained, sanitary facilities and receive appropriate monitoring, veterinary care, feeding, watering, and care.

The licensee must evaluate the current work load and staffing level and ensure that a sufficient number of adequately trained employees are utilized to maintain the professionally acceptable level of husbandry practices described in the regulations and standards. A sufficient number of adequately trained employees shall be utilized to maintain the professionally acceptable level of husbandry practices set forth in this subpart.

To be corrected by: 2/2/16

3.125(a)

FACILITIES, GENERAL.

***In the back housing area of the red panda exhibit, broken wires were protruding into the animal enclosure, measuring approximately two to five inches in length. The female red panda was observed climbing the enclosure walls and could come into contact with those wires and be injured.

***In the back holding area of the Bactrian camel enclosure, multiple twisted metal wires with sharp points were located along enclosure panels. AC personnel noted clumps of hair on several of the wires. Additionally, this

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enclosure currently houses a camel calf, whose head is within the same height range as the protruding wires. The twisted wires are protruding into the animal area and pose a risk of injury to the animals.

Housing facilities shall be maintained in good repair to protect the animals from injury. A routine schedule of maintenance shall be established that identifies and corrects these broken wires to protect the animals from injury and steps must be taken to ensure these items do not repeat.

To be corrected by: 12/4/15

3.131(c) REPEAT

SANITATION.

***Inside the sloth bear back housing, an accumulation of heavy dust and cobwebs covered the surfaces, light fixtures, hanging heating units, and equipment. Inside the sloth bear refrigerator, a dark residue covered the bottom, along with various pests.

***Inside the zebra barn, an accumulation of heavy dust and cobwebs covered the light fixtures, hanging heating units, and the rafters.

***The back window inside the food storage area, has an accumulation of cobwebs, dust and dead pests.

Accumulation of debris (i.e. dust, cobwebs, dead pests) make it difficult to maintain husbandry standards, can be areas for harboring pests which can transmit disease to the regulated animals and may be an indication of substandard husbandry practices. 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.

***The following animals: Lar gibbons and New Guinee Singing Dog, cited under 2.40(b)(2) on inspection report dated Oct-27-2015 have been evaluated by a veterinarian and are receiving care.

Inspection was conducted on 12/1/15 and 12/2/15 with the general curator and AC personnel including ACI Brian Hood, VMO Aaron Rhyner and SACS Katheryn Ziegerer.

Exit briefing was conducted on-site on 12/2/15 with facility representatives and AC personnel including ACI Brian Hood, VMO Aaron Rhyner and SACS Katheryn Ziegerer.

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Additional Inspectors

Hood Brian, Animal Care Inspector

Ziegerer Katheryn, Supervisory Animal Care Specialist

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Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
3488	82-C-0074	001	CITY OF IDAHO FALLS	01-DEC-15
Count	Scientific Name	Common Name		
000002	<i>Ailurus fulgens</i>	RED PANDA		
000002	<i>Atelerix albiventris</i>	HEDGEHOG		
000001	<i>Bos grunniens</i>	YAK		
000002	<i>Callimico goeldii</i>	GOELDI'S MONKEY		
000002	<i>Callosciurus prevostii</i>	PREVOST'S SQUIRREL / TRI-COLORED SQUIRREL		
000003	<i>Camelus bactrianus</i>	BACTRIAN CAMEL		
000008	<i>Capra hircus</i>	DOMESTIC GOAT		
000003	<i>Cavia porcellus</i>	DOMESTIC GUINEA PIG		
000001	<i>Cephalophus rufilatus</i>	RED-FLANKED DUIKER		
000002	<i>Cercopithecus neglectus</i>	DE BRAZZA'S MONKEY		
000001	<i>Chinchilla lanigera</i>	CHINCHILLA		
000002	<i>Colobus guereza</i>	EASTERN BLACK-AND-WHITE COLOBUS / GUEREZA		
000003	<i>Dolichotis patagonum</i>	PATAGONIAN CAVY / MARA		
000004	<i>Equus quagga</i>	BURCHELL'S / GRANT'S / CHAPMAN'S / PLAINS ZEBRA		
000004	<i>Hylobates lar</i>	LAR GIBBON		
000002	<i>Hylobates muelleri</i>	GREY GIBBON		
000001	<i>Lama glama</i>	LLAMA		
000004	<i>Lama guanicoe</i>	GUANACO		
000001	<i>Lama pacos</i>	ALPACA		
000010	<i>Lemur catta</i>	RING-TAILED LEMUR		
000005	<i>Leptailurus serval</i>	SERVAL		
000002	<i>Lontra canadensis</i>	NORTH AMERICAN RIVER OTTER		
000002	<i>Lupus hallstromi</i>	NEW GUINEA SINGING DOG		
000002	<i>Melursus ursinus</i>	SLOTH BEAR		
000003	<i>Muntiacus reevesi</i>	REEVE'S MUNTJAC		
000002	<i>Muscardinus avellanarius</i>	HAZEL DORMOUSE		
000001	<i>Nasua narica</i>	WHITE-NOSED COATI		
000007	<i>Notamacropus rufogriseus</i>	BENNETT'S WALLABY / RED-NECKED WALLABY		
000002	<i>Oryctolagus cuniculus</i>	DOMESTIC RABBIT / EUROPEAN RABBIT		
000003	<i>Ovis aries aries</i>	SHEEP INCLUDING ALL DOMESTIC BREEDS		
000002	<i>Panthera leo</i>	LION		
000001	<i>Panthera tigris</i>	TIGER		
000007	<i>Procavia capensis</i>	ROCK HYRAX		
000003	<i>Saguinus oedipus</i>	COTTON-TOP TAMARIN		
000001	<i>Sus domestica</i>	DOMESTIC PIG		
000004	<i>Uncia uncia</i>	SNOW LEOPARD		
000002	<i>Varecia rubra</i>	RED RUFFED LEMUR		
000107	Total			