



## Inspection Report

Virtual Bird  
7555 Spalding Lane  
Sandy Springs, GA 30350

Customer ID: **38567**  
Certificate: **67-A-0004**  
Site: 001  
Virtual Bird

Type: ROUTINE INSPECTION  
Date: 01-MAR-2024

### 3.150(a)

#### Facilities, general.

There were two plastic bags, one black and one tan, resting on top of an indoor enclosure housing a Curl crested aracari. Parts of the tan bag as well as the majority of the black bag protruded into the enclosure. The edge of the black plastic appeared chewed and had missing pieces. The bird could become ill or injure himself by chewing/ingesting plastic. Housing facilities for birds must protect them from injury. Correct by March 15, 2024.

### 2.40(a)(1)

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

A written program of veterinary care for the primates and the birds was not available for review at the time of inspection. Therefore, employment of an attending veterinarian with a formal arrangement could not be verified. Per the licensee, the veterinarian has not visited the facility in the last 3 years. A formal arrangement with a veterinarian as well as regular visits to the premises are needed to establish an adequate standard of veterinary care for the animals on hand. The licensee shall employ under formal arrangements a veterinarian which shall include a written program of veterinary care and regularly scheduled visits to the premises. Correct by March 19, 2024.

### 2.40(a)(2) Critical

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

There are some aspects of veterinary care as well as general animal care that the attending veterinarian has not been given proper authority to oversee adequacy. The attending veterinarian was not consulted about or did not approve the following:

- Antibiotic and dewormer combination given to imported birds. The licensee received 28 Black Casqued hornbills and 10 white thighed hornbills on February 2, 2024 that were imported from the Democratic Republic of Congo into New York. Per the licensee, the birds looked unthrifty with some broken feathers, and he treated them per the NY importing veterinarian's guidance however he did not consult with his attending veterinarian.
- One of the imported black casqued hornbills looked unwell the afternoon of February 29, 2024. The attending veterinarian was not consulted on care and said bird was found dead the following morning.
- The diet for the primates and the birds have not been reviewed or approved by the attending veterinarian.

When the attending veterinarian is not given the appropriate authority, the provision of veterinary care may be inadequate or inappropriate. Unwell animals may suffer undue pain, distress, or die without adequate veterinary consultation. The

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licensee must assure that the attending veterinarian has appropriate authority to ensure the provision of adequate veterinary care and to oversee the adequacy of other aspects of animal care and use. Correct by March 11, 2024.

### 2.134(a)

#### Contingency planning.

At the time of inspection, the registrant did not have a written contingency plan in place. Without this tool, animals may suffer illness, injury, or death due to unpreparedness should an emergency or disaster occur. The registrant must develop, document, and follow an appropriate plan to provide for the humane handling, treatment, transportation, housing, and care of their animals in the event of an emergency or disaster. Correct by April 1, 2024.

### 3.77(f)

#### Sheltered housing facilities.

The sheltered/outdoor enclosure for the two White-faced saki was not enclosed by a continuous 6 feet tall perimeter fence on all sides. There were many areas with interruptions in the fence leaving behind large gaps and there was no fence on the creek side. The wooden and metal fencing varied in height, some areas reaching 6 feet while many were approximately 4 to 5 feet tall or shorter. Per the licensee, during the warmer months other non-human primates, tamarins and marmosets, are housed in the same outdoor area. The lack of an adequate perimeter fence presents a safety risk to the animals within the facility in that there isn't an adequate secondary containment system to hold animals that may escape their primary enclosures or a sufficient barrier to keep animals and unauthorized persons out. The facility must ensure that the primary enclosures for the primates being housed outdoors are enclosed by a 6-foot perimeter fence at least 3 feet in distance from the primary enclosure. Correct by June 1, 2024.

### 3.81(b)

#### Environment enhancement to promote psychological well-being.

Three areas of deficiency were identified with the non-human primate enrichment plan:

- The plan for the White-faced Saki was not documented.
  - For the marmosets and tamarins, the written plan described the enrichment for their outdoor housing but did not describe the plan for when they are indoors during cold months as was the case at the time of inspection.
  - The indoor enclosures had a minimal amount of environmental enrichment which did not encourage the natural tree-dwelling behavior of the species as in one enclosure two red handed tamarins were often seen standing on the floor.
- A well-documented and implemented enrichment plan is essential to allow the animals to express species typical/natural behaviors as well as prevent distress and maintain the psychological well-being of the non-human primates. The enrichment plan must be developed in accordance with the currently accepted professional standards and as directed by the attending veterinarian. Correct by March 22, 2024.

### 3.84(b)(2)

#### Cleaning, sanitization, housekeeping, and pest control.

One of the indoor primate enclosures housing 2 red handed tamarins was in need of cleaning. There were many thick, crusty chunks of fecal and food waste throughout the wire mesh floor of the enclosure. The chunks were of significant size with the largest one being about the size of a golf ball. Per a facility representative, this enclosure as well as 3 others housing primates have been kept in this indoor area for about two months and they have not been sanitized in that time.

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Improper cleaning and sanitation have led to a significant accumulation of waste which could result in odors, pest, animal disease or discomfort. All indoor primary enclosures must be cleaned and sanitized at least once every 2 weeks and as often as necessary to prevent an excessive accumulation of dirt, debris, waste, food waste, excreta, or disease hazard. Correct by March 22, 2024.

### 3.153(a)(2)

#### Primary enclosures.

Two indoor enclosures housing each a Curl crested aracari had perches of inadequate shape or size for the species. The perches were thin and rectangular in shape which caused the birds to hold their feet in an abnormal conformation. Failure to provide species appropriate perches may result in injury to the birds such as development of foot sores and can contribute to their discomfort. Furniture-type objects such as perches must be species appropriate and designed and maintained so that they prevent harm to the bird. Correct by March 22, 2024.

### 3.154

#### Environment enhancement to promote psychological well-being.

The facility does not have a written environmental enhancement plan for the birds on hand. A written plan is necessary to ensure that the overall health, well-being, and psychological needs of the birds are being appropriately met. The facility 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 address social grouping, environmental enrichment, special considerations, restraint devices, and exemptions. Correct by April 1, 2024.

### 3.158(b)(1)

#### Cleaning, sanitization, housekeeping, and pest control.

Most of the indoor bird enclosures were in need of cleaning. Many had fecal and waste material dispersed throughout the wire mesh floor. Two enclosures had a firm mass of fecal/waste accumulation approximately the size of an orange. The outdoor enclosure housing 2 Papuan hornbills also had a large accumulation of feces in several areas of the floor. Per the facility representative, the floor of these enclosures had not been cleaned or sanitized during the past 2 months of cold weather. Improper cleaning and sanitation have led to a significant accumulation of waste which could result in odors, pest, animal disease or discomfort. Primary enclosures for birds must be cleaned and sanitized as often as necessary to prevent accumulation of dirt, debris, food waste, excreta, and other disease hazards. Correct by March 29, 2024.

This inspection and exit interview were conducted with a facility representative.

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Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
38567	67-A-0004	001	Virtual Bird	01-MAR-2024

Count	Scientific Name	Common Name
000006	<i>Callithrix jacchus</i>	COMMON MARMOSET
000008	<i>Saguinus midas</i>	RED-HANDED TAMARIN
000002	<i>Pithecia pithecia</i>	WHITE-FACED SAKI
000009	<i>Pteroglossus beauharnaisii</i>	CURL-CRESTED ARACARI
000004	<i>Ramphastos toco</i>	TOCO TOUCAN
000002	<i>Ramphastos tucanus</i>	WHITE-THROATED TOUCAN / RED-BILLED TOUCAN
000004	<i>Ramphastos dicolorus</i>	RED-BREASTED TOUCAN
000004	<i>Rhyticeros plicatus</i>	BLYTH'S HORNBILL
000026	<i>Ceratogymna atrata</i>	BLACK-CASQUED HORNBILL
000009	<i>Bycanistes albotibialis</i>	WHITE-THIGHED HORNBILL
000074	<b>Total</b>	