

10 Best Practices for Licensed Pet Dealers

1. **Maintaining Clean Animal Housing** –Animals should be regularly monitored for cleanliness. Soiled or wet materials from any cause should be removed and replaced to maintain a healthy environment.
2. **Provide Food & Water** – All animals require food that is nutritionally sound and access to fresh, clean water for a minimum of one hour *at least* twice a day.
3. **Temperature** – Ambient temperatures where animals are kept must be regulated by heating or cooling and should not be permitted to fall below a minimum of 45 degrees Fahrenheit or rise above a maximum of 85 degrees Fahrenheit. Temperature in isolation area should be compatible with the animal's health and well being. An average of 65-70 degrees Fahrenheit is ideal.
4. **Vaccinate as Required** – Animals must be vaccinated for Rabies by the time they reach 16 weeks of age. A vaccination certificate dated and signed by a duly licensed veterinarian must be kept with the animal's records. The original certificate is given to consumer when the animal is sold and a copy must be kept with the pet dealer's sales records.
5. **Health Certificates** – Animals must be seen by a duly licensed veterinarian within five days of receipt by the pet dealer. This exam may occur 5 days before or 5 days after receipt. These documents must be kept with the animals records. A *copy* may be given to the consumer at the time of sale but original documents must be kept for facility inspections. If an animal arrives into New York from any other state, a Certificate of Veterinary Inspection (CVI) is required PRIOR to its arrival and should accompany the animal during transport.
6. **Monitor Animal Health Closely** – Animals should be housed separately the day they arrive in order to allow for a close visual inspection. If any signs of illness or injury are present, the animal should immediately be seen by a duly licensed veterinarian. Such signs may be (but are not limited to), nasal discharge, coughing, listless behavior, vomiting, bloody or loose stools and limping. Animals exhibiting any of these symptoms should NOT be placed on the sales floor until a veterinarian can confirm the health of animal.
7. **Isolation & Biosecurity** – If a healthy animal begins to exhibit symptoms of illness or injury, it must be removed from the sales floor and placed into isolation

until a veterinarian examines and confirms health of the animal. The isolation area should be maintained at the appropriate temperature and must be kept clean at all times. Cages should receive a through cleaning daily and receive spot cleanings each time a cage becomes soiled or wet. Cages and surrounding floors should be cleansed to remove organic matter and subsequently disinfected with a diluted bleach solution. A prepared solution of diluted bleach and water is ideal to kill organisms which may infect or re-infect animals. Bleach solutions should be prepared daily however if the solution appears grey in color, a fresh solution should be prepared. Any animal housed in isolation due to illness must be kept separate from any other animal until examined by a veterinarian and found to be healthy.

- 8. Sales Documentation** – Required paperwork must be complete, legible and made available at any time to the Animal Health Inspector. A file for each animal sold should be stapled together and stored for a period of no less than two years.
- 9. Handling of Medication** – Medications used by pet dealer for preventative measures or for the purpose to cure an illness are strictly for store use and may NOT be distributed to any consumer. Prepackaged, over the counter drugs may only be sold in their original *sealed* containers.
- 10. Consumer Protections** – Pet dealers must follow guidelines set forth by Article 35D of the General Business Law. If a consumer obtains an “Unfit for Purchase” statement from a licensed veterinarian within 14 business days after purchase, the pet dealer must provide one of the three options as stated in Article 35 D of the General Business law (refund; return; or reimbursement) The consumer chooses which option – not the pet dealer. No warranty or contract issued by the pet dealer may diminish the rights of the consumer provided by Article 35-D of the General Business law. Consumers are permitted their choice of veterinary services