



## PACFA INSPECTION FORM

Facility

PetSmart, Inc., PetSmart #220

8695 Park Meadows Center Drive  
C/O Shannon Kennedy  
Littleton CO 80124

AgLicense ID: 001QVX

Inspection Date: 2/12/2020

Type: Routine

Final Result: Non-Compliant

### Conclusion:

I met with Stephanie Bittner for the unannounced inspection of this retail, grooming and boarding facility. The veterinarian of record for this facility is Banfield Pet Hospital or Homstead Animal Hospital.

**Business Rep:** Stephanie Bittner

**Business Title:** Store Manager

**Business Rep Signed Date:** 02/12/2020

**Inspector:** CINDY THOMPSON

**Inspector Signed Date:** 02/12/2020

### OPEN VIOLATIONS

#### Indirect

##### PART 12 Enclosures

12.11.9 Humidity within the enclosure must be maintained as appropriate to the species. A hygrometer must be used to determine the humidity inside the enclosure. Enclosures that do not contain a hygrometer must record the humidity weekly and anytime a new reptile or amphibian is added to the enclosure.

**12 February 2020** At the time of this inspection I observed there is no hygrometer in the Chameleon enclosure in the isolation room and the humidity appeared to be low for an animal that is being treated.

To Be Corrected on: 02/19/2020

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device. UVB lighting must be recorded monthly and any time a new reptile or amphibian is added to the enclosure.

**12 February 2020** At the time of this inspection I observed that the Red Eared Sliders do not have enough UVB light so that all animals are able to bask at the same time.

To Be Corrected on: 03/04/2020

12.13.6.2 Water chemistry must be tested to make sure the following specific criteria are within prescribed limits for established aquaria: 12.13.6.2. PH - measures the acidity or the alkalinity of the water. The PH reading can vary from 5.5 to 9.0 depending on the requirements of a particular species of fish.

**12 February 2020** At the time of this inspection I observed that PH did not measure in the normal range but there were no notes indicating how it was corrected. I did not observe fish that seemed to be effected by the change.

To Be Corrected on: 02/19/2020

12.13.9 Water in aquaria must be maintained at a temperature appropriate to the species. Accurate water temperature will be measured by a suitable aquarium thermometer.





Printed On: Tuesday, March 31, 2020

**12 February 2020** At the time of this inspection I observed that the water temperature in the aquarium in isolation was low. It is not clear whether the heater was working properly in the aquarium.

To Be Corrected on: 03/04/2020

#### PART 11 Physical Facility Standards

11.2.1 The indoor building surfaces, including but not limited to floors, cages, counters, enclosures, tables, and tubs must be constructed and maintained so that they are water resistant and capable of being readily cleaned and sanitized. These surfaces need not extend more than 18 inches beyond the perimeter of any animal contact area.

**12 February 2020** At the time of this inspection I observed that the inside of the door to the room containing the toilet and adjacent to the play area is no longer water resistant. The surface has been scratched leaving bare wood exposed.

To Be Corrected on: 03/04/2020

#### PART 13 Cleaning and Sanitation

13.4 Animals must be protected from exposure to water under pressure or to chemical solution used in cleaning the enclosure.

**12 February 2020** At the time of this inspection I observed that there were mop buckets of disinfectants and buckets used to sanitize poop scoops in hallways that are exposed to the dogs passing through. These areas need to be secured to prevent a dog ingesting the liquid.

To Be Corrected on: 03/04/2020

#### PART 19 Recordkeeping

19.1 Each licensee must keep and maintain records in the form and manner designated by the Commissioner as set forth by these rules. The licensee must maintain requisite records at the physical facility address specified in the license application for a period of two years after disposition of the animal for which the record was originally made. All required records must be made available to any inspector authorized by the Commissioner.

**12 February 2020** At the time of this inspection I observed that purchase invoices were not being kept for a period of 2 years after the disposition of an animal.

To Be Corrected on: 03/04/2020

**Direct**





**COLORADO**  
Department of Agriculture

Printed On: Tuesday, March 31, 2020

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PART 12 Enclosures

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device. UVB lighting must be recorded monthly and any time a new reptile or amphibian is added to the enclosure.

**12 February 2020 At the time of this inspection I observed that the Map Turtle has no UVB Light.**

To Be Corrected on: 02/19/2020

12.11.6 When appropriate to the species, a basking area affording both heat and light must be provided. Enclosures must be large enough to provide a temperature gradient to allow for the animal's normal thermoregulation.

**12 February 2020 At the time of this inspection, I observed that the Russian Tortoise did not have a temperature gradient nor enough heat to bask.**

To Be Corrected on: 02/19/2020

PART 11 Physical Facility Standards

11.1 Facilities and all interior components must be constructed of building materials that will ensure the facility is of sound physical structure, be maintained in good repair, protect animals kept there from injury, ensure containment of pet animals within the property, and restrict entry of other animals and humans from outside the property.

**12 February 2020 At the time of this inspection I observed a Kurunda bed in room 106 that has the support pipes chewed. The rough edged could potentially cut a dog.**

To Be Corrected on: 02/19/2020

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

Note

Create Date







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Department of Agriculture

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**PACFA INSPECTION FORM**

Facility

PetSmart, Inc., PetSmart #220

8695 Park Meadows Center Drive  
C/O Shannon Kennedy  
Littleton CO 80124

AgLicense ID: 001QVX

Inspection Date: 2/13/2020

Type: Follow Up

Final Result: Non-Compliant

Conclusion:

Business Rep:

Business Title:

Inspector: CINDY THOMPSON

**CLOSED VIOLATIONS**

Indirect

PART 12 Enclosures

12.11.9 Humidity within the enclosure must be maintained as appropriate to the species. A hygrometer must be used to determine the humidity inside the enclosure. Enclosures that do not contain a hygrometer must record the humidity weekly and anytime a new reptile or amphibian is added to the enclosure.

12 February 2020 At the time of this inspection I observed there is no hygrometer in the Chameleon enclosure in the isolation room and the humidity appeared to be low for an animal that is being treated.

sehfpiehfiosjfOf e099ug

Corrected on: 02/19/2020

Note

Create Date







## PACFA INSPECTION FORM

Facility

AgLicense ID: **001QVX**

**PetSmart, Inc., PetSmart #220**

Inspection Date: **3/23/2020**

**8695 Park Meadows Center Drive  
C/O Shannon Kennedy  
Littleton CO 80124**

Type: **Follow Up**

Final Result: **Non-Compliant**

### Conclusion:

3-23-20 - On 3-2-20 Inspector Cindy Thompson received correspondence from Brandi Scott, PetsMart Paralegal. Brandi advised that all the violations, with the exception of the boarding area door repair, from the February 12, 2020 inspection have been completed. Brandi included a check off list with the specific measures they have taken to remedy the violations. Photos were included in the email correspondence.

On March 18, 2020 Inspector Thompson received an email from Brian Hayes, Customer Service Representative, Facilities, that the door has been ordered and should be arriving and fixed within the next few weeks.

This reported is entered by Inspections and Investigations Manager, Janee' Boswell

**Business Rep:** licensee

**Business Title:**

**Inspector:** CINDY THOMPSON

**Business Rep Signed Date:** 03/23/2020

**Inspector Signed Date:** 03/23/2020

*Email*

*J. Boswell*

### CLOSED VIOLATIONS

#### Indirect

##### PART 12 Enclosures

12.11.9 Humidity within the enclosure must be maintained as appropriate to the species. A hygrometer must be used to determine the humidity inside the enclosure. Enclosures that do not contain a hygrometer must record the humidity weekly and anytime a new reptile or amphibian is added to the enclosure.

**12 February 2020** At the time of this inspection I observed there is no hygrometer in the Chameleon enclosure in the isolation room and the humidity appeared to be low for an animal that is being treated.

**To Be Corrected on:** 02/19/2020

On 3-2-20 Inspector Thompson received an email with the documentation of the corrected violations. The violation has been corrected. A hygrometer was added to the enclosure in the isolation room. In addition, the tank heater was replaced with a new higher wattage unit and is currently reading 78 degrees. Please see Attachment A for photograph. Extra hygrometers have been ordered for backstock and quick replacement.

**Corrected on:** 03/02/2020

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device. UVB lighting must be recorded monthly and any time a new reptile or amphibian is added to the enclosure.





**12 February 2020** At the time of this inspection I observed that the Red Eared Sliders do not have enough UVB light so that all animals are able to bask at the same time.

**To Be Corrected on: 03/04/2020**

On 3-2-20 Inspector Thompson received an email with the documentation of the corrected violations. The violation has been corrected. We added a new Zoo Med UVB bulbs to the enclosure.

Associates have been coached on proper light and heat elements for this habitat.

Corrected on: 03/02/2020

12.13.6.2 Water chemistry must be tested to make sure the following specific criteria are within prescribed limits for established aquaria: 12.13.6.2. PH - measures the acidity or the alkalinity of the water. The PH reading can vary from 5.5 to 9.0 depending on the requirements of a particular species of fish.

**12 February 2020** At the time of this inspection I observed that PH did not measure in the normal range but there were no notes indicating how it was corrected. I did not observed fish that seemed to be effected by the change.

**To Be Corrected on: 02/19/2020**

On 3-2-20 Inspector Thompson received an email that the following corrections have been made for the outstanding violations. The violation has been corrected. Associates have been coached on appropriate water chemistry requirements. Store Leader verified PH is now within the acceptable range.

? Associates will verify PH level during daily store walks with CEL.

Corrected on: 03/02/2020

12.13.9 Water in aquaria must be maintained at a temperature appropriate to the species. Accurate water temperature will be measured by a suitable aquarium thermometer.

**12 February 2020** At the time of this inspection I observed that the water temperature in the aquarium in isolation was low. It is not clear whether the heater was working properly in the aquarium.

**To Be Corrected on: 03/04/2020**

On 3-2-20 Inspector Thompson received an email that the following corrections have been made for the violations. The violation has been corrected. The tank heater was replaced with a new unit and is currently reading 78 degrees. Please see Attachment A for photograph.

? Associates have been coached and leaders will view the water temperature of the tank in isolation during the opening, mid-day, and closing Petcare safety walks.

Corrected on: 03/02/2020

### PART 13 Cleaning and Sanitation

13.4 Animals must be protected from exposure to water under pressure or to chemical solution used in cleaning the enclosure.

**12 February 2020** At the time of this inspection I observed that there were mop buckets of disinfectants and buckets used to sanitize poop scoops in hallways that are exposed to the dogs passing through. These areas need to be secured to prevent a dog ingesting the liquid.

**To Be Corrected on: 03/04/2020**

On 3-2-20 Inspector Thompson received an email detailing the correction that had been made for the identified violation. The violation has been corrected. Associates have been coached on proper chemical storage.

? 36" wire pet gates were purchased and installed at all mop bucket locations. Please see Attachment C for photograph.

Corrected on: 03/02/2020

### PART 19 Recordkeeping

19.1 Each licensee must keep and maintain records in the form and manner designated by the Commissioner as set forth by these rules. The licensee must maintain requisite records at the physical facility address specified in the license application for a period of two years after disposition of the animal for which the record was originally made. All required records must be made available to any inspector authorized by the Commissioner.

**12 February 2020** At the time of this inspection I observed that purchase invoices were not being kept for a period of 2 years after the disposition of an animal.

**To Be Corrected on: 03/04/2020**

On 3-2-20 Inspector Thompson received an email providing the following information on resolution for the violation. The violation has been corrected. Associates have been coached on record keeping requirement. Store will retain for purchase invoices for two (2) years going forward.

Corrected on: 03/02/2020







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PART 12 Enclosures

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device. UVB lighting must be recorded monthly and any time a new reptile or amphibian is added to the enclosure.

**12 February 2020 At the time of this inspection I observed that the Map Turtle has no UVB Light.**

**To Be Corrected on: 02/19/2020**

On 3-2-20 Inspector Thompson received an email providing the following information on resolution for the violation. The violation has been corrected. Store Leader added a Zoo Med UVB bulbs to the enclosure

? Associates have been coached on the required/proper light and heat elements for specific habitats.

Corrected on: 03/02/2020

12.11.6 When appropriate to the species, a basking area affording both heat and light must be provided. Enclosures must be large enough to provide a temperature gradient to allow for the animal's normal thermoregulation.

**12 February 2020 At the time of this inspection, I observed that the Russian Tortoise did not have a temperature gradient nor enough heat to bask.**

**To Be Corrected on: 02/19/2020**

On 3-2-20 Inspector Thompson received an email providing the following information on resolution for the violation. The violation has been corrected. Associates have removed the Russian Tortoise from the sales floor and relocated it to the new arrival room. A "Please ask for assistance" sign has been posted on the sales floor enclosure. Store Leader is working with Phoenix Home Office to procure another enclosure.

Corrected on: 03/02/2020

PART 11 Physical Facility Standards

11.1 Facilities and all interior components must be constructed of building materials that will ensure the facility is of sound physical structure, be maintained in good repair, protect animals kept there from injury, ensure containment of pet animals within the property, and restrict entry of other animals and humans from outside the property.

**12 February 2020 At the time of this inspection I observed a Kurunda bed in room 106 that has the support pipes chewed. The rough edged could potentially cut a dog.**

**To Be Corrected on: 02/19/2020**

On 3-2-20 Inspector Thompson received an email providing the following information on resolution for the violation. The violation has been corrected. The bed in room #106 was replaced immediately and discarded. All beds in the hotel inventory have been checked for cracks and sharp edges.

? Hotel associates have been coached on proper pet safety inspections procedure, including inspecting frames on beds and to check for any chewing on the support pipes.

Corrected on: 03/02/2020

**Note**

**Create Date**

3-2-20 - Uploaded emails, written correspondence and photos to the follow up re-inspection. jb

3/23/2020

All forms emailed.

3/23/2020







## PACFA INSPECTION FORM

Facility

PetSmart, Inc., PetSmart #228

3540 Youngfield Street  
C/O Shannon Kennedy  
Wheat Ridge CO 80033

AgLicense ID: 001QG6

Inspection Date: 3/26/2019

Type: Routine

Final Result: Non-Compliant

### Conclusion:

03/26/2019 - This was an unannounced, routine inspection of a retail/wholesale. The inspection was done with Amanda Ott.

Please ensure that every animal sales form contains the type of animal sold.

Business Rep: Amanda Ott

Business Title: Manager

Business Rep Signed Date: 03/26/2019

Inspector: Kathryn Kirk

Inspector Signed Date: 03/26/2019

### OPEN VIOLATIONS

#### Direct

##### PART 13 Cleaning and Sanitation

13.14 Hair on the floor around a grooming station must be removed after an animal is groomed and before any other animal may be groomed.

03/26/2019 - At the time of this inspection, the facility had black hair on the ground while there was a tan dog being groomed on the table.

To Be Corrected on: 04/16/2019

#### Indirect

##### PART 19 Recordkeeping

19.6.3 Any facility selling, adopting, or otherwise transferring dogs, cats, or ferrets must provide an educational document approved by the commissioner to each retail purchaser or adopter describing the benefits of rabies vaccination and the risk of rabies infection. This document must state the potential risk to humans posed by the rabies virus and the methods to prevent human and animal exposure. The retail purchaser or adopter must sign or initial that this document has been received.

03/26/2019 - At the time of this inspection, the facility had cats for adoption from Animal Rescue of the Rockies, but their adoption packets did not include a rabies brochure. A representative from the rescue was also standing there during the inspection and I explained the requirements to her as well.

To Be Corrected on: 04/16/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

#### Note

All forms emailed.

Create Date

3/26/2019





**COLORADO**  
Department of Agriculture

Printed On: Tuesday, March 31, 2020

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**COLORADO**  
Department of Agriculture

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**PACFA INSPECTION FORM**

Facility

PetSmart, Inc., PetSmart #228

3540 Youngfield Street

C/O Shannon Kennedy

Wheat Ridge CO 80033

AgLicense ID: 001QG6

Inspection Date: 9/24/2019

Type: Follow Up

Final Result: Compliant-Corrected

**Conclusion:**

09/24/2019 - This was a reinspection of a retail/wholesale facility. The inspection was done with Tammy Hartmann. The violations have been corrected and the facility is in compliance.

**Business Rep:** Tammy Hartmann

**Business Title:** Manager

**Business Rep Signed Date:** 09/24/2019

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 09/24/2019

**CLOSED VIOLATIONS**

**Direct**

PART 13 Cleaning and Sanitation

13.14 Hair on the floor around a grooming station must be removed after an animal is groomed and before any other animal may be groomed.

**03/26/2019 - At the time of this inspection, the facility had black hair on the ground while there was a tan dog being groomed on the table.**

**09/24/2019 - At the time of this inspection, the facility's grooming area was clean with no hair on the ground.**

**Corrected on:** 09/24/2019

**Indirect**

PART 19 Recordkeeping

19.6.3 Any facility selling, adopting, or otherwise transferring dogs, cats, or ferrets must provide an educational document approved by the commissioner to each retail purchaser or adopter describing the benefits of rabies vaccination and the risk of rabies infection. This document must state the potential risk to humans posed by the rabies virus and the methods to prevent human and animal exposure. The retail purchaser or adopter must sign or initial that this document has been received.

**03/26/2019 - At the time of this inspection, the facility had cats for adoption from Animal Rescue of the Rockies, but their adoption packets did not include a rabies brochure. A representative from the rescue was also standing there during the inspection and I explained the requirements to her as well.**

**09/24/2019 - At the time of this inspection, the facility has extra rabies brochures and is working closely with the rescue partners to ensure all the necessary paperwork is present.**

**Corrected on:** 09/24/2019

**Note**

All forms emailed.

**Create Date**

9/24/2019





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Department of Agriculture

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**PACFA INSPECTION FORM**

Facility

PetSmart, Inc., PetSmart #230

160 Wadsworth Boulevard  
C/O Shannon Kennedy  
Lakewood CO 80226

AgLicense ID: 001QJM

Inspection Date: 6/3/2019

Type: Routine

Final Result: Compliant

**Conclusion:**

06/03/2019 - This was an unannounced, routine inspection of a retail facility. This inspection was done with Leslie Schaad. There were no violations observed.

**Business Rep:** Leslie Schaad

**Business Title:** Manager

**Business Rep Signed Date:** 06/03/2019

*L. Schaad*

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 06/03/2019

*K. Kirk*

**Note**

All forms emailed.

**Create Date**

6/3/2019









## PACFA INSPECTION FORM

Facility

PetSmart, Inc., PetSmart #230

160 Wadsworth Boulevard  
C/O Shannon Kennedy  
Lakewood CO 80226

AgLicense ID: 001QJM

Inspection Date: 1/15/2020

Type: Routine

Final Result: Non-Compliant

### Conclusion:

01/15/2019 - This was an unannounced, routine inspection of a retail/wholesale facility. the inspection was done with Holly Everett.

Business Rep: Holly Everett

Business Title: Manager

Business Rep Signed Date: 01/15/2020

Inspector: Kathryn Kirk

Inspector Signed Date: 01/15/2020

### OPEN VIOLATIONS

#### Indirect

##### PART 16 Isolation

16.7 All surfaces in isolation must be water resistant and be able to be cleaned and sanitized. All occupied enclosures within isolation shall be cleaned and sanitized each day. Fish and amphibian enclosures must be cleaned and treated as appropriate for the species.

01/15/2020 - At the time of this inspection, there were areas on the walls in isolation where the paint had chipped off making those areas no longer water-resistant.

To Be Corrected on: 02/05/2020

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

#### Note

All forms emailed.

#### Create Date

1/15/2020







**COLORADO**  
Department of Agriculture

Printed On: Tuesday, March 31, 2020

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**PACFA INSPECTION FORM**

Facility

**PetSmart, Inc., PetSmart #230**

**160 Wadsworth Boulevard  
C/O Shannon Kennedy  
Lakewood CO 80226**

AgLicense ID: **001QJM**

Inspection Date: **2/5/2020**

Type: **Follow Up**

Final Result: **Compliant-Corrected**

**Conclusion:**

02/05/2020 - This was a re-inspection of a retail facility. The corrections were sent via email from Brandi Scott and were saved into AgLicense for reference. All violations were corrected.

**Business Rep:** Brandi Scott

**Business Title:** Senior Paralegal - Litigation

**Business Rep Signed Date:** 02/05/2020

*emailed*

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 02/05/2020

*K.K.*

**CLOSED VIOLATIONS**

**Indirect**

**PART 16 Isolation**

16.7 All surfaces in isolation must be water resistant and be able to be cleaned and sanitized. All occupied enclosures within isolation shall be cleaned and sanitized each day. Fish and amphibian enclosures must be cleaned and treated as appropriate for the species.

**01/15/2020 - At the time of this inspection, there were areas on the walls in isolation where the paint had chipped off making those areas no longer water-resistant.**

**02/05/2020 - At the time of this inspection, the facility has made the necessary repairs.**

**Corrected on: 02/05/2020**

**Note**

All forms printed.

**Create Date**

**2/5/2020**







**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

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**PACFA INSPECTION FORM**

Facility

AgLicense ID: **001QXD**

**PetSmart, Inc., PetSmart #231**

Inspection Date: **12/9/2019**

**2780 South Colorado Boulevard Unit 308/310**

Type: **Routine**

**C/O Shannon Kennedy**

Final Result: **Compliant**

**Denver CO 80222**

**Conclusion:**

12/09/2019 - This was an unannounced, routine inspection of a retail/wholesale facility. The inspection was done with Scott Guisinger. There were no violations observed. The facility was very clean.

We discussed the new rule that requires the facility to test and record the UVB monthly or each time a new animal is added to the enclosure.

**Business Rep:** Scott Guisinger

**Business Title:** Manager

**Inspector:** Kathryn Kirk

**Business Rep Signed Date:** 12/09/2019

**Inspector Signed Date:** 12/09/2019

**Note**

**Create Date**

All forms emailed.

12/9/2019

All forms emailed.

12/9/2019







## PACFA INSPECTION FORM

Facility

AgLicense ID: 001QQA

PetSmart, Inc, PetSmart #233

Inspection Date: 4/9/2019

7680 Academy Boulevard North  
C/O Shannon Kennedy  
Colorado Springs CO 80920

Type: Follow Up

Final Result: Failed: Repeat violations

### Conclusion:

April 9, 2019 - This was a scheduled follow-up inspection that was completed with Leanna and Sean.

The repair and sealing of pet areas has been an ongoing issue. While the facility has had contractors in the quality of the work is questionable as they sealed one area but did not touch the areas surrounding it. The work that was completed is already deteriorating.

The facility is receiving animals from [REDACTED] who is sending them invalid/illegal certificates of veterinary inspection. Corporate is aware of this as they were notified when the documents were found during an inspection of the Pueblo, Colorado, store.

The inspection was provided via email.

**Business Rep:** Sean Cuddebach

**Business Title:** Store Leader

**Inspector:** Jessica Hanson

**Business Rep Signed Date:** 04/09/2019

**Inspector Signed Date:** 04/09/2019

### OPEN VIOLATIONS

#### Direct

#### PART 11 Physical Facility Standards

11.1 Facilities and all interior components must be constructed of building materials that will ensure the facility is of sound physical structure, be maintained in good repair, protect animals kept there from injury, ensure containment of pet animals within the property, and restrict entry of other animals and humans from outside the property.

**April 9, 2019 - At the time of the inspection, the facility had areas that were in need of repair. This includes but is not limited to holes in the wall in grooming, retail, damaged tiles, floors, and walls. There is also a leak in the wall between grooming and retail. The new arrivals room and office appears to have a leak in the roof.**

To Be Corrected on: 04/30/2019

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

**April 9, 2019 - At the time of the inspection, the facility had a contractor come in to repair the areas in need of being sealed. However, there were still areas of exposed drywall, exposed concrete, and other areas that did not meet the water resistant requirements. This violation was added as the areas were not limited to the grooming and boarding areas.**

To Be Corrected on: 04/30/2019

#### PART 15 Veterinary Care and Disease Control





**COLORADO**  
Department of Agriculture

Printed On: Tuesday, March 31, 2020

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15.1 Shelters, rescues, and retail/wholesale facilities that do not have a veterinarian on staff shall have a written agreement with a licensed veterinarian for services and consultation regarding animal health needs. This agreement must be updated each licensing period. The name and phone number of the veterinarian must be included. Pet animal grooming, boarding/training and breeding facilities shall have a working relationship with a veterinarian to provide timely veterinary care. The name and phone number of the veterinarian must be available to the inspector upon request.

**April 9, 2019 - At the time of the inspection, the facility did not have a current written agreement with their veterinarian.**

To Be Corrected on: 04/30/2019

PART 18 Special Requirements

18.3 Any pet animal, excluding reptiles, fish, and rodents, transferred into a PACFA-licensed facility from outside Colorado must be accompanied by a Certificate of Veterinary Inspection issued by an accredited veterinarian within the state of origin and within 30 days prior to the animal's arrival in Colorado.

**April 9, 2019 - At the time of the inspection, the facility was accepting invalid and illegal certificates of veterinary inspection from [REDACTED] in California. Corporate is aware of this as the Petsmart store in Pueblo, Colorado, was written up for the same violation in January of this year. Having an invalid/illegal CVI is the same as not having a CVI.**

To Be Corrected on: 04/09/2019

35-80-101-117 Statute

35-80-101-117

35-80-108. Unlawful acts

(1) Unless otherwise authorized by law, it is unlawful and a violation of this article for any person or entity:

(g) To refuse or fail to comply with any rules or regulations adopted by the commissioner pursuant to this article or any lawful order issued by the commissioner;

8CCR 1202-15

18 Special Requirements

18.3. Any pet animal, excluding reptiles, fish, and rodents, transferred into a PACFA-licensed facility from outside Colorado must be accompanied by a Certificate of Veterinary Inspection issued by an accredited veterinarian within the state of origin and within 30 days prior to the animal's arrival in Colorado.

To Be Corrected on: 04/09/2019

**Direct Repeat**







PART 11 Physical Facility Standards

11.2.1 The indoor building surfaces, including but not limited to floors, cages, counters, enclosures, tables, and tubs must be constructed and maintained so that they are water resistant and capable of being readily cleaned and sanitized. These surfaces need not extend more than 18 inches beyond the perimeter of any animal contact area.

June 28, 2017 - At the time of the inspection, the floors in the boarding area, isolation for boarding and the exit bathing areas were no longer water resistant.

July 19, 2017 - Per email received 7/18/2017, the flooring technician is scheduled to be onsite 7/18/17 to look at the concrete that needs to be resealed in the PetHotel and Salon on work order B1377675 (W/O # 1-2917151219).

September 26, 2018 - At the time of the inspection, the boarding floors were still non-compliant regarding water resistant requirements. The facility has had over a year to correct this violation and it has not yet been completed. The floors and wall in the boarding bathing area had not been sealed either.

November 27, 2018 - At the time of the inspection, the facility had a contractor come in to address the floors.

However, the floors were now less water resistant than they had been previously. Staff and I tested the floors by pouring a small amount of water and immediately wiping it. The water immediately penetrated the concrete and became darker as it set. The caulking had not been repaired. There was an area on the door frame in the main play area that had rusted out with sharp edges. The caulk had been removed from the front of the kennels. This allowed an approximate 1" gap that was now collecting hair and other debris, and made it difficult for staff to maintain the area.

April 9, 2019 - At the time of the inspection, the facility had a contractor come in to repair the areas in need of being sealed. However, there were still areas of exposed drywall, exposed concrete, and other areas that did not meet the water resistant requirements.

To Be Corrected on: 04/30/2019

PART 13 Cleaning and Sanitation

13.17 The building and grounds must be kept clean, in good repair, and free of trash and unnecessary or unused items.

June 28, 2017 - At the time of the inspection, there were damaged areas in need of repair in iso and the cat adoption room.

July 19, 2017 - Per email received 7/18/2017, the technician is scheduled to be onsite 7/18/17 for B1377630 (W/O#1-2917410231) to do the approved work, painting of the interior walls in the PetHotel, cat adoption area, quiet room and salon. The technician will be onsite at 10:00a.m.

September 26, 2018 - At the time of the inspection, there were still damaged and unsealed areas that corporate previously advised would be repaired. The facility is now in need of additional repairs. The drain in one kennel was not secured and could pose a risk for injury. The grout and caulk under kennel walls had become separated.

November 27, 2018 - At the time of the inspection, the caulking issues had not been repaired. Caulk had been removed from under the front panel of the kennels, now leaving a deep gap allowing hair and other debris to build up. There were still damaged and unsealed areas in the boarding bath area. There is an area on the door jamb of the door leading into the main play area that has rusted out and now has exposed sharp edges.

April 9, 2019 - At the time of the inspection, there were still multiple areas in the facility that were in disrepair. This includes but is not limited to a hole in the wall between grooming and retail that has a leak, the walls in new arrivals, the walls in the go home bathing area, the tile in the rear play areas, and leaking ceiling tiles.

To Be Corrected on: 04/30/2019





**COLORADO**  
Department of Agriculture

Printed On: Tuesday, March 31, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

**Note**

All forms emailed.

**Create Date**

4/9/2019





**COLORADO**  
Department of Agriculture

Printed On: Tuesday, March 31, 2020

305 Interlocken Parkway, Broomfield, CO 80021  
Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

**PetSmart, Inc., PetSmart #236**

**4230 North Freeway Road  
C/O Shannon Kennedy  
Pueblo CO 81008**

AgLicense ID: **001QVA**

Inspection Date: **1/10/2019**

Type: **Routine**

Final Result: **Non-Compliant**

**Conclusion:**

January 10, 2019 - This was a routine unannounced inspection that was completed with Angel Heule and Stephanie Dominguez.

The enclosures for the animals were very well maintained.

The facility advised they had been receiving multiple guinea pigs that were sick with URI or ringworm. Upon examination of the CVIs being sent they do not appear to be valid.

Per the state veterinarian's office, the form is not valid and is actually illegal. There is no sequence number that would allow the document to be traced. The main information is all photo copied. The only original info on the certificate is the animal info, which was not copied and was written with ball point pen. The form also appears to be one which is no longer accepted by the state of Colorado because of it's ability to be forged.

The CVI provided brings about questions as to whether animals are actually being seen by a veterinarian prior to shipping. The state vet agree's this is not Petsmart's fault so it was not written as a violation. However, the facility should be aware that their vendor is providing them with invalid, illegal documents.

The inspection report was provided to the store and corporate via email.

**Business Rep:** Angel Heule

**Business Title:** ASL

**Business Rep Signed Date:** 01/10/2019

**Inspector:** Jessica Hanson

**Inspector Signed Date:** 01/10/2019

**OPEN VIOLATIONS**

**Indirect**





#### PART 12 Enclosures

12.11.8 A thermometer must be used to determine the temperature inside the enclosure.

**January 10, 2019 - At the time of the inspection, there was a corn snake inside an enclosure that did not contain a thermometer.**

To Be Corrected on: 01/31/2019

12.11.9 Humidity within the enclosure must be maintained as appropriate to the species. A hygrometer must be used to determine the humidity inside the enclosure.

**January 10, 2019 - At the time of the inspection, there was a corn snake inside an enclosure that did not contain a hygrometer.**

To Be Corrected on: 01/31/2019

#### PART 16 Isolation

16.3 This isolation room must have a separate wash sink with single service hand soap and towel dispenser. Facilities may submit written request to the Commissioner for an exemption from this requirement.

**January 10, 2019 - At the time of the inspection, the sink in the isolation room did not have any soap available.**

To Be Corrected on: 01/31/2019

16.7 All surfaces in isolation must be water resistant and be able to be cleaned and sanitized. All occupied enclosures within isolation shall be cleaned and sanitized each day. Fish and amphibian enclosures must be cleaned and treated as appropriate for the species.

**January 10, 2019 - At the time of the inspection, the floors in iso were not water resistant. There were areas of exposed drywall. The sink had a significant amount of buildup that created a porous surface that could not be cleaned and sanitized as required.**

To Be Corrected on: 01/31/2019

#### PART 19 Recordkeeping

19.3 Disposition records are required, for dogs, cats, rabbits, guinea pigs, psittacine birds, and hamsters and must include the date of birth for dogs, cats, rabbits, guinea pigs and hamsters. For dogs, and cats, disposition records must include breed or species, gender, and physical description of the animal and name, address, phone number, and signature of purchaser or adopter. For kittens under 12 weeks of age the weight at the time of transfer must be included.

**January 10, 2019 - At the time of the inspection, the facility was not consistently document d.o.b. for hamsters and guinea pigs.**

To Be Corrected on: 01/31/2019

19.9.4 Treatment records must be kept on all pet animals (except fish and invertebrates) that receive any medications or immunizations used in the treatment or prevention of illness, or the treatment of injury, while in the care of the pet animal facility. These records must include the identification of the pet animal receiving medical treatment, signs of illness, reason for medical treatment, or veterinary diagnosis, the name of the medication or immunization used, the amount of medication used, and the time and date on which the medication or immunization was administered.

**January 10, 2019 - At the time of the inspection, the facility was not documenting time on the treatment records.**

To Be Corrected on: 01/31/2019

#### **Indirect Repeat**





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Department of Agriculture

Printed On: Tuesday, March 31, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

PART 19 Recordkeeping

19.9.1 Written disclosure of all treatments received while in the care of the pet animal facility involving immunizations, medications, and any other veterinary treatments, administered prior to transfer, must be provided at the time of transfer to the transferee for all pet animals excluding fish, feeders, and invertebrates. A record detailing the product used, the dosage, and the date(s) administered must be included. Proof of disclosure, signed by purchaser, must be kept with facility records.

**January 10, 2019 - At the time of the inspection, the facility was not obtaining a signature for disclosure of treatment records on small animals, reptiles, or birds.**

To Be Corrected on: 01/31/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

**Note**

All forms emailed.

**Create Date**

1/10/2019







**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

**PetSmart, Inc., PetSmart #249**

**2428 F Road  
C/O Shannon Kennedy  
Grand Junction CO 81505**

AgLicense ID: **001QXH**

Inspection Date: **11/12/2019**

Type: **Complaint, Routine**

Final Result: **Compliant**

**Conclusion:**

Unannounced routine/complaint inspection of retail/grooming facility with manger Sheri. No violations observed at the time of this inspection and no violations observed in regards to complaint allegations. Facility records weekly water chemistry and UVB readings in enclosures. At this time Banfield is the primary DVM for medical care. Barney's is supplying compliant CVI's within 10 days of transfer on the acquisition records that were observed at the time.

**Business Rep:** Sheri

**Business Title:** Manager

**Business Rep Signed Date:** 11/12/2019

**Inspector:** Christie Kline

**Inspector Signed Date:** 11/12/2019

**Note**

EA#201911194830\_7350

**Create Date**

11/12/2019







## Pacfa Complaint Form

### Complaint Reported By

If you wish to remain anonymous, please only fill out the required fields (indicated with an \*).

1. Enter Your Name
2. Enter Your Phone
3. Enter Your Email Address

### Complaint Reported Against

4. Enter the name of the facility you wish to lodge a complaint against  
*Petsmart*
5. Facility Address  
*2428 Paterson road*
6. What city is the facility located?  
*Grand Junction*
7. What type of facility was involved?  
*Grooming salon*
8. Phone Number of the Facility  
[REDACTED]

### Complaint Information

9. Date of the Incident  
*10/30/2019*
10. Description of Incident or Conditions  
*I have had to reschedule my grooming appointment 3 times now because the groomers say the heater in the salon is broken and wont turn off. Today a manager on the floor told me the groomers were going to try and finish some of the dogs in that kind of heat. It is not safe to make the dogs be in that heat or to make the employees continue to work just do the big guys can make their money.*
11. Provide details about animals, including species, breed, physical description, location within facility  
*There was a little schnauzer in their salon at the time, and I believe 2 or 3 employees.*
12. Provide details if ill or injured animals received veterinary care after the incident. Include date of exam and veterinary contact information
13. Provide information for any facility staff that may have been involved with the incident

Do you have additional documents related to the complaint? Email them to <a href="mailto:cda\_pacfa@state.co.us">cda\_pacfa@state.co.us</a> or fax them to 720-634-0934. Please reference the name of the facility and the date you submitted the complaint.





**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

## **Pets Animal Care Facilities Complaint**

Status: Closed

Complaint Date: 10/30/2019

Complaint Closed Date: 11/12/2019

305 Interlocken Parkway, Broomfield, CO 80021 P 303.869.9000 F 303.466.286

4/2/2020 3:06:59 PM

[www.colorado.gov/ag](http://www.colorado.gov/ag)





**INCIDENT SUMMARY**

Incident Number  
201911194830\_7350

Incident Type  
Complaint

Incident Status  
Closed

Incident Date Range  
11/01/2019 - 11/12/2019

Case Type: PACFA

Complaint Date: 11/1/2019 12:00:00 AM

Investigation Date: 11/01/2019

Agent: Kline, Christie

Agent Address: 2331 W 31ST AVE DENVER CO 80021 US

Agent Contact Info: (E) christie.kline@state.co.us (P2) 3038868848

Types: No Violation

Grand Junction-B/T-Petsmart, Grooming

**CONTACTS**

Contact Type	Name	Address	Contact Info
Inspector	Kline, Christie	2331 W 31ST AVE DENVER CO 80021 US	(E) christie.kline@state.co.us (P2) 3038868848

**ACCOUNT LOCATION**

Business Name	Address	Lat Long
PetSmart, Inc. DBA: PetSmart #249 AgLicense ID: 001QXH DEC ID: PL000BMU	2428 F Road C/O Shannon Kennedy Grand Junction CO 81505 US County: Mesa	39.095995800000000, -108.603067100000000

**COMPLAINT EVENTS**

Event Date	Type	Description	Last Updated
1/1/0001	Case Discussion		1/1/0001
1/1/0001	Case Note		1/1/0001



11/12/2019	Case Action - Inspection	At 1:30 PM I arrived unannounced at the facility and met with manager Sheri. We observed the grooming area which had 3 groomers and approximately 8 dogs either being groomed or in kennels. Sheri stated that a few weeks ago there was an issue with the heater in the tub/kennel room and when the temperature reached 90 degrees they opted to close the entire grooming area despite the temperature being cooler in the main grooming area. Sheri stated that until the vent was cleared and the heater was repaired they kept the grooming area closed and rescheduled appointments. At the time of this inspection I observed the temperature in the tub/kennel room to be approximately 68-70 degrees. I did not observe any violations in the grooming area at the time of this inspection. At this time it does not appear that any dogs were harmed due to the heating issue and the facility acted appropriately in closing the grooming area until the unit was repaired. CK	11/12/2019
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**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

PetSmart, Inc., PetSmart - 252

5285 Wadsworth Bypass  
C/O Shannon Kennedy  
Arvada CO 80002

AgLicense ID: 001QYA

Inspection Date: 4/25/2019

Type: Routine

Final Result: Compliant

**Conclusion:**

04/25/2019 - This was an unannounced, routine inspection of a retail/wholesale facility. The inspection was done with Julie Drzesien.

The facility is going to get their veterinarian agreement dated.

**Business Rep:** Julie Drzesien

**Business Title:** Manager

**Business Rep Signed Date:** 04/25/2019

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 04/25/2019

**Note**

All forms emailed.

**Create Date**

4/25/2019







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Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

PetSmart, Inc., PetSmart - 253

10600 Melody Drive  
C/O Shannon Kennedy  
Northglenn CO 80234

AgLicense ID: 001V0G

Inspection Date: 9/24/2019

Type: Routine

Final Result: Non-Compliant

**Conclusion:**

September 24, 2019-At the time of this inspection/investigation I met with Leslie Allen the store manager. I advised Leslie of the complaint and she stated that Northglenn Animal Control was in the day before. I did not observe any violations related to cleaning or illness concerns as related in the complaint.

Please watch the UVB as it is on the lower end of moderate at the 2.0 range.

We discussed the new fish testing requirements.

Banfield in their veterinarian and it is on site and they had a signed agreement.

No paperwork violations were noted and the paperwork was very organized.

Please email me with corrections and photos by 10/14/19.

**Business Rep:** Leslie Allen

**Business Title:** Store Leader

**Business Rep Signed Date:** 09/24/2019

**Inspector:** Becky Robison

**Inspector Signed Date:** 09/24/2019

**OPEN VIOLATIONS**

**Indirect**





PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

**September 24, 2019-At the time of this inspection I observed damage to the walls in isolation and grooming area. The damage is exposed drywall that is no longer water resistant.**

To Be Corrected on: 10/14/2019

11.8 Pet animal areas must be adequately ventilated with fresh or filtered air to minimize odors and moisture and to provide for the health and comfort of the animal at all times. Ventilation may be mechanical or natural.

**September 24, 2019-At the time of this inspection I observed there was no switch for the fan in this area. Leslie was not sure the ceiling fan/vent worked. The definition of a isolation room is :".17. "Isolation room" means an isolation area enclosed with walls that reach ceiling to floor, a ceiling, and door, having separate ventilation to the outside."**

To Be Corrected on: 10/14/2019

11.8 Pet animal areas must be adequately ventilated with fresh or filtered air to minimize odors and moisture and to provide for the health and comfort of the animal at all times. Ventilation may be mechanical or natural.

**September 24, 2019-At the time of this inspection I observed the cat room to be stuffy and there was a stagnated smell of cat urine. When the door was open it was some what better, but this room needs more ventilation as it only has a door and no window or fan.**

To Be Corrected on: 10/14/2019

PART 13 Cleaning and Sanitation

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

**September 24, 2019-At the time of this inspection I asked a groomer to explain their cleaning procedure. She explained they only sweep off the dirt/hair and do not use a cleaning agent and water. Please add this step to your procedures.**

The rule definition of cleaning is: "1.3. "Cleaning" means mechanical removal of organic matter and waste through application of soap, detergent, or other cleaning agent followed by rinsing of all surfaces with clean water."

To Be Corrected on: 10/14/2019

**Direct**







**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

PART 12 Enclosures

12.2.11 Cats over 22 weeks of age must be housed according to the adult cat chart.

September 24, 2019-At the time of this inspection I observed a cat named "Agatha" in the top smaller cage. The cat did not have a weight on the cage card and appeared to be over the 6 lbs maximum for the size of the enclosure. We tried weighing the cat, but the cat was very scared and stressed so we did not weigh the cat. I then looked at the rescue paperwork and it weighed 7.4 upon intake at the rescue. The cat was too big to be housed in this enclosure as it is only 5.54 square feet and cat over 6 lbs needs 6 square feet.

To Be Corrected on: 09/24/2019

PART 15 Veterinary Care and Disease Control

15.3 Sick, diseased, or injured animals, except for fish and invertebrates, must be provided with timely veterinary care or euthanized in a humane manner under the direction of the facility's veterinarian. Euthanasia must be consistent with § 35-80-102(7), C.R.S.

September 24, 2019-At the time of this inspection I observed a medical treatment record on a green anole lizard. The animal had been returned by the owner and was very sick/lethargic (as noted on the medical treatment sheet), but was not immediately taken to the veterinarian. Leslie advised the animal was brought in at 8:30pm and they were about to close. She stated they had an appointment the next day for the animal. I explained to her that the animal should have been taken to the veterinarian upon realizing the dire condition.

To Be Corrected on: 10/14/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

**Note**

All forms emailed.

**Create Date**

9/24/2019







**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

**PetSmart, Inc., PetSmart - 253**

10600 Melody Drive  
C/O Shannon Kennedy  
Northglenn CO 80234

AgLicense ID: **001V0G**

Inspection Date: **10/14/2019**

Type: **Follow Up**

Final Result: **Non-Compliant**

**Conclusion:**

On October 14, 2019 I received a correction email. Two violations remain open as requested. Per the notes on this correction email they are working on solutions, including construction, to adhere to the rules.

**Business Rep:**

**Business Title:**

**Business Rep Signed Date:** 10/14/2019



**Inspector:** Becky Robison

**Inspector Signed Date:** 10/14/2019





## OPEN VIOLATIONS

### Indirect

#### PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

September 24, 2019-At the time of this inspection I observed the cat room to be stuffy and there was a stagnated smell of cat urine. When the door was open it was some what better, but this room needs more ventilation as it only has a door and no window or fan.

October 14, 2019-Per email-"There is a pending work order to correct the ventilation concerns in the cat room (WO #B4896856). PetSmart is in the process of obtaining appropriate approvals from the city and securing necessary permits. Due to the additional administrative requirements for this project, Ms. Robinson has granted PetSmart an extension to correct this violation. We will provide an update with an anticipated completion date.

? The store has temporarily added a box fan to provide additional air flow. The door will also remain open for additional ventilation."

To Be Corrected on: 11/14/2019

11.8 Pet animal areas must be adequately ventilated with fresh or filtered air to minimize odors and moisture and to provide for the health and comfort of the animal at all times. Ventilation may be mechanical or natural.

September 24, 2019-At the time of this inspection I observed there was no switch for the fan in this area. Leslie was not sure the ceiling fan/vent worked. The definition of a isolation room is :".17. "Isolation room" means an isolation area enclosed with walls that reach ceiling to floor, a ceiling, and door, having separate ventilation to the outside."

October 14, 2019-Per email-"There is a pending work order to correct the ventilation concerns in the isolation room (WO #B4896856). PetSmart is in the process of obtaining appropriate approvals from the city and securing necessary permits. Due to the additional administrative requirements for this project, Ms. Robinson has granted PetSmart an extension to correct this violation. We will provide an update with an anticipated completion date."

To Be Corrected on: 11/14/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

## CLOSED VIOLATIONS

### Indirect





PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

**September 24, 2019-At the time of this inspection I observed damage to the walls in isolation and grooming area. The damage is exposed drywall that is no longer water resistant.**

October 14, 2019-Per email-"We have repainted all visible drywall surfaces with a water-resistant latex paint. Please see Attachment A for before and after photographs."

Corrected on: 10/14/2019

PART 13 Cleaning and Sanitation

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

**September 24, 2019-At the time of this inspection I asked a groomer to explain their cleaning procedure. She explained they only sweep off the dirt/hair and do not use a cleaning agent and water. Please add this step to your procedures.**

**The rule definition of cleaning is: "1.3. "Cleaning" means mechanical removal of organic matter and waste through application of soap, detergent, or other cleaning agent followed by rinsing of all surfaces with clean water."**

October 14, 2019-Per email-"Our Salon Leader has discussed the proper cleaning and disinfecting procedures with all associates who work in the salon during one-on-one discussions and will continue to do so throughout the course of the business day. As a check for understanding, store leaders will verify this process during health and safety observations, including asking associates questions and visually verifying the cleaning and disinfecting procedures are being completed properly."

Corrected on: 11/14/2019

**Direct**

PART 12 Enclosures

12.2.11 Cats over 22 weeks of age must be housed according to the adult cat chart.

**September 24, 2019-At the time of this inspection I observed a cat named "Agatha" in the top smaller cage. The cat did not have a weight on the cage card and appeared to be over the 6 lbs maximum for the size of the enclosure. We tried weighing the cat, but the cat was very scared and stressed so we did not weigh the cat. I then looked at the rescue paperwork and it weighed 7.4 upon intake at the rescue. The cat was too big to be housed in this enclosure as it is only 5.54 square feet and cat over 6 lbs needs 6 square feet.**

October 14, 2019-Per email:

? Store leadership has amended the cat intake procedure to include weighing cats before they are placed in an enclosure in the cat room. The cats' weights are listed on the top of each animal's Identification card.

? All kennels with weight/size restrictions are marked with a maximum weight allowable. Cat weights and proper kennel sizing are now verified daily by management as part of our visual health and safety checks.

Corrected on: 10/14/2019

PART 15 Veterinary Care and Disease Control

15.3 Sick, diseased, or injured animals, except for fish and invertebrates, must be provided with timely veterinary care or euthanized in a humane manner under the direction of the facility's veterinarian. Euthanasia must be consistent with § 35-80-102(7), C.R.S.

**September 24, 2019 - At the time of this inspection I observed a medical treatment record on a green anole lizard. The animal had been returned by the owner and was very sick/lethargic (as noted on the medical treatment sheet) but was not immediately taken to the veterinarian. Leslie advised the animal was brought in at 8:30pm and they were about to close. She stated they had an appointment the next day for the animal. I explained to her that the animal should have been taken to the veterinarian upon realizing the dire condition.**

October 14, 2019-Per email-"The leadership team has discussed the incident to create a better plan to address pet health issues moving forward. In the event an animal is returned to our care, and is observed to be in poor condition, the store leaders have empowered all associates to personally take the pet to the listed emergency vet. "Immediate care will be sought if the animal's health is in critical condition. The associate must immediately inform a store leader of the need for care and the associate's departure to the emergency veterinarian.

Corrected on: 10/14/2019





**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021  
Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: CDA\_PACFA@state.co.us

**Note**

**Create Date**

I received a voicemail from Scott Deckerd the project manager for Petsmart. They need an extension on 10/10/2019  
the cat room. See below.

Becky,

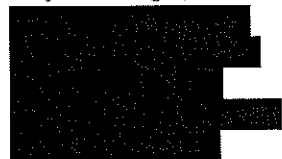
Received your call back. Passing along my info to you so we can communicate this way as well if that is better. Additionally, in regard to the timeline it will be approx. 4-6 weeks from start to end including permitting, drawings, engineering, and install. As you know the city can sometimes lengthen these things out.

Let me know you received this and I will continue to communicate and update the timeline as it becomes more clear.

Let us know if you have any further questions

Thanks

Scott Deckerd  
Project Manager, Facilities



[www.pleasantvalleycorporation.com](http://www.pleasantvalleycorporation.com)





## PACFA INSPECTION FORM

Facility

AgLicense ID: 001VOG

PetSmart, Inc., PetSmart - 253

Inspection Date: 11/21/2019

10600 Melody Drive  
C/O Shannon Kennedy  
Northglenn CO 80234

Type: Follow Up

Final Result: Compliant-Corrected

### Conclusion:

November 21, 2019-I received email correcting the last two violations that were open.

### Business Rep:

Business Title:

Inspector: Becky Robison

Business Rep Signed Date: 11/21/2019

Inspector Signed Date: 11/21/2019



### CLOSED VIOLATIONS

#### Indirect

#### PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

September 24, 2019-At the time of this inspection I observed the cat room to be stuffy and there was a stagnated smell of cat urine. When the door was open it was some what better, but this room needs more ventilation as it only has a door and no window or fan.

October 14, 2019-Per email-"There is a pending work order to correct the ventilation concerns in the cat room (WO #B4896856). PetSmart is in the process of obtaining appropriate approvals from the city and securing necessary permits. Due to the additional administrative requirements for this project, Ms. Robinson has granted PetSmart an extension to correct this violation. We will provide an update with an anticipated completion date.

"The store has temporarily added a box fan to provide additional air flow. The door will also remain open for additional ventilation."

November 21, 2019-"In follow-up to our October 14th response, I've confirmed Work Order #B4896856 was completed on November 18, 2019."

Corrected on: 11/21/2019

11.8 Pet animal areas must be adequately ventilated with fresh or filtered air to minimize odors and moisture and to provide for the health and comfort of the animal at all times. Ventilation may be mechanical or natural.

September 24, 2019-At the time of this inspection I observed there was no switch for the fan in this area. Leslie was not sure the ceiling fan/vent worked. The definition of a isolation room is :".17. "Isolation room" means an isolation area enclosed with walls that reach ceiling to floor, a ceiling, and door, having separate ventilation to the outside."

October 14, 2019-Per email-"There is a pending work order to correct the ventilation concerns in the isolation room (WO #B4896856). PetSmart is in the process of obtaining appropriate approvals from the city and securing necessary permits. Due to the additional administrative requirements for this project, Ms. Robinson has granted PetSmart an extension to correct this violation. We will provide an update with an anticipated completion date."

November 21, 2019-Per email-"In follow-up to our October 14th response, I've confirmed Work Order #B4896856 was completed on November 18, 2019."

Corrected on: 11/21/2019





**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021  
Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: [CDA\\_PACFA@state.co.us](mailto:CDA_PACFA@state.co.us)

**Note**

All forms emailed.

**Create Date**

11/22/2019







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Department of Agriculture

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**PACFA INSPECTION FORM**

Facility

**PetSmart, Inc., PetSmart - 1014**

**2833 35th Avenue  
C/O Shannon Kennedy  
Greeley CO 80634**

AgLicense ID: **001V06**

Inspection Date: **10/23/2019**

Type: **Routine**

Final Result: **Non-Compliant**

**Conclusion:**

23 October 2019 - This was an unannounced Routine Inspection. I completed the inspection with Caitlyn Temple, Customer Engagement Leader.

The facility was clean and organized. I observed all animals were bright, alert, and responsive. We reviewed new PACFA Rule goes into effect on October 31, 2019.

Please respond with corrections no later than 11/13/19.

This facility does not offer boarding/training (without the owner present) services. I submitted a "closed" form for just the boarding/training category on the license.

You may contact your inspector via  
720-402-8552  
jessica.evans@state.co.us

**Business Rep:** Caitlyn Temple

**Business Title:** Customer Engagement Leader

**Business Rep Signed Date:** 10/23/2019

**Inspector:** Jessica Evans

**Inspector Signed Date:** 10/23/2019





## OPEN VIOLATIONS

### Indirect

#### PART 11 Physical Facility Standards

11.2.1 The indoor building surfaces, including but not limited to floors, cages, counters, enclosures, tables, and tubs must be constructed and maintained so that they are water resistant and capable of being readily cleaned and sanitized. These surfaces need not extend more than 18 inches beyond the perimeter of any animal contact area.

23 October 2019 - At the time of this inspection, I observed wall surfaces in the "new arrival" room where the drywall was exposed and no longer water-resistant.

This includes two spots on the north wall and next to the light switches.

Please respond with photos indicating corrections were completed. -JKE-

To Be Corrected on: 11/13/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

## CLOSED VIOLATIONS

### Indirect

#### PART 12 Enclosures

This violation refers to the chart: "Kittens" (kittens from weaning up to 22 weeks)

23 October 2019 - At the time of this inspection, I observed two cats housed in enclosures that did not meet their minimum size requirements.

Selena a 14-month-old cat weighed 6.8 lbs. Kennedy a 6-month-old cat weighed 6.2 lbs. Both cats were housed in enclosures that measured 5.44 square feet without accounting for the litter box. Kennedy did not have a raised resting surface to counter the size of the litter box.

Both cats require at least 6 square feet.

All cats/kittens must be housed in appropriate sized enclosures. -JKE-

23 October 2019 - While on-site, the employee moved both cats to enclosures which met the minimum requirements for each cat. We discussed different ways of ensuring requirements are met. -JKE-

Corrected on: 10/23/2019

12.3.2.3 Sufficient perching space is required to allow all birds housed to perch simultaneously. 12.3.2.3. Perches must be strategically placed to prevent droppings from contaminating other birds and the birds' food and water supply and also to prevent the birds' tails from making contact with the food and water.

23 October 2019 - At the time of this inspection, I observed a bird housed in the "New Animal" room. One of the perches in the enclosure was placed over the top of the food container. -JKE-

23 October 2019 - While I was on site, the employee made adjustments to the enclosure to meet requirements. -JKE-

Corrected on: 10/23/2019

### Note

### Create Date

Print Form was printed on 10/23/2019 12:56:35 PM.

10/23/2019

Print Form was printed on 10/23/2019 12:56:35 PM.

10/23/2019

All forms emailed.

10/23/2019





**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

All forms printed.

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

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10/29/2019







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**PACFA INSPECTION FORM**

Facility

**PetSmart, Inc., PetSmart - 1014**

**2833 35th Avenue  
C/O Shannon Kennedy  
Greeley CO 80634**

AgLicense ID: **001V06**

Inspection Date: **10/29/2019**

Type: **Follow Up**

Final Result: **Compliant-Corrected**

**Conclusion:**

29 October 2019 - This was a Re-Inspection in response to corrections submitted on 10/28/19.

Necessary corrections were completed.

The facility is in compliance at this time.

You may contact your inspector via

720-402-8552

jessica.evans@state.co.us

**Business Rep:** Emailed to Brandi Scott

**Business Title:** Senior Paralegal

**Business Rep Signed Date:** 10/29/2019

*EMAILED*

**Inspector:** Jessica Evans

**Inspector Signed Date:** 10/29/2019

*JEVANS*

**CLOSED VIOLATIONS**

**Indirect**

**PART 11 Physical Facility Standards**

11.2.1 The indoor building surfaces, including but not limited to floors, cages, counters, enclosures, tables, and tubs must be constructed and maintained so that they are water resistant and capable of being readily cleaned and sanitized. These surfaces need not extend more than 18 inches beyond the perimeter of any animal contact area.

23 October 2019 - At the time of this inspection, I observed wall surfaces in the "new arrival" room where the drywall was exposed and no longer water-resistant.

This includes two spots on the north wall and next to the light switches.

Please respond with photos indicating corrections were completed. -JKE

28 October 2019 - Necessary corrections were completed. -JKE-

Corrected on: 10/28/2019

**Note**

All forms printed.

**Create Date**

10/29/2019





(Store 1015) dep.

### **Complaint Reported By**

**If you wish to remain anonymous, please only fill out the required fields (indicated with an \*).**

**1. Enter Your Name**

*Cindy*

**2. Enter Your Phone**

**3. Enter Your Email Address**

### **Complaint Reported Against**

**4. Enter the name of the facility you wish to lodge a complaint against**

*Petsmart*

**5. Facility Address**

*402 Center Drive*

**6. What city is the facility located?**

*Superior*

**7. What type of facility was involved?**

*cat housing*

**8. Phone Number of the Facility**

### **Complaint Information**

**9. Date of the Incident**

*09/01/2019*

**10. Description of Incident or Conditions**

*Visiting the cats in the adoption area and was appalled by the horrible conditions. Air in the room was stuffy even with door open. Told clerk about it and she said they are too busy to tend to the animals.*

**11. Provide details about animals, including species, breed, physical description, location within facility**

*Several cats/kittens in single cage units. In all other Petsmarts I have seen cats with 2 cages each, one for food and lounging and one for litterbox. The litterboxes were overflowing with feces.*

**12. Provide details if ill or injured animals received veterinary care after the incident. Include date of exam and veterinary contact information**

**13. Provide information for any facility staff that may have been involved with the incident**

*Unknown name of the clerk.*

**Do you have additional documents related to the complaint? Email them to <a href="mailto:cda\_pacfa@state.co.us">cda\_pacfa@state.co.us</a> or fax them to 720-634-0934. Please reference the name of the facility and the date you submitted the complaint.**





**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

## **Pets Animal Care Facilities Complaint**

Status: Closed

Complaint Date: 9/12/2019

Complaint Closed Date: 9/18/2019

### **Pacfa Complaint Form**

305 Interlocken Parkway, Broomfield, CO 80021 P 303.869.9000 F 303.466.286

4/2/2020 3:16:04 PM

[www.colorado.gov/ag](http://www.colorado.gov/ag)







**INCIDENT SUMMARY**

**Incident Number**  
201991214411\_7350

**Incident Type**  
Complaint

**Incident Status**  
Closed

**Incident Date Range**  
09/12/2019 - 09/18/2019

**Case Type:** PACFA

**Complaint Date:** 9/12/2019 12:00:00 AM

**Investigation Date:** 09/12/2019

**Agent:** Robison, Becky

**Agent Address:** 2231 West 31st Avenue Denver CO 80211 US

**Agent Contact Info:** (E) becky.robison@state.co.us (P2) 3036568766

**Types:** Non Compliant

**Superior-R/W-Petsmart**

**CONTACTS**

Contact Type	Name	Address	Contact Info
Inspector	Robison, Becky	2231 West 31st Avenue Denver CO 80211 US	(E) becky.robison@state.co.us (P2) 3036568766

**ACCOUNT LOCATION**

Business Name	Address	Lat Long
PetSmart, Inc. DBA: PetSmart -1015 AgLicense ID: 001V1J DEC ID: PL000F0M	402 Center Drive C/O Shannon Kennedy Superior CO 80027 US County: Boulder	39.955592900000000, - 105.171098300000000

**COMPLAINT EVENTS**

Event Date	Type	Description	Last Updated
1/1/0001	Case Discussion		1/1/0001
1/1/0001	Case Note		1/1/0001
9/17/2019	Case Action - Investigation	I, Inspector Robison, read through the complaint and put on my calendar for 9/18/19 as I will be in Superior for other inspections.	9/17/2019



9/18/2019	Case Action - Investigation	<p>September 19, 2019-At the time of this investigation I met with the Assistant Manager Katie Clark. Katie accompanied on a routine inspection and I advised her of the complaint. Upon entering the cat room I smelled a heavy odor of cat urine. I asked Katie if there was fan in this area and she stated no. This is a small elongated room with cat banks against the wall and a walking path in front of it. It has a glass wall with one door. There are no windows in this room. This room is not adequately ventilated and thus all odors are stagnated. I found three adult cats weighing over 6 pounds housed in enclosures that only had 5.6 square feet of space and per rule need 6.0 square feet of space. There was spilled litter and messy cages, but the litter boxes were clean of excrement. Katie advised they spot clean twice a day.</p> <p>They work two rescue partners and all paperwork was in order. In conclusion, this complaint was substantiated due to the lack of ventilation and improper housing. See related inspection for details on written violations.</p>	9/19/2019
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## PACFA INSPECTION FORM

Facility

AgLicense ID: 001V1J

PetSmart, Inc., PetSmart -1015

Inspection Date: 10/4/2019

402 Center Drive  
C/O Shannon Kennedy  
Superior CO 80027

Type: Follow Up

Final Result: Compliant-Corrected

### Conclusion:

On October 4, 2019-I received the correction email with supporting photos.

Business Rep:

Business Title:

Inspector: Becky Robison

Business Rep Signed Date: 10/10/2019

Inspector Signed Date: 10/10/2019



### CLOSED VIOLATIONS

Direct

#### PART 11 Physical Facility Standards

11.8 Pet animal areas must be adequately ventilated with fresh or filtered air to minimize odors and moisture and to provide for the health and comfort of the animal at all times. Ventilation may be mechanical or natural.

September 18, 2019-At the time of this inspection/investigation I observed a heavy stagnated urine smell in the cat room area. I asked Katie if their was an overhead fan and she said no. This space does not have any windows and only a glass door for outside air. This is a small room elongated room with cage banks on one side and the window wall on the other. Fresh and circulated air is not adequately ventilated.

October 4, 2019-Per email-"We have temporarily added two plug-in fans, one on each side of the room, to ensure air is continually circulated. Please see Attachment A for photographs. We have also submitted a work order to install a ceiling fan in this room as a permanent fix. We will provide an update with an anticipated completion date."

Corrected on: 10/04/2019

#### PART 12 Enclosures

This violation refers to the chart: "Cats" (cats over 22 weeks)

September 18, 2019-At the time of this inspection three adult cats in cages that measure 5.6 square feet. We weighed the smaller of the three cats "Tinks" and she weighed 9.5 pounds. Per the space requirements a cat weighing 6-10 lbs must have 6 square feet of space. The cages are marked for cats under 6 pounds, but it appears weights are not being factored in. Each cat not housed appropriately, according to the chart, is technically a separate violation.

October 4, 2019-\*Per email\*-Our adoption partner has removed the three adult cats. We have measured the kennels and posted the maximum weight for each kennel above the kennel door. Please see Attachment B for photograph. We have also reminded our adoption partner that they must check in with a store associate before placing new cats in the kennels.

Corrected on: 10/04/2019

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.





**September 19, 2019-At the time of this inspection Katie and I did UVB measurements for several of the reptiles. We measured the UV index for the Fancy Bearded Dragons and they had a 0.2 at the bottom of the cage and 2.3 at the top. No basking area was provided under the UVB, therefore the 0.2 UVB was at the low end and not providing adequate measurement for the environment.**

October 4, 2019-Per email-"Associates have been coached on the habitat monitoring process. The decorations have been changed in the habitats for reptiles requiring UVB so the reptile can bask under heat and under the UVB bulb. Please see Attachment C for photograph. A UVB meter was used to confirm the UV index is correct."

Corrected on: 10/04/2019

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.

**September 19, 2019-At the time of this inspection Katie and I did UVB measurements for several of the reptiles. We measured the UV index for the Leopard Gecko's and they had a 0.4 at the bottom of the cage and 2.7 at the top. No basking area was provided under the UVB, therefore the 0.4 UVB was at the low end and not providing adequate measurement for the environment.**

October 4, 2019-Per email-"Associates have been coached on the habitat monitoring process. The decorations have been changed in the habitats for reptiles requiring UVB so the reptile can bask under heat and under the UVB bulb. This was done for all Bearded Dragon and Leopard Gecko habitats. Please see Attachment C for photographs. A UVB meter was used to confirm the UV index is correct."

Corrected on: 10/04/2019

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.

**September 19, 2019-At the time of this inspection Katie and I did UVB measurements for several of the aquatic turtles (African sideneck, Reeves and Red Eared Slider). We measured the UV index and it was 0.4 which was directly over the water and not in the basking area. No UVB bulb was in the basking area. UVB light can penetrate water, but not at the low measurement and is not adequate for environmental conditions.**

October 4, 2019-Per email-"Associates have been coached on the habitat monitoring process. We have added a UVB bulb to the basking section of the aquatic turtle habitat so UVB is provided throughout the tank. Please see Attachment D for photograph. A UVB meter was used to confirm the UV index is correct."

Corrected on: 10/04/2019

Indirect





PART 13 Cleaning and Sanitation

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

September 18, 2019-At the time of this inspection I asked Katie to explain the cleaning procedures. She explained that she uses the "1 step" Virex to clean and disinfect. I explained to her that the surface must be cleaned prior to applying the disinfectant. She told me they usually let it set for 5 minutes and I advised her I thought this product was a 10 minute contact time. Kandice the grooming manager also explained a one step process with a 5 minute contact time. I explained the two step process to them both. They were unable to show me the instructions for Virex as they did not have the original bottle. I looked at Virex on line and found the below instructions:

"For Use as a One-Step Cleaner/Disinfectant: Pre-clean heavily soiled areas. Apply Use Solution to hard, non-porous environmental surfaces. All surfaces must remain wet for 10 minutes. Wipe surfaces and let air dry."

Please note a "pre-clean" is required per manufacture, but moreover it is required by rule.

October 4, 2019-Per email-"Associates have been coached on the 2-step process. Associates have reviewed the cleaning and disinfecting procedures, including pre-cleaning and allowing the Virex II solution to remain on the surface for 10 minutes before rinsing. Associates have been instructed to complete the 2-step process before any other animal occupies the same space, or more often if necessary."

Corrected on: 10/04/2019

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

September 18, 2019-At the time of this inspection I observed an accumulation of hair and dirt on the grooming leads. Kandice showed me that they had several, but it does not appear they are changing them out between dogs.

October 4, 2019-Per email-"All store associates have been coached on the sanitizing process. Associates will change out leads between each dog. Leads will be washed and dried each night to maintain clean and sanitary conditions. We have also purchased additional leads to cover 2 days of services."

Corrected on: 10/04/2019

PART 19 Recordkeeping

19.9.2 For grooming and boarding/training facilities, an incident file must be kept within each facility for animals sustaining injury or illness requiring veterinary care or death or for any escape. Each report must include date of incident, pet's name, breed/species, age, owner's name and contact information, description of incident, and course of action.

September 19, 2019-At the time of this inspection I was given a book that housed incidents, but the last entry was from 2016. I asked if there were any more recent incidents and they found a log of incidents that had occurred in 2019, but they stated they could not access them via their system. I explained they must be able to provide this information and should be printing them out like they were doing in 2016.

October 4, 2019-Per email-"All store associates have been coached on proper recordkeeping. We have contacted the Phoenix Home Office to obtain copies of any incidents submitted, and the reports will be filed in the incident binder in the leader's office."

Corrected on: 10/04/2019

**Note**

All forms emailed.

**Create Date**

10/10/2019





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Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

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**PACFA INSPECTION FORM**

Facility

**PETSMART, INC., PetSmart - 1072**

**40 South Abilene Street**

**C/O Shannon Kennedy**

**Aurora CO 80012**

AgLicense ID: **001V68**

Inspection Date: **2/7/2019**

Type: **Follow Up**

Final Result: **Non-Compliant**

**Conclusion:**

02/07/2019 - This was an unannounced, re-inspection of a retail facility. The inspection was done with Charley Schreiner. A follow-up will be completed after 02/28/2019.

**Business Rep:** Charley Schreiner

**Business Title:** Manager

**Business Rep Signed Date:** 02/07/2019

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 02/07/2019





**OPEN VIOLATIONS**

**Direct Repeat**

PART 15 Veterinary Care and Disease Control

15.1 Shelters, rescues, and retail/wholesale facilities that do not have a veterinarian on staff shall have a written agreement with a licensed veterinarian for services and consultation regarding animal health needs. This agreement must be updated each licensing period. The name and phone number of the veterinarian must be included. Pet animal grooming, boarding/training and breeding facilities shall have a working relationship with a veterinarian to provide timely veterinary care. The name and phone number of the veterinarian must be available to the inspector upon request.

**12/06/2018 - At the time of this inspection, the facility did not have a written agreement with Aurora Animal Hospital for care.**

**02/07/2019 - At the time of this inspection, the facility did not have a written agreement with their vet partners. They had a vet partner form filled out but it is not signed by the vet nor is it dated.**

To Be Corrected on: 02/28/2019

**Direct**

PART 19 Recordkeeping

19.3 Disposition records are required, for dogs, cats, rabbits, guinea pigs, psittacine birds, and hamsters and must include the date of birth for dogs, cats, rabbits, guinea pigs and hamsters. For dogs, and cats, disposition records must include breed or species, gender, and physical description of the animal and name, address, phone number, and signature of purchaser or adopter. For kittens under 12 weeks of age the weight at the time of transfer must be included.

**23 January 2017 at the time of the inspection I observed that there was no date of birth in the disposition records for Guinea Pigs and Hamsters.**

**12/06/2018 - At the time of this inspection, the facility was not documenting the date of birth for guinea pigs or hamsters.**

**02/07/2019 - At the time of this inspection, the facility was still not documenting the date of birth for the large majority of guinea pigs or hamsters that were sold. As this is the third time this violation has been written, it is now a direct violation.**

To Be Corrected on: 02/28/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.





**CLOSED VIOLATIONS**

**Direct**

PART 12 Enclosures

This violation refers to the chart: "Cats" (cats over 22 weeks)

**12/06/2018 - At the time of this inspection, the facility had two cats that were over 22 weeks, and were over 6 lbs in an enclosure measuring 5.6 square feet. Each cat, according to the chart needs 6 square feet each.**

02/07/2019 - At the time of this inspection, the facility had all cats in appropriately sized enclosures. We did talk about getting the weight for each cat from the rescue so they can ensure they are always in an appropriate enclosure.

Corrected on: 02/07/2019

PART 19 Recordkeeping

19.9.5.1 In connection with the adoption, sale or transfer, each pet animal facility shall provide, in good faith, the prospective purchaser/adopter, upon request at the time of sale or adoption, a written statement that contains the following information: 19.9.5.1. The date the animal was transferred; source or how acquired; name, AND address of the breeder; animal breed or species; specific identifying characteristics if available; bird band number, USDA identifying tag, tattoo, microchip, or other identification approved by the Commissioner; if known, the date of birth of dogs, cats, hamsters, rabbits and guinea pigs; and any medical treatment or medication received prior to arrival at the pet animal facility, if known.

**12/06/2018 - At the time of this inspection, the facility was not consistently documenting the bird band at the time of sale.**

02/07/2019 - At the time of this inspection, the facility is now documenting the bird band at the time of sale.

Corrected on: 02/07/2019

**Direct Repeat**

PART 12 Enclosures

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.

**23 January 2017 At the time of this inspection I observed, the upper row, the second row and the bottom row of the reptile enclosures did not have adequate UVB light for the reptiles in the enclosures. There was also inadequate UVB light for the turtle in the isolation area that was under treatment. There was also no UVB meter available for the store manager to check UVB light.**

**12/06/2018 - At the time of this inspection, the facility had inadequate UVB for the bearded dragon. The facility did have a UVB meter available.**

02/07/2019 - At the time of this inspection, the facility had adequate UVB for the bearded dragons.

Corrected on: 02/07/2019

**Note**

All forms emailed.

**Create Date**

2/7/2019









**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

**PETSMART, INC., PetSmart - 1072**

40 South Abilene Street  
C/O Shannon Kennedy  
Aurora CO 80012

AgLicense ID: **001V68**

Inspection Date: **4/8/2019**

Type: **Follow Up**

Final Result: **Compliant-Corrected**

**Conclusion:**

04/08/2019 - This was a re-inspection of a retail/grooming facility. The corrections were sent via email from Susie Grant and were saved into AgLicense for reference.

**Business Rep:** Susie Grant

**Business Title:** Senior Paralegal - Litigation

**Business Rep Signed Date:** 04/08/2019

*emailed*

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 04/08/2019

*K.K.K.*





**CLOSED VIOLATIONS**

**Direct Repeat**

PART 15 Veterinary Care and Disease Control

15.1 Shelters, rescues, and retail/wholesale facilities that do not have a veterinarian on staff shall have a written agreement with a licensed veterinarian for services and consultation regarding animal health needs. This agreement must be updated each licensing period. The name and phone number of the veterinarian must be included. Pet animal grooming, boarding/training and breeding facilities shall have a working relationship with a veterinarian to provide timely veterinary care. The name and phone number of the veterinarian must be available to the inspector upon request.

**12/06/2018 - At the time of this inspection, the facility did not have a written agreement with Aurora Animal Hospital for care.**

**02/07/2019 - At the time of this inspection, the facility did not have a written agreement with their vet partners. They had a vet partner form filled out but it is not signed by the vet nor is it dated.**

**04/08/2019 - At the time of this inspection, the facility now has a written agreement with a veterinarian.**

**Corrected on: 04/08/2019**

**Direct**

PART 19 Recordkeeping

19.3 Disposition records are required, for dogs, cats, rabbits, guinea pigs, psittacine birds, and hamsters and must include the date of birth for dogs, cats, rabbits, guinea pigs and hamsters. For dogs, and cats, disposition records must include breed or species, gender, and physical description of the animal and name, address, phone number, and signature of purchaser or adopter. For kittens under 12 weeks of age the weight at the time of transfer must be included.

**23 January 2017 at the time of the inspection I observed that there was no date of birth in the disposition records for Guinea Pigs and Hamsters.**

**12/06/2018 - At the time of this inspection, the facility was not documenting the date of birth for guinea pigs or hamsters.**

**02/07/2019 - At the time of this inspection, the facility was still not documenting the date of birth for the large majority of guinea pigs or hamsters that were sold. As this is the third time this violation has been written, it is now a direct violation.**

**04/08/2019 - At the time of this inspection, the facility is documenting the date of guinea pigs and hamsters.**

**Corrected on: 04/08/2019**

**Note**

All forms printed.

**Create Date**

4/8/2019





**COLORADO**  
Department of Agriculture

Printed On: Thursday, April 02, 2020

305 Interlocken Parkway, Broomfield, CO 80021  
Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

AgLicense ID: **001V68**

**PETSMART, INC., PetSmart - 1072**

Inspection Date: **11/13/2019**

**40 South Abilene Street  
C/O Shannon Kennedy  
Aurora CO 80012**

Type: **Follow Up**

Final Result: **Compliant-Corrected**

**Conclusion:**

11/13/2019 - This was a re-inspection of a retail/wholesale facility. The corrections were sent via email from Brandi Scott and were saved into AgLicense for reference. The facility is now compliant.

**Business Rep:** Brandi Scott

**Business Title:** Senior Paralegal

**Inspector:** Kathryn Kirk

**Business Rep Signed Date:** 11/13/2019

**Inspector Signed Date:** 11/13/2019

*emailed*

*K. Kirk*

**CLOSED VIOLATIONS**

**Direct**

**PART 12 Enclosures**

12.11.13.2 Water turtles must have clean, potable water available at all times. The depth of water in the enclosure must be at least equal to the carapace length of the turtle with a gradual access leading to a basking area.

**10/23/2019 -At the time of this inspection, the facility had a turtle enclosure that does not allow for more than 4 inches of water to be in the bottom of the tank. The turtles that were kept in the enclosure had carapaces more than 4 inches.**

**11/13/2019 - At the time of this inspection, the facility has moved the turtles into an enclosure that meets requirements.**

**Corrected on: 11/13/2019**

**Note**

**Create Date**

All forms printed.

11/13/2019







## PACFA INSPECTION FORM

**Facility**

**PETSMART, INC., PetSmart - 1084**

**8440 South Kipling Parkway Unit B1  
C/O Shannon Kennedy  
Littleton CO 80127**

**AgLicense ID: 001V3F**

**Inspection Date: 1/29/2019**

**Type: Routine**

**Final Result: Non-Compliant**

**Conclusion:**

01/29/2019 - This was an unannounced, routine inspection of a retail/grooming facility. The inspection was done with Jennifer Hass.

**Business Rep:** Jennifer Hass

**Business Title:** Manager

**Business Rep Signed Date:** 01/29/2019

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 01/29/2019

### OPEN VIOLATIONS

**Direct**

PART 12 Enclosures

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.

01/29/2019 - At the time of this inspection, the facility's enclosures for reptiles did not have the appropriate amount of UVB light provided for the chameleon or bearded dragons. We discussed that the light bulb was putting out enough UVB, but much of it was being blocked by the enclosure top.

To Be Corrected on: 02/19/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

**Note**

All forms emailed.

**Create Date**

1/29/2019







## PACFA INSPECTION FORM

Facility

PETSMART, INC., PetSmart - 1084

8440 South Kipling Parkway Unit B1  
C/O Shannon Kennedy  
Littleton CO 80127

AgLicense ID: 001V3F

Inspection Date: 9/19/2019

Type: Follow Up

Final Result: Compliant-Corrected

### Conclusion:

09/19/2019 - This was a re-inspection of a retail/wholesale facility. The inspection was done with Jennifer Hass. The facility has corrected the violation and is now compliant.

Business Rep: Jennifer Hass

Business Title: Manager

Business Rep Signed Date: 09/19/2019

Inspector: Kathryn Kirk

Inspector Signed Date: 09/19/2019

### CLOSED VIOLATIONS

Direct

#### PART 12 Enclosures

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.

01/29/2019 - At the time of this inspection, the facility's enclosures for reptiles did not have the appropriate amount of UVB light provided for the chameleon or bearded dragons. We discussed that the light bulb was putting out enough UVB, but much of it was being blocked by the enclosure top.

09/19/2019 - At the time of this inspection, the facility got a new habitat that allows the appropriate amount of UVB into the enclosure.

Corrected on: 09/19/2019

Note

All forms emailed.

Create Date

9/19/2019









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Department of Agriculture

Printed On: Thursday, April 02, 2020

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Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

AgLicense ID: **001V6F**

**PETSMART, INC., PetSmart - 1124**

Inspection Date: **11/18/2019**

**2965 New Center Point  
C/O Shannon Kennedy  
Colorado Springs CO 80922**

Type: **Routine**

Final Result: **Compliant**

**Conclusion:**

11/18/2019 - This was an unannounced, routine inspection of a retail facility. The inspection was done with Charles Rolater.

The facility's veterinary agreement was expired but they had it signed while I was on sight. We discussed new rules regarding documenting UVB monthly or anytime a new animal is added. There is also a new rule that requires the facility to document owner name, phone number, address, and their veterinarian for grooming clients. Please ensure that each associate knows to document bird bands for bird sales and date of birth for hamsters and guinea pigs.

**Business Rep:** Charles Rolater

**Business Title:** Manager

**Inspector:** Kathryn Kirk

**Business Rep Signed Date:** 11/18/2019

**Inspector Signed Date:** 11/18/2019

**Note**

All forms emailed.

**Create Date**

11/18/2019







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Department of Agriculture

Printed On: Tuesday, March 31, 2020

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Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: CDA\_PACFA@state.co.us

## PACFA INSPECTION FORM

Facility

AgLicense ID: 001V4P

PetSmart, Inc, PetSmart - 1130

Inspection Date: 11/4/2019

1125 Hover Street  
C/O Shannon Kennedy  
Longmont CO 80501

Type: Routine

Final Result: Non-Compliant

### Conclusion:

11/04/2019 - This was an unannounced, routine inspection of a retail/wholesale facility. The inspection was done with Dan Paonessa.

Business Rep: Dan Paonessa

Business Title: Manager

Inspector: Kathryn Kirk

Business Rep Signed Date: 11/04/2019

Inspector Signed Date: 11/04/2019

*D. Paonessa*

*K. Kirk*

### OPEN VIOLATIONS

#### Indirect

##### PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

11/25/2019 - At the time of this inspection, the facility had areas in their isolation and overflow rooms that were no longer water resistant. The walls had peeled and exposed areas that were no longer water-resistant.

To Be Corrected on: 11/25/2019

##### PART 13 Cleaning and Sanitation

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

11/04/2019 - At the time of this inspection, the facility is not cleaning prior to sanitizing surfaces.

To Be Corrected on: 11/25/2019

##### PART 19 Recordkeeping

19.3 Disposition records are required, for dogs, cats, rabbits, guinea pigs, psittacine birds, and hamsters and must include the date of birth for dogs, cats, rabbits, guinea pigs and hamsters. For dogs, and cats, disposition records must include breed or species, gender, and physical description of the animal and name, address, phone number, and signature of purchaser or adopter. For kittens under 12 weeks of age the weight at the time of transfer must be included.

11/04/2019 - At the time of this inspection, the facility is not documenting date of birth for hamsters and guinea pigs on their disposition records consistently.

To Be Corrected on: 11/25/2019

#### Direct





PART 12 Enclosures

This violation refers to the chart: "Cats" (cats over 22 weeks)

**11/04/2019 - At the time of this inspection the facility had a black cat "Carol" that was over 7 lbs and was in an enclosure that measured less than 6 square feet.**

To Be Corrected on: 11/25/2019

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.

**11/04/2019 - At the time of this inspection, the UVB meter was measuring 0.0 where the turtles were sitting. This needs to read at least 1.0.**

To Be Corrected on: 11/25/2019

PART 15 Veterinary Care and Disease Control

15.1 Shelters, rescues, and retail/wholesale facilities that do not have a veterinarian on staff shall have a written agreement with a licensed veterinarian for services and consultation regarding animal health needs. This agreement must be updated each licensing period. The name and phone number of the veterinarian must be included. Pet animal grooming, boarding/training and breeding facilities shall have a working relationship with a veterinarian to provide timely veterinary care. The name and phone number of the veterinarian must be available to the inspector upon request.

**11/04/2019 - At the time of this inspection, the facilities do not have a dated and signed veterinarian agreement.**

To Be Corrected on: 11/25/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

**Note**

All forms emailed.

**Create Date**

11/4/2019





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Department of Agriculture

Printed On: Tuesday, March 31, 2020

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Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

PetSmart, Inc, PetSmart - 1130

1125 Hover Street  
C/O Shannon Kennedy  
Longmont CO 80501

AgLicense ID: 001V4P

Inspection Date: 11/25/2019

Type: Follow Up

Final Result: Compliant-Corrected

**Conclusion:**

11/25/2019 - This was a re-inspection of a retail facility. The corrections were sent via email from Brandi Scott and were saved into AgLicense. The facility is now in compliance.

**Business Rep:** Brandi Scott

**Business Title:** Senior Paralegal

**Business Rep Signed Date:** 11/25/2019

*emailed*

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 11/25/2019

*K. Kirk*

**CLOSED VIOLATIONS**

Indirect





PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

**11/04/2019 - At the time of this inspection, the facility had areas in their isolation and overflow rooms that were no longer water-resistant. The walls had peeled and exposed areas that were no longer water-resistant.**

11/25/2019 - At the time of this inspection, the facility has painted the walls in the isolation and overflow rooms to ensure they are water-resistant.

Corrected on: 11/25/2019

PART 13 Cleaning and Sanitation

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

**11/04/2019 - At the time of this inspection, the facility is not cleaning prior to sanitizing surfaces.**

11/25/2019 - At the time of this inspection, the facility is now cleaning surfaces prior to sanitizing them.

Corrected on: 11/25/2019

PART 19 Recordkeeping

19.3 Disposition records are required, for dogs, cats, rabbits, guinea pigs, psittacine birds, and hamsters and must include the date of birth for dogs, cats, rabbits, guinea pigs and hamsters. For dogs, and cats, disposition records must include breed or species, gender, and physical description of the animal and name, address, phone number, and signature of purchaser or adopter. For kittens under 12 weeks of age the weight at the time of transfer must be included.

**11/04/2019 - At the time of this inspection, the facility is not documenting date of birth for hamsters and guinea pigs on their disposition records consistently.**

11/25/2019 - At the time of this inspection, the facility is now documenting dates of birth for hamsters and guinea pigs on disposition records.

Corrected on: 11/25/2019

Direct





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Department of Agriculture

Printed On: Tuesday, March 31, 2020

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Phone: 303.869.9146  
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E-mail: CDA\_PACFA@state.co.us

PART 12 Enclosures

This violation refers to the chart: "Cats" (cats over 22 weeks)

**11/04/2019 - At the time of this inspection the facility had a black cat "Carol" that was over 7 lbs and was in an enclosure that measured less than 6 square feet.**

11/25/2019 - At the time of this inspection, the facility has weighed all cats and documented the weights on each kennel to ensure cats are housed in appropriately sized enclosures.

Corrected on: 11/25/2019

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device.

**11/04/2019 - At the time of this inspection, the UVB meter was measuring 0.0 where the turtles were sitting. This needs to read at least 1.0.**

11/25/2019 - At the time of this inspection, the facility has replaced the bulb for the turtles and it is now measuring over 1.0.

Corrected on: 11/25/2019

PART 15 Veterinary Care and Disease Control

15.1 Shelters, rescues, and retail/wholesale facilities that do not have a veterinarian on staff shall have a written agreement with a licensed veterinarian for services and consultation regarding animal health needs. This agreement must be updated each licensing period. The name and phone number of the veterinarian must be included. Pet animal grooming, boarding/training and breeding facilities shall have a working relationship with a veterinarian to provide timely veterinary care. The name and phone number of the veterinarian must be available to the inspector upon request.

**11/04/2019 - At the time of this inspection, the facilities do not have a dated and signed veterinarian agreement.**

11/25/2019 - At the time of this inspection, the facility has updated their veterinary agreement.

Corrected on: 11/25/2019

**Note**

All forms printed.

**Create Date**

11/25/2019









## **Pets Animal Care Facilities Complaint**

Status: Closed

Complaint Date: 9/28/2019

Complaint Closed Date: 10/7/2019

### **Pacfa Complaint Form**

#### **Complaint Reported By**

**If you wish to remain anonymous, please only fill out the required fields (indicated with an \*).**

**1. Enter Your Name**

*Joe*

**2. Enter Your Phone**

[REDACTED]

**3. Enter Your Email Address**

[REDACTED]

#### **Complaint Reported Against**

**4. Enter the name of the facility you wish to lodge a complaint against**

*PetSmart 1199 Stapleton*

**5. Facility Address**

*7505 E. 35th Ave Denver CO 80238*

**6. What city is the facility located?**

*Denver*

**7. What type of facility was involved?**

*Pet Supply Store with adoptable animals*

**8. Phone Number of the Facility**

[REDACTED]

#### **Complaint Information**

**9. Date of the Incident**

*09/14/2019*



**10. Description of Incident or Conditions**

*Found the area where they house adoptable cats and other small animals to be dirty and unsanitary. Cat kennels didn't appear to be cleaned and some of the animals needed water and food*

**11. Provide details about animals, including species, breed, physical description, location within facility**

*Cats and guinea pigs habitats were neglected but the health of the cats were good*

**12. Provide details if ill or injured animals received veterinary care after the incident. Include date of exam and veterinary contact information**

*N/A*

**13. Provide information for any facility staff that may have been involved with the incident**

Do you have additional documents related to the complaint? Email them to <[cda\\_pacfa@state.co.us](mailto:cda_pacfa@state.co.us)> or fax them to 720-634-0934. Please reference the name of the facility and the date you submitted the complaint.





## PACFA INSPECTION FORM

Facility

PETSMART, INC., PetSmart - 1199

7505 East 35th Avenue Bldg 3 Unit 3  
C/O Shannon Kennedy  
Denver CO 80238

AgLicense ID: 001V7H

Inspection Date: 10/7/2019

Type: Complaint, Routine

Final Result: Non-Compliant

### Conclusion:

10/07/2019 - This was an unannounced, routine inspection of a retail/wholesale facility. The inspection was done with Cessy Morales.

Business Rep: Cessy Morales

Business Title: Manager

Business Rep Signed Date: 10/07/2019

Inspector: Kathryn Kirk

Inspector Signed Date: 10/07/2019

### OPEN VIOLATIONS

#### Indirect

##### PART 19 Recordkeeping

19.2 Acquisition records are required and must include, at a minimum: the date the animal was transferred; source or how acquired; name, address and phone number of the source if known; number of animals received; animal breed or species; specific identifying characteristics if available; bird band number or other identification approved by the Commissioner, if applicable; date of birth of dogs, cats, hamsters, rabbits, and guinea pigs.

10/07/2019 - At the time of this inspection, the facility did not have the address or phone number of Reptiles by [REDACTED], or the corporate warehouse where the fish are shipped from. We discussed putting the information on the inside of the folder where the records are kept.

To Be Corrected on: 10/28/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

#### Note

All forms emailed.

#### Create Date

10/7/2019







**INCIDENT SUMMARY**

Incident Number  
20199308221\_7350

Incident Type  
Complaint

Incident Status  
Closed

Incident Date Range  
09/30/2019 - 10/07/2019

Case Type: PACFA

Complaint Date: 9/30/2019 12:00:00 AM

Investigation Date: 09/30/2019

Agent: Kirk, Kathryn

Agent Address: 2331 W 31st Avenue Denver CO 80211 US

Agent Contact Info: (E) kathryn.kirk@state.co.us (P1) 3038699146 (P2) 7203902868

Types: Compliant

Denver-R/W-Petsmart

**CONTACTS**

Contact Type	Name	Address	Contact Info
Inspector	Kirk, Kathryn	2331 W 31st Avenue Denver CO 80211 US	(E) kathryn.kirk@state.co.us (P1) 3038699146 (P2) 7203902868

**ACCOUNT LOCATION**

Business Name	Address	Lat Long
PETSMART, INC. DBA: PetSmart - 1199 AgLicense ID: 001V7H DEC ID: PL000KY9	7505 East 35th Avenue Bldg 3 Unit 3 C/O Shannon Kennedy Denver CO 80238 US County: Denver	39.765895800000000, - 104.900288900000000

**COMPLAINT EVENTS**

Event Date	Type	Description	Last Updated
1/1/0001	Case Discussion		1/1/0001
1/1/0001	Case Note		1/1/0001
10/7/2019	Case Action - Investigation	10/07/2019 - I arrived at Petsmart to complete an unannounced, routine inspection as well as to address this complaint. All cats and guinea pigs, as well as all other animals in the store, had access to food and water. All enclosures were clean. A few of the cats had kicked litter out of their litter box but there was no old messes or build up filth. Clothing the complaint as the facility is compliant. -kak	10/7/2019







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Department of Agriculture

Printed On: Friday, April 03, 2020

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Phone: 303.869.9146  
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E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

PETSMART, INC., PetSmart - 1199  
7505 East 35th Avenue Bldg 3 Unit 3  
C/O Shannon Kennedy  
Denver CO 80238

AgLicense ID: 001V7H

Inspection Date: 10/23/2019

Type: Follow Up

Final Result: Compliant-Corrected

**Conclusion:**

10/23/2019 - This was a re-inspection of a retail/wholesale facility. The corrections were sent via email from Brandi Scott and were saved into AgLicense for reference.

**Business Rep:** Brandi Scott

**Business Title:** Senior Paralegal

**Business Rep Signed Date:** 10/23/2019

*emailed*

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 10/23/2019

*K. Kirk*

**CLOSED VIOLATIONS**

**Indirect**

PART 19 Recordkeeping

19.2 Acquisition records are required and must include, at a minimum: the date the animal was transferred; source or how acquired; name, address and phone number of the source if known; number of animals received; animal breed or species; specific identifying characteristics if available; bird band number or other identification approved by the Commissioner, if applicable; date of birth of dogs, cats, hamsters, rabbits, and guinea pigs.

10/07/2019 - At the time of this inspection, the facility did not have the address or phone number of Reptiles by [REDACTED], or the corporate warehouse where the fish are shipped from. We discussed putting the information on the inside of the folder where the records are kept.

10/23/2019 - At the time of this inspection, the facility placed the information for the vendors on the outside of the folders.

Corrected on: 10/23/2019

**Note**

All forms printed.

**Create Date**

10/23/2019







## Pets Animal Care Facilities Complaint

Status: Closed

Complaint Date: 8/22/2019

Complaint Closed Date: 9/10/2019

### Pacfa Complaint Form

#### Complaint Reported By

If you wish to remain anonymous, please only fill out the required fields (indicated with an \*).

1. Enter Your Name
2. Enter Your Phone
3. Enter Your Email Address

#### Complaint Reported Against

4. Enter the name of the facility you wish to lodge a complaint against

*Animal Rescue of the Rockies/Petsmart Adoptions*

5. Facility Address

*Animal Rescue of the Rockies*

[REDACTED]

*Petsmart Adoptions Loveland  
1715 Rocky Mountain Ave  
Loveland, CO 80538*

6. What city is the facility located?

*Loveland*

7. What type of facility was involved?

*Rescue/Adoption Facility*

8. Phone Number of the Facility

[REDACTED]

#### Complaint Information

9. Date of the Incident

*07/27/2019*



## 10. Description of Incident or Conditions

*We have adopted three sick kittens from Animal Rescue of the Rockies/Petsmart in Loveland in the last year. The most recent kitten that we got from ARR was sick immediately after adopting him. We adopted him at the end of July and had to take him that week to the vet for eye discharge, diarrhea, lethargy, and low weight. He was diagnosed by the vet with feline herpesvirus. He has been on an aggressive dose of anti viral medication for the last few weeks however, he is now much worse. Today, we took him to the vet again and they are not sure what he might have. They have suggested doing several tests including blood and stool tests as well as observations. After his visit today, we will have incurred around \$500 in vet fees to try and figure out what is causing his illness. We have spent a great deal of money on unhealthy cats from ARR in the past year. We adopted our first kitten came from ARR/Loveland Petsmart in July of 2018 and he had respiratory illness and required care shortly after adoption. Our second kitten that came from ARR/Loveland Petsmart was sick with a virus shortly after getting him, and at one year old, he passed away from FIP. Now, we are dealing with another sick kitten. When I visit Petsmart I often see cats without water, and almost all of them appear underweight and in general unhealthy.*

## 11. Provide details about animals, including species, breed, physical description, location within facility

*The animals are cats and kittens, all ages breeds*

## 12. Provide details if ill or injured animals received veterinary care after the incident. Include date of exam and veterinary contact information

*July 2018, August 2018, August 2019-BANFIELD PET HOSPITAL OF GREELEY*

## 13. Provide information for any facility staff that may have been involved with the incident

Do you have additional documents related to the complaint? Email them to <a href="mailto:cda\_pacfa@state.co.us">cda\_pacfa@state.co.us</a> or fax them to 720-634-0934. Please reference the name of the facility and the date you submitted the complaint.





**COLORADO**  
Department of Agriculture

Printed On: Friday, April 03, 2020

305 Interlocken Parkway, Broomfield, CO 80021

Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

**PETSMART, INC., PetSmart - 1309**

**1715 Rocky Mountain Avenue  
C/O Shannon Kennedy  
Loveland CO 80538**

AgLicense ID: **001VAX**

Inspection Date: **9/10/2019**

Type: **Complaint**

Final Result: **Non-Compliant**

**Conclusion:**

10 September 2019 - This was an unannounced Routine Inspection and investigation for Enforcement Action 2019822135845\_7350. I met with Department Leader, Reina Diaz.

I observed the facility was clean and organized. I observed all animals were bright, alert, responsive, and in acceptable body condition.

The facility houses and facilitates adoptions for cats owned by Animal Rescue of the Rockies. They have clear protocols for contacting the rescue and responding to cats that appear to be sick or injured. They are maintaining a copy of all records providing to them by the rescue. Violations concerning records for cats owned by the Rescue will also be addressed with the Rescue's Inspector.

The facility does not provide boarding/training services without the owner being present. I completed a "closed facility form" for the boarding/training category.

Please respond with corrections by 10/1/19.

You may contact your inspector via  
720-402-8552  
jessica.evans@state.co.us

**Business Rep:** Reina Diaz

**Business Title:** Department Leader

**Business Rep Signed Date:** 09/10/2019

**Inspector:** Jessica Evans

**Inspector Signed Date:** 09/10/2019





## OPEN VIOLATIONS

### Indirect

#### PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

**10 September 2019 - At the time of this inspection, I observed surfaces damaged in the cat adoption room. This includes the exposed particle board below the cubby under the large cat enclosure.**

**Please respond with photos indicating the surfaces have been repaired and are water resistant. -JKE-**

To Be Corrected on: 10/01/2019

#### PART 12 Enclosures

12.11.13.2 Water turtles must have clean, potable water available at all times. The depth of water in the enclosure must be at least equal to the carapace length of the turtle with a gradual access leading to a basking area.

**10 September 2019 - At the time of this inspection, I observed water in the turtle enclosure was not deep enough. The water depth was 4.5". The Longest turtle measure 5".**

**Please fill water to the appropriate level. Please submit a written plan outlining how compliance will be met and maintained. -JKE-**

To Be Corrected on: 10/01/2019

#### PART 19 Recordkeeping

19.9.1 Written disclosure of all treatments received while in the care of the pet animal facility involving immunizations, medications, and any other veterinary treatments, administered prior to transfer, must be provided at the time of transfer to the transferee for all pet animals excluding fish, feeders, and invertebrates. A record detailing the product used, the dosage, and the date(s) administered must be included. Proof of disclosure, signed by purchaser, must be kept with facility records.

**10 September 2019 - At the time of this inspection, disclosed treatment records for cats owned by Animal Rescue of the Rockies do not consistently include the date and dosage a product was administered.**

**Please respond with a written plan outlining how you will ensure compliance is met and maintained. -JKE-**

To Be Corrected on: 10/01/2019

19.9.4 Treatment records must be kept on all pet animals (except fish and invertebrates) that receive any medications or immunizations used in the treatment or prevention of illness, or the treatment of injury, while in the care of the pet animal facility. These records must include the identification of the pet animal receiving medical treatment, signs of illness, reason for medical treatment, or veterinary diagnosis, the name of the medication or immunization used, the amount of medication used, and the time and date on which the medication or immunization was administered.

**10 September 2019 - At the time of this inspection, treatment records for cats owned by Animal Rescue of the Rockies do not consistently include the date, time, and dosage a product was administered.**

**Treatment records concerning surgery for entropion for the cat "Goober" were not included**

**Please respond with a written plan outlining how you will ensure compliance is met and maintained. -JKE-**

To Be Corrected on: 10/01/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.





**COLORADO**  
Department of Agriculture

Printed On: Friday, April 03, 2020

305 Interlocken Parkway, Broomfield, CO 80021  
Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: CDA\_PACFA@state.co.us

**Note**

Print Form was printed on 9/10/2019 12:58:10 PM.

Print Form was printed on 9/10/2019 12:58:10 PM.

All forms emailed.

**Create Date**

9/10/2019

9/10/2019

9/10/2019







**COLORADO**  
Department of Agriculture

Printed On: Monday, April 06, 2020

**INCIDENT SUMMARY**

Incident Number  
2019822135845\_735  
0

Incident Type  
**Complaint**

Incident Status  
**Closed**

Incident Date Range  
**08/22/2019 - 09/10/2019**

Case Type: PACFA

Complaint Date: 8/22/2019 12:00:00 AM

Investigation Date: 08/22/2019

Agent: Evans, Jessica

Agent Address: 2331 W 31ST AVE DENVER CO 80211 US

Agent Contact Info: (E) jessica.evans@state.co.us (P2) 7204028552

Types: No Violation

Loveland-R/W-Petsmart

**CONTACTS**

Contact Type	Name	Address	Contact Info
Inspector	Evans, Jessica	2331 W 31ST AVE DENVER CO 80211 US	(E) jessica.evans@state.co.us (P2) 7204028552

**ACCOUNT LOCATION**

Business Name	Address	Lat Long
PETSMART, INC. DBA: PetSmart - 1309 AgLicense ID: 001VAX DEC ID: PL000NPF	1715 Rocky Mountain Avenue C/O Shannon Kennedy Loveland CO 80538 US County: Larimer	40.409625800000000, - 105.004855300000000

**COMPLAINT EVENTS**

Event Date	Type	Description	Last Updated
1/1/0001	Case Discussion		1/1/0001
1/1/0001	Case Note		1/1/0001
8/26/2019	Case Action - Investigation	26 August 2019 - No reporting party information was provided. No individual animal information was provided. -JKE-	9/4/2019

305 Interlocken Parkway, Broomfield, CO 80021 P 303.869.9000 F 303.466.2867

4/6/2020 9:08:30 AM

[www.colorado.gov/ag](http://www.colorado.gov/ag)



9/10/2019	Case Action - Inspection	<p>10 September 2019 - At approximately 10:00 am, I, Inspector Jessica Evans, arrived at the listed facility address, unannounced. I met with Department Lead, Reina Diaz. We were accompanied by the Story Manager, Amy, off and on. I completed a Routine Inspection and Investigation into the associated complaint.</p> <p>The facility houses and facilitates adoptions for cats owned by Animal Rescue of the Rockies. I observed 10 cats owned by Animal Rescue of the Rockies at the facility. 2 cats were over a year of age, 8 kittens were between 3 and 6 months of age. I observed all cats were bright, alert, responsive, and in acceptable body condition. I observed all enclosures were clean. Cleaning/sanitizing protocols meet requirements. They are cleaning the enclosures twice a day and doing spot cleans throughout the day. A deep clean of the entire room is completed every Monday.</p> <p>Reina and Amy have requested the rescue to inform them of any concerns with the facility. They recalled 2-3 months ago a patron complained about cleanliness. They reviewed cleaning protocols with their staff to ensure the enclosures are being kept clean throughout the day. Amy said she does not recall ever having a cat come into the facility showing signs of illness. The protocol is to contact the Rescue for a cat to be picked up if any symptoms of injury or illness are observed, no matter how minor.</p> <p>Amy said Kristen, the contact for the Rescue, has always been very responsive and arranges to pick up cat(s) by the end of the day if a situation arises. Amy said, if warranted, they will have an animal seen by their onsite veterinarian. Cats will be moved to enclosures out of sight or to their isolation ward as necessary pending pickup the Rescue.</p> <p>They have clear protocols for contacting the rescue and responding to cats that appear to be sick or injured. They are maintaining a copy of all records providing to them by the rescue. Violations concerning records for cats owned by the Rescue will also be addressed with the Rescue's Inspector.</p> <p>-JKE-</p>	9/11/2019
9/10/2019	Case Action - Investigation	<p>10 September 2019 - No violations were determined concerning the complaint. The investigation is closed as "no violations".</p> <p>NO identifying information was provided for the reporting party, adopter, or adopted cats. I am not able to determine what cats may have become sick after adoption at this time. Inspector Christ Kline will follow up with Animal Rescue of the Rockies concerning this complaint. -JKE-</p>	9/11/2019







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**PACFA INSPECTION FORM**

Facility

PETSMART, INC., PetSmart - 1457

8500 West Crestline Avenue Unit G5  
C/O Shannon Kennedy  
Littleton CO 80123

AgLicense ID: 001VHZ

Inspection Date: 10/21/2019

Type: Routine

Final Result: Non-Compliant

**Conclusion:**

10/21/2019 - This was an unannounced, routine inspection of a retail/wholesale facility. The inspection was done with Pat Miller.

**Business Rep:** Pat Miller

**Business Title:** Manager

**Business Rep Signed Date:** 10/21/2019

*Pat Miller*

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 10/21/2019

*K. Kirk*





## OPEN VIOLATIONS

### Indirect

#### PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

**10/21/2019 - At the time of this inspection, the facility had damage to their wall just outside of isolation exposing sheetrock and drywall that is not sealed.**

To Be Corrected on: 11/11/2019

#### PART 13 Cleaning and Sanitation

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

**10/21/2019 - At the time of this inspection, the facility is not cleaning and sanitizing surfaces between animals. Cleaning is defined as the "mechanical removal of organic matter and waste through application of soap, detergent, or other cleaning agent followed by rinsing of all surfaces with clean water." Surfaces must be cleaned and then sanitized between animals. At this time, the facility is not cleaning prior to applying the sanitizer.**

To Be Corrected on: 11/11/2019

#### PART 19 Recordkeeping

19.1 Each licensee must keep and maintain records in the form and manner designated by the Commissioner as set forth by these rules. The licensee must maintain requisite records at the physical facility address specified in the license application for a period of two years after disposition of the animal for which the record was originally made. All required records must be made available to any inspector authorized by the Commissioner.

**10/21/2019 - At the time of this inspection, the facility is not keeping acquisition records for two years.**

To Be Corrected on: 11/11/2019

19.3 Disposition records are required, for dogs, cats, rabbits, guinea pigs, psittacine birds, and hamsters and must include the date of birth for dogs, cats, rabbits, guinea pigs and hamsters. For dogs, and cats, disposition records must include breed or species, gender, and physical description of the animal and name, address, phone number, and signature of purchaser or adopter. For kittens under 12 weeks of age the weight at the time of transfer must be included.

**10/21/2019 - At the time of this inspection, the facility is not documenting the date of birth for hamsters and guinea pigs consistently on sales records.**

To Be Corrected on: 11/11/2019

### Direct

#### PART 12 Enclosures

12.18 Enclosures must contain animals, protect them from injury, and keep predators out.

**10/21/2019 - At the time of this inspection, the facility had beds being used in the boarding area that had been chewed, especially on the corners, creating very sharp edges that could cause injury.**

To Be Corrected on: 11/11/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

### Note

All forms emailed.

### Create Date

10/21/2019





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**PACFA INSPECTION FORM**

Facility

**PETSMART, INC., PetSmart - 1457**

**8500 West Crestline Avenue Unit G5  
C/O Shannon Kennedy  
Littleton CO 80123**

AgLicense ID: **001VHZ**

Inspection Date: **11/13/2019**

Type: **Follow Up**

Final Result: **Compliant-Corrected**

**Conclusion:**

11/13/2019 - This was a re-inspection of a retail/wholesale facility. The corrections were sent via email from Brandi Scott and were saved into AgLicense for reference. The facility is now in compliance.

**Business Rep:**

**Business Title:**

**Business Rep Signed Date: 11/13/2019**

*emailed*

**Inspector: Kathryn Kirk**

**Inspector Signed Date: 11/13/2019**

*K.K.*





## CLOSED VIOLATIONS

### Indirect

#### PART 11 Physical Facility Standards

11.2 In animal shelters and retail/wholesale facilities all indoor building surfaces must be water-resistant and capable of being readily cleaned and sanitized.

**10/21/2019 - At the time of this inspection, the facility had damage to their wall just outside of isolation exposing sheetrock and drywall that is not sealed.**

11/13/2019 - At the time of this inspection, the facility has repaired the wall and ensured a water-resistant surface.

Corrected on: 11/13/2019

#### PART 13 Cleaning and Sanitation

13.2 All enclosures, cages, benches, tables, tubs, etc., must be cleaned and then sanitized/disinfected after any one animal or group of animals ceases to occupy the space and before any other animal or group of animals occupies the same space or more often if necessary to maintain clean and sanitary conditions.

**10/21/2019 - At the time of this inspection, the facility is not cleaning and sanitizing surfaces between animals. Cleaning is defined as the "mechanical removal of organic matter and waste through application of soap, detergent, or other cleaning agent followed by rinsing of all surfaces with clean water." Surfaces must be cleaned and then sanitized between animals. At this time, the facility is not cleaning prior to applying the sanitizer.**

11/13/2019 - At the time of this inspection, the facility has gone over the proper cleaning procedure with all employees.

Corrected on: 11/13/2019

#### PART 19 Recordkeeping

19.1 Each licensee must keep and maintain records in the form and manner designated by the Commissioner as set forth by these rules. The licensee must maintain requisite records at the physical facility address specified in the license application for a period of two years after disposition of the animal for which the record was originally made. All required records must be made available to any inspector authorized by the Commissioner.

**10/21/2019 - At the time of this inspection, the facility is not keeping acquisition records for two years.**

11/13/2019 - At the time of this inspection, the facility has implemented keeping records for two years.

Corrected on: 11/13/2019

19.3 Disposition records are required, for dogs, cats, rabbits, guinea pigs, psittacine birds, and hamsters and must include the date of birth for dogs, cats, rabbits, guinea pigs and hamsters. For dogs, and cats, disposition records must include breed or species, gender, and physical description of the animal and name, address, phone number, and signature of purchaser or adopter. For kittens under 12 weeks of age the weight at the time of transfer must be included.

**10/21/2019 - At the time of this inspection, the facility is not documenting the date of birth for hamsters and guinea pigs consistently on sales records.**

11/13/2019 - At the time of this inspection, the facility has gone over the recordkeeping requirements with all employees to ensure the proper information is documented.

Corrected on: 11/13/2019

### Direct

#### PART 12 Enclosures

12.18 Enclosures must contain animals, protect them from injury, and keep predators out.

**10/21/2019 - At the time of this inspection, the facility had beds being used in the boarding area that had been chewed, especially on the corners, creating very sharp edges that could cause injury.**

11/13/2019 - At the time of this inspection, the facility has repaired all the beds to ensure pet safety.

Corrected on: 11/13/2019





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**Note**

All forms printed.

**Create Date**

11/13/2019









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**PACFA INSPECTION FORM**

Facility

PETSMART, INC., PetSmart - 1458

10460 Town Center Drive  
C/O Shannon Kennedy  
Westminster CO 80021

AgLicense ID: 001VJ4

Inspection Date: 5/13/2019

Type: Routine

Final Result: Compliant

**Conclusion:**

05/13/2019 - This was an unannounced, routine inspection of a retail/wholesale facility. The inspection was done with Monty Carson. There were no violations observed.

We discussed the two-step cleaning process. The surfaces must be cleaned with a detergent, rinsed with clean water, and then sanitized between each animal or groups of animals. This is normal procedure for the store, although there are employees that need to be reminded.

**Business Rep:** Monty Carson

**Business Title:** Manager

**Business Rep Signed Date:** 05/13/2019

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 05/13/2019

**Note**

All forms emailed.

**Create Date**

5/13/2019







**COLORADO**  
Department of Agriculture

Printed On: Friday, April 03, 2020

**INCIDENT SUMMARY**

Incident Number  
20196188390\_7350

Incident Type  
Investigation

Incident Status  
Closed

Incident Date Range  
06/18/2019 - 06/18/2019

Case Type: PACFA

Complaint Date: 6/18/2019 12:00:00 AM

Investigation Date: 06/18/2019

Agent: Kirk, Kathryn

Agent Address: 2331 W 31st Avenue Denver CO 80211 US

Agent Contact Info: (E) kathryn.kirk@state.co.us (P1) 3038699146 (P2) 7203902868

Types: Other

Westminster-B/T-PetSmart, Inc. Store #1458

**CONTACTS**

Contact Type	Name	Address	Contact Info
No Case Programs associated	No Case Investigations associated	No Case Contacts	

**ACCOUNT LOCATION**

Business Name	Address	Lat Long
PETSMART, INC. DBA:PetSmart - 1458 AgLicense ID: 001VJ4 DEC ID: PL000TXE	10460 Town Center Drive C/O Shannon Kennedy Westminster CO 80021 US County: Jefferson	39.889560100000000, - 105.075375100000000

**COMPLAINT EVENTS**

Event Date	Type	Description	Last Updated
1/1/0001	Case Discussion		1/1/0001
1/1/0001	Case Note		1/1/0001

305 Interlocken Parkway, Broomfield, CO 80021 P 303.869.9000 F 303.466.2867

4/3/2020 10:43:00 AM

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6/18/2019	Case Action - Investigation	<p>06/18/2019 - I spoke with Northside Emergency Pet Clinic who stated that the dog was diagnosed via xray. "Kenai" was diagnosed with Gastric Dilatation-Volvulus and it occurs very quickly. They stated that due to how quickly a flipped stomach can result in death, it is likely that the facility did not notice any symptoms.</p> <p>I spoke with the facility who stated that several hours earlier the dog appeared to be trying to vomit but did not. Otherwise, the dog acted perfectly normal. They found the dog deceased in his kennel.</p> <p>The facility did not see any symptoms and due to the quickness of the illness did not have the ability to get him to a vet prior to death. Closing EA.</p>	6/18/2019
6/18/2019	Case Action - Other Correspondance	6/18/19 Incident/Death report for Kenai Culpepper, Male Akita, received via efax. Report uploaded to EA file. MB	6/18/2019





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## PACFA INSPECTION FORM

Facility

PETSMART, INC., PetSmart - 1458

10460 Town Center Drive  
C/O Shannon Kennedy  
Westminster CO 80021

AgLicense ID: 001VJ4

Inspection Date: 1/15/2020

Type: Routine

Final Result: **Failed: Direct violations affecting animal welfare**

### Conclusion:

01/15/2020 - This was an unannounced, routine inspection of a retail/wholesale facility. The inspection was done with Melissa Geiser. This was a failed inspection due to direct violations.

**Business Rep:** Melissa Geiser

**Business Title:** Manager

**Business Rep Signed Date:** 01/15/2020

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 01/15/2020





**OPEN VIOLATIONS**

**Direct**

PART 12 Enclosures

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device. UVB lighting must be recorded monthly and any time a new reptile or amphibian is added to the enclosure.

**01/15/2020 - At the time of this inspection, the facility's turtle enclosure had UVB reading below a 1.0. The bulb needs to be replaced.**

To Be Corrected on: 02/05/2020

PART 19 Recordkeeping

19.8.4 Records for animals boarded, trained or transported by a pet handler must include a written agreement concerning veterinary care to treat diseased or injured animals and must address disposition of animals that die at the facility.

**01/15/2020 - At the time of this inspection, the facility did not have a written agreement concerning veterinary care or disposition of animals that die at the facility for "Daisy".**

To Be Corrected on: 02/05/2020

19.9.4 Treatment records must be kept on all pet animals (except fish and invertebrates) that receive any medications or immunizations used in the treatment or prevention of illness, or the treatment of injury, while in the care of the pet animal facility. These records must include the identification of the pet animal receiving medical treatment, signs of illness, reason for medical treatment, or veterinary diagnosis, the name of the medication or immunization used, the amount of medication used, and the time and date on which the medication or immunization was administered.

**01/15/2020 - At the time of this inspection, the facility had missing days on the medication log for a bearded dragon where there was no medication logged as given.**

To Be Corrected on: 02/05/2020

PART 15 Veterinary Care and Disease Control

15.3 Sick, diseased, or injured animals, except for fish and invertebrates, must be provided with timely veterinary care or euthanized in a humane manner under the direction of the facility's veterinarian. Euthanasia must be consistent with § 35-80-102(7), C.R.S.

**01/15/2020 - At the time of this inspection, the facility had a bearded dragon in the isolation room that has been under observation since 12/22/2019 for not eating and lethargy. Staff has not documented any improvement in the animal and the animal has not been taken to the veterinarian. This animal needs to be seen by a veterinarian as soon as possible.**

To Be Corrected on: 02/05/2020

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

**Note**

All forms emailed.

**Create Date**

1/15/2020





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Department of Agriculture

Printed On: Friday, April 03, 2020

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**PACFA INSPECTION FORM**

Facility

**PETSMART, INC., PetSmart - 1458**

**10460 Town Center Drive  
C/O Shannon Kennedy  
Westminster CO 80021**

AgLicense ID: **001VJ4**

Inspection Date: **2/5/2020**

Type: **Follow Up**

Final Result: **Compliant-Corrected**

**Conclusion:**

02/05/2020 - This was an unannounced, re-inspection of a retail facility. The inspection was done with Monty Carson. Corrections were also sent via email from Brandi Scott and were saved into AgLicense for reference. All violations were corrected.

**Business Rep:** Monty Carson

**Business Title:** Manager

**Business Rep Signed Date:** 02/05/2020

**Inspector:** Kathryn Kirk

**Inspector Signed Date:** 02/05/2020





## CLOSED VIOLATIONS

### Direct

#### PART 12 Enclosures

12.11.10 As appropriate to the species, UVB lighting must be provided as part of the enclosure. UVB bulbs must be metered to ensure appropriate output. The enclosure must be constructed to allow UVB light to penetrate the enclosure. Facilities housing reptiles must have the ability to meter the available UVB by means of a metering device. UVB lighting must be recorded monthly and any time a new reptile or amphibian is added to the enclosure.

**01/15/2020 - At the time of this inspection, the facility's turtle enclosure had UVB reading below a 1.0. The bulb needs to be replaced.**

02/05/2020 - At the time of this inspection, the facility has replaced the bulb and it is now reading 3.0.

Corrected on: 02/05/2020

#### PART 19 Recordkeeping

19.8.4 Records for animals boarded, trained or transported by a pet handler must include a written agreement concerning veterinary care to treat diseased or injured animals and must address disposition of animals that die at the facility.

**01/15/2020 - At the time of this inspection, the facility did not have a written agreement concerning veterinary care or disposition of animals that die at the facility for "Daisy".**

02/05/2020 - At the time of this inspection, the facility had a written agreement for "Daisy".

Corrected on: 02/05/2020

19.9.4 Treatment records must be kept on all pet animals (except fish and invertebrates) that receive any medications or immunizations used in the treatment or prevention of illness, or the treatment of injury, while in the care of the pet animal facility. These records must include the identification of the pet animal receiving medical treatment, signs of illness, reason for medical treatment, or veterinary diagnosis, the name of the medication or immunization used, the amount of medication used, and the time and date on which the medication or immunization was administered.

**01/15/2020 - At the time of this inspection, the facility had missing days on the medication log for a bearded dragon where there was no medication logged as given.**

02/05/2020 - At the time of this inspection, the facility is ensuring that all medications are documented.

Corrected on: 02/05/2020

#### PART 15 Veterinary Care and Disease Control

15.3 Sick, diseased, or injured animals, except for fish and invertebrates, must be provided with timely veterinary care or euthanized in a humane manner under the direction of the facility's veterinarian. Euthanasia must be consistent with § 35-80-102(7), C.R.S.

**01/15/2020 - At the time of this inspection, the facility had a bearded dragon in the isolation room that has been under observation since 12/22/2019 for not eating and lethargy. Staff has not documented any improvement in the animal and the animal has not been taken to the veterinarian. This animal needs to be seen by a veterinarian as soon as possible.**

02/05/2020 - At the time of this inspection, the bearded dragon was taken to a veterinarian for evaluation.

Corrected on: 02/05/2020

### Note

All forms emailed.

All forms printed.

### Create Date

2/5/2020

2/5/2020







## Pets Animal Care Facilities Complaint

Status: Closed

Complaint Date: 5/11/2019

Complaint Closed Date: 5/22/2019

### Pacfa Complaint Form

#### Complaint Reported By

If you wish to remain anonymous, please only fill out the required fields (indicated with an \*).

**1. Enter Your Name**

*Rhonda Dailey*

**2. Enter Your Phone**

[REDACTED]

**3. Enter Your Email Address**

[REDACTED]

#### Complaint Reported Against

**4. Enter the name of the facility you wish to lodge a complaint against**

*PetSmart*

**5. Facility Address**

*Monument, Colorado*

*(#1893) dg*

**6. What city is the facility located?**

*Monument*

**7. What type of facility was involved?**

*grooming*

**8. Phone Number of the Facility**

#### Complaint Information

**9. Date of the Incident**

*04/30/2019*



**10. Description of Incident or Conditions**

*I have a 10 year old maltese yorkie, and have used PetSmart grooming in Monument for a number of years. However, 2 days after my dog's appointment last week, she started losing her balance. When I picked her up to see if she was ok, I noticed that she had blood and drainage coming from her left ear. After a trip to the ER vet where she had to be sedated, and a follow up visit to Front Range Animal Hospital, it was determined that the groomer had ruptured my dog's eardrum while plucking hair from her ears (the vet said this is completely unnecessary).*

*I talked to the GM at PetSmart who refunded the grooming costs, and indicated intent to pay for the medical bills (which has not occurred to date). My issue is not the expenses incurred, but the suffering of a 10 pound dog.*

**11. Provide details about animals, including species, breed, physical description, location within facility**

*This incident involved my 10 year old dog, a Maltese Yorkie.*

**12. Provide details if ill or injured animals received veterinary care after the incident. Include date of exam and veterinary contact information**

*Urgent care was provided on May 2, 2019 at Powers Pet Emergency & Specialty in Colorado Springs. Follow up care was provided on May 7, 2019 at Front Range Animal Hospital in Monument, CO with another follow up appointment scheduled for May 23, 2019.*

**13. Provide information for any facility staff that may have been involved with the incident**

*"Carrie" at PetSmart in Monument, Colorado was the groomer. "Cheryl" is the name of the GM at that facility.*

**Do you have additional documents related to the complaint? Email them to <a href="mailto:cda\_pacfa@state.co.us">cda\_pacfa@state.co.us</a> or fax them to 720-634-0934. Please reference the name of the facility and the date you submitted the complaint.**





**COLORADO**  
Department of Agriculture

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## PACFA INSPECTION FORM

Facility

PETSMART, INC., PetSmart - 1893

16086 Jackson Creek Parkway  
C/O Shannon Kennedy  
Monument CO 80132

AgLicense ID: 001VPW

Inspection Date: 5/15/2019

Type: Complaint

Final Result: **Failed: Direct violations affecting animal welfare**

### Conclusion:

May 15, 2019 - This was an unannounced inspection and investigation into a complaint. The inspection was completed with Andy Rinnie.

There were no violations in regards to the complaint. Please refer to the EA reports for details.

The violations documented were in regards to several kittens available at the facility for adoption. The kittens were under 2 lbs and no statements to indicate they were safe were adoption were available. The facility who provided the kittens will be provided with the same violations.

The inspection report was provided via email.

**Business Rep:** Andy Rinnie

**Business Title:** Assistant Store Leader

**Business Rep Signed Date:** 05/15/2019

**Inspector:** Jessica Hanson

**Inspector Signed Date:** 05/15/2019





**COLORADO**  
Department of Agriculture

Printed On: Friday, April 03, 2020

305 Interlocken Parkway, Broomfield, CO 80021  
Phone: 303.869.9146  
Fax: 720.634.0934  
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**OPEN VIOLATIONS**

**Direct**

PART 18 Special Requirements

18.6 A facility may not sell, transfer, or adopt cats less than two pounds of body weight unless written documentation is provided by the facility's veterinarian stating that the cat has been examined and is of sufficient physical development and general health to be safely transferred or that the cat is greater than 12 weeks of age.

**May 15, 2019 - At the time of the inspection, the facility had adopted out and was advertising kittens that were under 2lbs and there were no statements from veterinarians to indicate the kitten could be safely transferred.**

To Be Corrected on: 05/15/2019

35-80-101-117 Statute

35-80-101-117

**(1) Unless otherwise authorized by law, it is unlawful and a violation of this article for any person or entity:**

**(k.5) To transfer cats under the minimum weight limit set by rule of the commissioner;**

**May 15, 2019 - At the time of the inspection, the facility had adopted several kittens under 2 lbs and had another advertised for adoption. There were no statements for any of the kittens indicating they could be safely transferred.**

To Be Corrected on: 05/15/2019

As required by rule 10.2, you as the licensee or applicant shall submit a written plan to complete the required corrective measures within twenty (20) days of receiving the inspection report.

**Note**

**Create Date**

Complaint 4041 - Inspection 62320 - EA 201951385113\_7192

5/13/2019

All forms emailed.

5/15/2019





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Printed On: Friday, April 03, 2020

**INCIDENT SUMMARY**

Incident Number  
201951385113\_7192

Incident Type  
Complaint

Incident Status  
Closed

Incident Date Range  
- 05/22/2019

Case Type: PACFA

Complaint Date:

Investigation Date: 05/13/2019

Agent: Hanson, Jessica

Agent Address: 2331 West 31st Avenue Denver CO 80211 US

Agent Contact Info: (E) jessica.hanson@state.co.us (P2) 7206661968

Types: No Violation

Monument - R/W-Petsmart -  
Complaint 4041 - Inspection 62320 - EA 201951385113\_7192

**CONTACTS**

Contact Type	Name	Address	Contact Info
Inspector	Hanson, Jessica	2331 West 31st Avenue Denver CO 80211 US	(E) jessica.hanson@state.co.us (P2) 7206661968

**ACCOUNT LOCATION**

Business Name	Address	Lat Long
PETSMART, INC. DBA: PetSmart - 1893 AgLicense ID: 001VPW DEC ID: PL000XU2	16086 Jackson Creek Parkway C/O Shannon Kennedy Monument CO 80132 US County: El Paso	39.066305200000000, - 104.850462300000000

**COMPLAINT EVENTS**

Event Date	Type	Description	Last Updated
1/1/0001	Case Discussion		1/1/0001
1/1/0001	Case Note		1/1/0001

305 Interlocken Parkway, Broomfield, CO 80021 P 303.869.9000 F 303.466.2867

4/3/2020 10:45:33 AM

[www.colorado.gov/ag](http://www.colorado.gov/ag)



5/14/2019	Case Action - Investigation	<p>May 14, 2019 - I, PACFA Inspector Jessica Hanson, reviewed the complaint. An email was sent to the RP requesting any vet records or statement that would have documented how the injury occurred.</p> <p>Shortly after, I received an email back that included a vet record from Monument VCA.</p> <p>The records documented "Diva" with luxating patellas, advanced periodonal disease, and an ear infection with suspected rupture.</p> <p>Notes stated that based on timeline it was possible that overzealous ear plucking aided in the current infection and rupture.</p>	5/22/2019
5/15/2019	Case Action - Inspection	<p>Over the years I have worked with many groomers and this was the first time I had heard of a dog having their eardrum ruptured by plucking.</p> <p>I contacted a licensed groomer, who has been grooming for over 30 years, and without going into specifics inquired as to whether she had ever encountered a situation like the one being alleged. She advised she had not and claimed that she had never experienced this with clients in her shop, nor heard of it happening with other groomers.</p> <p>I then conducted an unannounced inspection and investigation into the complaint at the facility. I spoke with the store leader, the groomer, and other staff.</p> <p>The groomer who groomed "Diva" stated that when she lifted the dog's ear flap she could not see the canal due to hair and discharge. I inquired as to whether that was normal and she advised it was not. She then advised she started plucking hair with her fingers and when the hair started coming out, the inside was moist. She advised she did not complete the ears and the dog behaved normally during it's groom. She advised she told the owner to have the ears looked at the next time they went to the vet.</p> <p>We then had a discussion about the facility taking advantage of the vet that is located 10 ft from the grooming room. I advised that if something did not look right they should have the dog looked at to determine whether it was safe to continue.</p> <p>The incident report had been documented and met all requirements. No violations were found regarding the complaint.</p>	5/22/2019



5/17/2019	Case Action - Email Sent	May 17, 2019 -The record from Monumnet VCA indicated that "Diva" had originally been seen at Powers Pet ER. Due to Powers ER having seen the dog first I contacted Dr. Jen Price via email and inquired about "Diva". I explained the allegations and inquired whether it was possible to have this occur, as well as provided information for how the groomer described the ear condition prior to plucking.	5/22/2019
5/18/2019	Case Action - Investigation	May 18, 2019 - I received the email response below from Dr. Price.  "Hi Jessica. I will need to review Diva's records later today, but I would find it highly unlikely that a healthy ear drum would be ruptured from fur plucking within the ear. I think most groomers pluck the most superficial fur. If they were using hemostats or some other rigid device and placing those far down in the canal, then the device itself could rupture an ear drum but basic plucking should not.  I'll review her records later today and get back to you if I have anything else to add."	5/22/2019
5/21/2019	Case Action - Email Sent	May 21, 2019 - I responded to Dr. Price's email advising that the grooming facility involved does not allow groomers to pluck ear hair with any device other than their fingers. I thanked her for taking the time to respond.	5/22/2019
5/22/2019	Case Action - Investigation	May 22, 2019 - I received another email response from Dr. Price that stated "Ah, ok. Then I would say next to impossible to rupture an ear drum secondary to that".  Based on this information the complaint with be closed out.	5/22/2019









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**PACFA INSPECTION FORM**

Facility

PETSMART, INC., PetSmart - 1893

16086 Jackson Creek Parkway  
C/O Shannon Kennedy  
Monument CO 80132

AgLicense ID: 001VPW

Inspection Date: 5/23/2019

Type: Follow Up

Final Result: Compliant-Corrected

**Conclusion:**

May 23, 2019 - This was a follow-up inspection that was completed with an email and documents received from Brandi Scott.

The facility provided written statements to indicate they are aware of the requirements and will be in compliance moving forward. The corrected inspection report was provided via email.

**Business Rep:** Brandi Scott

**Business Title:** Senior Paralegal

**Business Rep Signed Date:** 05/23/2019

*Emailed*

**Inspector:** Jessica Hanson

**Inspector Signed Date:** 05/23/2019





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**CLOSED VIOLATIONS**

**Direct**

**PART 18 Special Requirements**

18.6 A facility may not sell, transfer, or adopt cats less than two pounds of body weight unless written documentation is provided by the facility's veterinarian stating that the cat has been examined and is of sufficient physical development and general health to be safely transferred or that the cat is greater than 12 weeks of age.

**May 15, 2019 - At the time of the inspection, the facility had adopted out and was advertising kittens that were under 2lbs and there were no statements from veterinarians to indicate the kitten could be safely transferred.**

**May 23, 2019 - The following correction was provided on May 21, 2019;**

We have coached our associates on the regulation requirements.

We will weigh kittens upon arrival and will be weighed weekly or more frequently if needed to maintain proper weight.

We also met with HSPPR, our cat adoption partner. HSPPR has coached their associates and reminded them that kittens must be at least two pounds before leaving the facility, unless documentation is obtained from the facility's veterinarian stating the cat has been examined and is of sufficient physical development and general health to be safely transferred, or the cat is greater than 12 weeks of age.

HSPPR is expected to comply with all regulatory requirements

Corrected on: 05/21/2019

**35-80-101-117 Statute**

35-80-101-117

**(1) Unless otherwise authorized by law, it is unlawful and a violation of this article for any person or entity:**

**(k.5) To transfer cats under the minimum weight limit set by rule of the commissioner;**

**May 15, 2019 - At the time of the inspection, the facility had adopted several kittens under 2 lbs and had another advertised for adoption. There were no statements for any of the kittens indicating they could be safely transferred.**

**May 23, 2019 - On May 21, 2019, the following statement was received;**

We have coached our associates on the regulation requirements.

We will weigh kittens upon arrival and will be weighed weekly or more frequently if needed to maintain proper weight.

We also met with HSPPR, our cat adoption partner. HSPPR has coached their associates and reminded them that kittens must be at least two pounds before leaving the facility, unless documentation is obtained from the facility's veterinarian stating the cat has been examined and is of sufficient physical development and general health to be safely transferred, or the cat is greater than 12 weeks of age.

HSPPR is expected to comply with all regulatory requirements.

Corrected on: 05/21/2019

**Note**

**Create Date**





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Printed On: Friday, April 03, 2020

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Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

## PACFA INSPECTION FORM

Facility

PETSMART, INC. (the 21609) dep.

5900 South University Blvd. Unit C-3  
C/O Shannon Kennedy  
Greenwood Village CO 80121

AgLicense ID: 001XMH

Inspection Date: 3/20/2019

Type: Routine

Final Result: Compliant

### Conclusion:

I met with Joe Cortez the store manager and Megan Devine, an employee groomer with The Groomery by PetSmart. I spoke with Megan regarding the two-step cleaning process with Virex. The self-wash grooming area and cat adoption area are well maintained. No violations observed.

Business Rep: Joe Cortez

Business Title: Manager

Business Rep Signed Date: 03/20/2019

Inspector: CINDY THOMPSON

Inspector Signed Date: 03/20/2019

Note

Create Date







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Phone: 303.869.9146

Fax: 720.634.0934

E-mail: CDA\_PACFA@state.co.us

**PACFA INSPECTION FORM**

Facility

PetSmart, Inc., PetSmart - 3040

9291 South Broadway  
C/O Shannon Kennedy  
Highlands Ranch CO 80129

AgLicense ID: **002GVY**

Inspection Date: **6/12/2019**

Type: **Routine**

Final Result: **Compliant**

**Conclusion:**

This inspection was completed with Dawn Johnston the store manager. The veterinarian of record for this facility is Banfield (Formerly Annies Animal Clinic). This facility is licensed for boarding, retail wholesale, and grooming. I requested that the PACFA regulatory sign be moved to the front of the store where all clients have access to read it. An extensive inspection revealed no violations. This facility is very well maintained with great attention to detail.

**Business Rep:** Dawn Johnston

**Business Title:** Manager

**Business Rep Signed Date:** 06/12/2019

**Inspector:** CINDY THOMPSON

**Inspector Signed Date:** 06/12/2019

**Note**

**Create Date**







**COLORADO**  
Department of Agriculture

Printed On: Tuesday, March 31, 2020

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Phone: 303.869.9146  
Fax: 720.634.0934  
E-mail: CDA\_PACFA@state.co.us

## PACFA INSPECTION FORM

Facility

PetSmart, Inc, PetSmart #3041

3720 River Point Parkway  
C/O Shannon Kennedy  
Englewood CO 80110

AgLicense ID: 001YC8

Inspection Date: 6/10/2019

Type: Routine

Final Result: Compliant

### Conclusion:

I met with Jeff Newman the facility manager and Joann Martin the assistant manager for this inspection. This Petsmart facility is well maintained with great attention to detail throughout the store and great animals care. No violations observed.

Business Rep: Jeff Newman

Business Title: Manager

Business Rep Signed Date: 06/10/2019

Inspector: CINDY THOMPSON

Inspector Signed Date: 06/10/2019

Note

Create Date

