



Inspection Report

ZOOTASTIC OF LAKE NORMAN INC
448 PILCH ROAD
TROUTMAN, NC 28166

Customer ID: **44266**
Certificate: **55-C-0272**
Site: 001
ZOOTASTIC OF LAKE NORMAN
INC

Type: ROUTINE INSPECTION
Date: 11-MAR-2022

2.40(a)(2)

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

During this inspection, the Attending Veterinarian (AV) expressed concerns by phone about the facility staff's lack of follow-through and documentation of delivery of medications and/or treatments prescribed for the animals. The AV has previously provided treatment sheets and guidance, but staff does not use the forms or document medical treatments in any way that the AV can evaluate to ensure proper delivery.

Upon detailed review of keeper notes from October 21, 2021 to March 8, 2022, five instances of staff initiating antibiotic and/or medical treatment for animals without prior consultation with the AV were documented.

Not following the directions of the AV and not involving the AV in initiation of medical treatment provide clear indications that the AV does not have the appropriate authority to provide adequate veterinary care to the animals at this facility. The regulations require that each exhibitor shall assure that the AV has appropriate authority to ensure the provision of adequate veterinary care and to oversee the adequacy of other aspects of animal use and care. Correct by March 18, 2022.

2.75(b)(1)

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Title: VETERINARY MEDICAL OFFICER

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Records: Dealers and exhibitors.

Multiple acquisition and disposition records for animals were not available for inspection: llama, capybara, 9 ringtail lemurs, 2 servals, caracal and otter (acquisition) - and – white-nosed coati, llama, howler monkey, black and white lemur, capybara and wildebeest (disposition). Not maintaining the required records of acquisition and disposition can result in difficulty conducting trace-back and trace-forward activities to document animal movement and monitor the potential spread of disease. Per the regulations, every dealer shall make, keep, and maintain records which fully and correctly disclose the information contained in this section for animals purchased or otherwise acquired, owned, held, leased or otherwise in his/her possession or under his/her control, or which is transported, sold, euthanized or otherwise disposed of by that dealer. The records shall include any offspring born of any animal while in his/her possession or under his/her control. Correct by March 25, 2022.

2.131(d)(2)

Handling of animals.

Multiple patrons were observed during periods of public contact with animals – in the walk-through (12 people) and drive-through (9 vehicles) areas of the facility. Only 1 attendant was observed during the entire inspection period. This attendant appeared at the giraffe feeding area after a facility representative notified the attendant of people in the contact area.

Two patrons were observed walking into the facility through the open perimeter fence gate and walking through the upper area of the facility. The barriers in the Old Town area of the facility were not secured, providing no effective way to prevent patrons from opening the gates and approaching the primary enclosure areas housing the animals.

The doors into the encounter area were not locked and the enclosures of the animals contained therein were not locked. The primary enclosures in the upper barn were not secured and could easily be opened by patrons. In the drive-through

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area, the large barn containing dangerous hoofstock was not locked/secured to prevent unattended patrons from entering the barn.

No attendant was noted in any of these areas (other than the one who appeared at the giraffe contact area) during periods of public contact and feeding of the animals.

Not providing adequate attendants in unsecured areas of the premises provides opportunity for patrons to enter animal areas and puts the humans and animals at risk of injury. Per the regulations, a responsible, knowledgeable and readily identifiable employee or attendant must be present at all times during periods of public contact. Correct by March 25, 2022.

3.75(a)

Housing facilities, general.

A young howler monkey was observed hugging a live electric cord that was connected to a heating pad inside its enclosure. Exposure to electricity can cause significant injury and death to an animal if the cord becomes compromised in proximity to the animal. Per the regulations, housing facilities for nonhuman primates must be designed and constructed so that they are structurally sound and must be kept in good repair and must protect the animals from injury. Correct by March 12, 2022.

3.78(b)

Critical

Outdoor housing facilities.

A black and white ruffed lemur, a De Brazza's monkey and a capuchin experienced frost bite injuries resulting in medical care being required by each animal. The lemur's hand was injured and remains contracted while the De Brazza's and capuchin suffered the loss of their tail tips. Each enclosure's shelter provides an unmonitored level of heating and the

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animals were not confined to warmed shelters during periods of severe cold. Temperatures of 21, 19, 25 and 22 degrees F were recorded on January 18th, 22nd, Jan 27th and January 31st, 2022, respectively. The lemur’s hand injury was first documented on Jan 22, and the De Brazza’s and capuchin tail amputations occurred on January 31 and February 1, 2022, respectively. Not providing adequate shelter heat and confinement during severe low temperature events can cause significant pain and suffering for the animals experiencing them. Per the regulations, outdoor housing facilities for nonhuman primates must provide adequate shelter from the elements at all times. It must provide protection from the sun, rain, snow, wind, and cold, and from any weather conditions that may occur. The shelter must safely provide heat to the nonhuman primates to prevent the ambient temperature from falling below 45 degrees. Temperatures for March 12, 2022 are anticipated to be 19 degrees F. Correct on or before March 12, 2022.

3.125(a) **Repeat**
Facilities, general.

About a quarter of the ceiling of the binturong enclosure has dark brown/black material evident. Having suspected black mold in an enclosure area puts the animals contained in that area at risk of disease. Per the regulations, indoor housing facilities shall be structurally sound and shall be maintained in good repair to protect the animals from injury, and to contain the animals.

This inspection and exit interview were conducted with facility representatives.

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Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
44266	55-C-0272	001	ZOOTASTIC OF LAKE NORMAN INC	11-MAR-2022

Count	Scientific Name	Common Name
000004	<i>Varecia variegata</i>	BLACK-AND-WHITE RUFFED LEMUR
000003	<i>Ateles chamek</i>	BLACK SPIDER MONKEY
000005	<i>Hylobates lar</i>	LAR GIBBON
000029	<i>Bos taurus</i>	CATTLE / COW / OX / WATUSI
000050	<i>Capra hircus</i>	DOMESTIC GOAT
000008	<i>Sus scrofa domestica</i>	DOMESTIC PIG / POTBELLY PIG / MICRO PIG
000014	<i>Ovis aries aries</i>	SHEEP INCLUDING ALL DOMESTIC BREEDS
000002	<i>Vulpes zerda</i>	FENNEC FOX
000001	<i>Canis lupus</i>	GRAY WOLF / GREY WOLF / TIMBER WOLF
000003	<i>Panthera pardus</i>	LEOPARD
000005	<i>Panthera leo</i>	LION
000002	<i>Puma concolor</i>	PUMA / MOUNTAIN LION / COUGAR
000005	<i>Leptailurus serval</i>	SERVAL
000003	<i>Lynx lynx</i>	NORTHERN/EURASIAN LYNX
000008	<i>Panthera tigris</i>	TIGER
000001	<i>Dasyprocta leporina</i>	BRAZILIAN AGOUTI
000003	<i>Dolichotis patagonum</i>	PATAGONIAN CAVY / MARA
000007	<i>Cynomys ludovicianus</i>	BLACK-TAILED PRAIRIE DOG
000001	<i>Callosciurus prevostii</i>	PREVOST'S SQUIRREL / TRI-COLORED SQUIRREL
000020	<i>Antilope cervicapra</i>	BLACKBUCK
000001	<i>Gazella thomsonii</i>	THOMSON'S GAZELLE
000002	<i>Kobus ellipsiprymnus</i>	COMMON WATERBUCK
000011	<i>Oryx dammah</i>	SCIMITAR-HORNED ORYX
000002	<i>Oryx gazella</i>	GEMSBOK
000008	<i>Taurotragus oryx</i>	COMMON ELAND
000001	<i>Tragelaphus angasii</i>	NYALA
000001	<i>Camelus bactrianus</i>	BACTRIAN CAMEL
000004	<i>Camelus dromedarius</i>	DROMEDARY CAMEL
000013	<i>Axis axis</i>	AXIS DEER / SPOTTED DEER / CHITAL
000064	<i>Dama dama</i>	FALLOW DEER
000009	<i>Elaphurus davidianus</i>	PERE DAVID'S DEER
000002	<i>Odocoileus virginianus</i>	WHITE-TAILED DEER
000011	<i>Equus quagga</i>	BURCHELL'S / GRANT'S / CHAPMAN'S / PLAINS ZEBRA
000011	<i>Ammotragus lervia</i>	BARBARY SHEEP
000004	<i>Bos grunniens</i>	YAK
000009	<i>Boselaphus tragocamelus</i>	NILGAI
000007	<i>Bubalus bubalis</i>	ASIATIC WATER BUFFALO
000010	<i>Bison bison</i>	AMERICAN BISON
000035	<i>Lama glama</i>	LLAMA
000020	<i>Lama pacos</i>	ALPACA
000002	<i>Arctictis binturong</i>	BINTURONG



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000001			<i>Nasua narica</i>	WHITE-NOSED COATI
000005			<i>Giraffa camelopardalis</i>	GIRAFFE
000005			<i>Crocuta crocuta</i>	SPOTTED HYENA
000015			<i>Osphranter rufus</i>	RED KANGAROO
000004			<i>Choloepus hoffmanni</i>	HOFFMANN'S TWO-TOED SLOTH
000005			<i>Bos primigenius indicus</i>	ZEBU
000004			<i>Varecia rubra</i>	RED RUFFED LEMUR
000005			<i>Cervus elaphus canadensis</i>	ELK
000001			<i>Mustela putorius furo</i>	DOMESTIC FERRET
000001			<i>Ursus arctos syriacus</i>	SYRIAN BROWN BEAR
000022			<i>Lemur catta</i>	RING-TAILED LEMUR
000003			<i>Panthera leo X P. tigris</i>	LION X TIGER HYBRID / LIGER / TIGON
000002			<i>Tragelaphus spekii</i>	SITATUNGA
000004			<i>Caracal caracal</i>	CARACAL
000004			<i>Addax nasomaculatus</i>	ADDAX
000001			<i>Symphalangus syndactylus</i>	SIAMANG
000002			<i>Erythrocebus patas</i>	PATAS MONKEY
000003			<i>Hystrix cristata</i>	AFRICAN CRESTED PORCUPINE
000002			<i>Tolypeutes tricinctus</i>	BRAZILIAN THREE-BANDED ARMADILLO
000001			<i>Acinonyx jubatus</i>	CHEETAH
000018			<i>Cervus nippon</i>	SIKA DEER
000003			<i>Myrmecophaga tridactyla</i>	GIANT ANTEATER
000004			<i>Sapajus appella</i>	BROWN CAPUCHIN / TUFTED CAPUCHIN
000002			<i>Cercopithecus neglectus</i>	DE BRAZZA'S MONKEY
000004			<i>Aonyx cinereus</i>	ORIENTAL SMALL-CLAWED OTTER
000001			<i>Hydrochaeris hydrochaeris</i>	CAPYBARA
000002			<i>Tapirus terrestris</i>	SOUTH AMERICAN TAPIR
000001			<i>Chlorocebus pygerythrus</i>	VERVET
000004			<i>Connochaetes taurinus</i>	BRINDLED WILDEBEEST
000002			<i>Tragelaphus strepsiceros</i>	GREATER KUDU
000002			<i>Saguinus midas</i>	RED-HANDED TAMARIN
000004			<i>Eulemur albifrons</i>	WHITE-FRONTED LEMUR
000008			<i>Saimiri sciureus</i>	COMMON SQUIRREL MONKEY
000001			<i>Melursus ursinus</i>	SLOTH BEAR
000001			<i>Nasuella olivacea</i>	MOUNTAIN COATI
000002			<i>Aepyceros melampus</i>	IMPALA
000001			<i>Potos flavus</i>	KINKAJOU
000551			Total	



United States Department of Agriculture
Animal and Plant Health Inspection Service

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