



# SAN LUIS OBISPO COUNTY ANIMAL SERVICES DIVISION



## COMMERCIAL ANIMAL FACILITY REQUIREMENTS – DOG AND CAT

### DEFINITIONS

- A. Animal Rescue Organization – Any animal operation conducted by a bona fide charity in good standing under the provisions of section 501(c)3 of the internal Revenue Code and in compliance with all state and local codes pertaining thereto.
- B. Boarding / Kennel Operation – Any business or establishment which temporarily houses owned dogs, cats, or other animals normally kept as pets in exchange for a fee or consideration.
- C. Breeding Operation – Any business or establishment which keeps dogs, cats, or other animals normally kept as pets for the purpose of their reproductive pairing and/or production of offspring.
- D. Compatible animals - Animals which are of like species, size, age, physical condition, reproductive status, and whose temperaments do not promote or contribute to competition, aggression, or other adverse interactions.
- E. Exercise yard – Any indoor or outdoor enclosure in which animals are confined for the purpose of exercise, play, socialization, training, or other similar function provided that animals are not kept in this enclosure during nighttime hours. In such situations where animals are kept in the enclosure during nighttime hours the definition shall be that of a primary enclosure.
- F. Facility - The total physical area occupied by a commercial animal operation. Includes, but is not limited to, all open spaces, storage areas, structures, fencing, and transport vehicles utilized by the operation. Operations occupying multiple, non-consecutive addresses constitute separate facilities.
- G. Foster Home – Any location other than a veterinary facility which is not a part of the permitted facility and at which animals are provided either temporary or long term housing and care.
- H. Housing area - Those portions of a facility in which animals are kept and those which are in direct proximity.
- I. Night kennel – A confinement enclosure utilized for the overnight or temporary confinement of animals between.
- J. Night / Nighttime / Overnight – 8:00PM – 7:00AM
- K. Pet Dealer Operation – Any business or establishment which keeps or offers animals for wholesale exchange, or which brokers such exchange.
- L. Pet Shop Operation – Any business or establishment which keeps or offers animals for retail sale.
- M. Primary enclosure - Any enclosure, structure, or area of confinement in which animals are kept more than 1 hour per 24 hour period.

### GENERAL REQUIREMENTS

- A. Construction and maintenance
  1. Facilities must be designed to be structurally sound and stable, and must be constructed in a manner consistent with commercial industrial standards.
  2. Facilities must be kept in good repair.
  3. Animal enclosures must be constructed and maintained so that they:
    - a) Are structurally sound and stable
    - b) Securely confine the animals and prevent contact with other roaming or stray animals and wildlife
    - c) Have no exposed sharp points or edges
    - d) Allow the animals to remain clean and dry
    - e) Are kept clear of standing water
  4. Animal housing and storage areas must be neat and free of clutter, trash, junk, overgrown vegetation, and other discarded materials.

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- B. Surfaces**
1. Surfaces in housing areas must be constructed of materials which may be easily cleaned, sanitized, or removed and replaced when worn or soiled
  2. Surfaces must be free of rust, jagged edges, and sharp points or protrusions
- C. Cleaning and Housekeeping of Premises**
1. Animal housing areas must be cleaned daily with additional spot cleaning performed as needed.
    - a) All animal and food waste must be removed from housing areas at least once daily.
    - b) Surfaces must be cleansed and sanitized daily so as to remove all debris and organic material or waste.
    - c) Animals must be removed from enclosures before cleaning unless the enclosure is large enough to ensure that the animals will not be harmed, wetted, or distressed in the process. Animals in nearby enclosures must be protected from being contaminated with water and other wastes during cleaning.
    - d) Animal housing areas must be kept free from accumulations of dirt, dust, hair/fur, trash, and similar debris.
  2. Facility must be kept clean and in good repair to protect the animals from injury, facilitate husbandry, and control rodent and pest populations.
    - a) Facility must be kept free of excessive trash junk, waste products, and other discarded materials.
    - b) Weeds, grass and bushes must be controlled in a manner which facilitates cleaning of premises, control pests and rodents, and protects the health and well-being of the animals.
    - c) Facility must be kept free from infestation by insects, rodents, birds, or mammals which are pests or may adversely impact the health and well-being of the animals.
- D. Water and electric**
1. Adequate running potable water must be available for cleaning, drinking and other husbandry requirements.
  2. Reliable electricity must be available for lighting, heating, cooling, and ventilation.
  3. Plumbing and electrical wiring must be installed according to applicable building codes.
  4. All electrical devices must be placed and utilized in a safe and secure manner.
- E. Storage**
1. Food and bedding must be kept in a manner which prevents spoilage, contamination, and vermin infestation.
  2. Perishable food items must be kept refrigerated.
  3. Toxic or poisonous substances may not be kept in the same area as food storage or preparation.
  4. Unused equipment, trash, junk, waste products, and similar materials must be stored in a manner and location which prevents animal access.
- F. Drainage and waste disposal**
1. Animal and food wastes, fluid wastes, soiled bedding, debris, garbage, and other waste must be regularly collected, removed, and disposed of in a manner which minimizes contamination and disease risks.
  2. Housing areas must be equipped with waste collection, drainage and disposal mechanisms to quickly remove animal waste and other fluid to ensure animals remain dry and clean.
  3. Trash containers must have tightly fitting lids which are kept closed when not in use.
  4. Dead animals, animal waste, animal parts may not be kept in animal housing or food preparation and storage areas.
- G. Washrooms and sinks**
1. General hygiene and washing facilities must be available and readily accessible for animal caretakers.
  2. Wash stations must be equipped with soap and hot and cold running water.
- H. Nuisance operations prohibited**
1. Animal keeping facilities must be operated in accordance with all applicable zoning and business licensing codes.
  2. Animal keeping operations must be conducted in a manner which does not unduly impact, disrupt or interfere with other nearby businesses.
  3. Animal keeping operations must be conducted in a manner which does not unduly impact, disrupt, or interfere with the free and full use of nearby residential properties.

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**I. Emergency information**

1. A completed *Emergency Information Form* must be clearly and conspicuously posted at the main entry and access points. These forms are available by contacting the Animal Services office.

**INDOOR HOUSING AREAS**

**A. Heating, cooling, and temperature**

1. Housing areas must be climate controlled to protect animals from temperature and humidity extremes.
2. Ambient temperature may not be below 50F if animals are not acclimated or in physical condition to tolerate low temperatures.
3. Temperature may not be below 45F for more than 4 consecutive hours.
4. All heating devices must be located in such a manner as to ensure that no animal may come in direct contact with them.
5. All heating devices must be located in such a manner as to ensure that they are not in direct contact or proximity to flammable or combustible materials.
6. Auxiliary cooling and/or ventilation must be provided if ambient temperatures exceed 80F such that the temperature of the indoor animal housing area does not exceed the outside temperature in the shade.

**B. Ventilation**

1. Housing areas must be sufficiently ventilated at all times to provide for health and well being of animals, minimize odors, drafts, ammonia levels, humidity and condensation.
2. Animal isolation areas must be separately ventilated from other animal housing areas.

**C. Lighting**

1. Housing area must be adequately lighted to permit routine inspection and cleaning of facility and for observation of animals. Lighting must be uniformly diffused and adequate.
2. Housing area must be provided with normal day/night light cycle.

**D. Walls and Flooring**

1. Floors and walls of indoor housing areas must be impervious to moisture.
2. Floors and walls must be constructed of tile, concrete, linoleum, fiberglass, plastic or other similar solid, non-porous material which can be thoroughly cleaned and sanitized.
3. Wire mesh floors are not permitted unless solid floor space equivalent to the minimum space requirements is also provided.

- E. The enclosure of one animal may not be situated above the enclosure of another unless it is fitted with a floor which prevents solid and liquid excreta or other waste and debris from entering the lower enclosure.**

**OUTDOOR HOUSING AREA**

**A. Restrictions**

1. Animals not acclimated to the prevalent area/regional temperatures, breeds not tolerant of the prevalent temperatures, sick, elderly, young (<4 months) or animals whose acclimation status is unknown may not be kept in outdoor housing when the ambient temperature is below 50F.

**B. Protection from the elements**

1. Outdoor housing areas must provide sufficient shelter to protect animals from extreme temperatures and weather conditions which may be uncomfortable or hazardous to their health.
2. One or more shelter structures must be available and accessible to each animal.
  - a) Structure(s) must be provide enough area to allow each animal in the housing area to sit, stand, lie in a normal manner, and turn about freely.
  - b) Shelter must be constructed of a roof and three or more sides.
  - c) Shelter must adequately protect animals from cold, heat, wind, and rain.
  - d) Shelter must contain clean, dry, bedding material if ambient temperature can be expected to drop below 50F.
3. In addition to a shelter structure, outdoor housing areas must provide areas of shade large enough to encompass and shield all animals from direct sunlight when temperatures exceed 80F.

**C. Construction**

1. Floors of outdoor housing areas may be composed of porous or particulate substrates such as compacted earth, decomposed granite, grass, concrete, tile, or other similar material

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- a) Where loose particulates such as sand, gravel, composting bark and other similar materials are used, any substrate contaminated or soiled by animal waste must be removed.
- b) Outdoor housing areas with a compacted earth, grass or similar substrate must be kept mowed and free of overgrown vegetation.
- 2. Materials must be repaired or replaced if odors, insects, pest, vermin or health and safety hazards are present.
- 3. Surfaces which cannot be readily cleaned must be replaced when worn or soiled

**CATS**

- A. Space
  - 1. Interior height of all enclosures must be at least 18 inches
  - 2. All animals must be provided with a minimum amount of free floor space in compliance with the chart in Figures 1.

**Figure 1. Minimum space requirements for cats (in square feet).**

**\*NOTE: Where animals are kept in a boarding kennel, pet shop, or pet dealer facility for a period of time exceeding 30 days, the minimum space requirements are equivalent to those of a breeding facility.**

Number of Animals	Type of Permit		
	Breeding	Boarding Kennel*	Pet Dealer / Pet Shop*
1	12	6	6
≥2	2.5 per addt'l animal	2.5 per addt'l animal	2.5 per addt'l animal
1 female + kittens <4wks	11.75 + 0.25 per kitten	11.75 + 0.25 per kitten	Not Permitted
1 female +kittens 4-8wks	11.5 + 0.5 per kitten	11.75 + 0.5 per kitten	Not Permitted
Kittens 8-12wks	12 for 1 <sup>st</sup> four + 1 for each subsequent	12 for 1 <sup>st</sup> four + 1 for each subsequent	12 for 1 <sup>st</sup> four + 1 for each subsequent
Kittens 12-16 wks	12 for 1 <sup>st</sup> two + 2 for each subsequent	12 for 1 <sup>st</sup> two + 2 for each subsequent	12 for 1 <sup>st</sup> two + 2 for each subsequent

- 1. Minimum floor space requirements for single cats are exclusive of any food and water dishes but may include litter box space provided the box is maintained in clean and dry condition
- 2. Minimum floor space requirements for multiple cat enclosures are exclusive of any food and water dishes, **and** of the space required for extra litter boxes.
- 3. Cats infected with Feline Leukemia Virus or Feline Immunodeficiency Virus may be housed jointly, but must be kept separate from uninfected cats

- B. Litter
  - 1. All primary enclosures must include a receptacle(s) with sufficient clean litter to provide for the needs of all cats in the enclosure.
  - 2. If more than one cat is housed in an enclosure, a minimum of one litter pan must be provide for every 2 cats.
- C. Resting surfaces
  - 1. Each primary enclosure must have resting surfaces which, in aggregate, are large enough to comfortably provide resting space for all the occupants at one time
  - 2. Resting surfaces must be elevated and easily cleaned or replaced when soiled or worn. Low spaces which do not allow the area underneath them to be comfortably occupied by an animal do not constitute a resting space and are counted as part of the floor space.

**DOGS**

- A. Space
  - 1. Each dog housed in a primary enclosure must be provided a minimum amount of floor space as outlined in Figure 2.

**Figure 2. Minimum space requirements (in square feet) for individual, weaned dogs**

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Animal Wt. (lbs)	Primary Enclosure	Night Kennel	Group enclosure
<10	18	4	18 + 4 per add'l animal
11-35	24	6	24 + 5 per add'l animal
36-50	40	10	40 + 7 per add'l animal
51-80	48	12	48 + 9 per add'l animal
>80	64	16	64 + 11 per add'l animal

1. Each female with nursing pups over three weeks of age must be provided with a minimum of an additional 5% of floor space for each puppy. More may be required based on the breed and behavioral characteristics of the female or based on the age/size of the puppies.
  2. The interior height of the enclosure must be at least 18 inches higher than the head of the tallest dog in the enclosure when it is in a normal standing position
  3. Boarding animals from different households in the same enclosure is not permitted without written consent of the owners.
- B.** Tethering of dogs as a means of confinement is prohibited.
- C.** Exercise and socialization
1. If dogs are not allowed direct contact with other animals, the exercise program must promote positive physical contact with people through play or other similar activities such as walking.
  2. Dogs must be provided a minimum of 30 minutes of exercise time during every 24 hour period.
  3. Exercise may be provided by:
    - a) Primary or temporary group housing in an enclosure which provides adequate space for the dogs to socialize and play
    - b) Play or activities with people such as walking, “fetch” games, socialization and grooming
    - c) Temporary, individual confinement in an enclosure at least 7 times the minimum space required for the animal’s primary enclosure
    - d) Other means as approved in writing by a licensed veterinarian
  4. Forced exercise including, but not limited to, treadmills, forced swimming, or carousel-type devices is permitted only if the animal(s) is(are) directly monitored and observed during the device’s operation
- D.** Night kennels
1. Night kennels may be used for the housing dogs between the hours of 8pm and 7am only.
  2. The provision of food and water for dogs kept in night kennels during the approved use period is not required.
  3. No more than one animal may be confined in each night kennel.
  4. Night kennels must provide animals with enough area to allow them to sit, stand, lie in a normal manner, and turn about freely.
  5. All animals must be provided with an adequate opportunity to evacuate their bladder and bowels immediately prior to being placed in a night kennel.
  6. Animals with medical or physical conditions requiring them to urinate or defecate more frequently may not be kept in a night kennel.
  7. With the exception of the foregoing, night kennels must meet the same general standards as all other primary enclosures.
- E.** Environmental enrichment measures such as the provision of chew toys, calming music, furniture, etc. are encouraged, provided that such items are adequately maintained, cleaned and disinfected.

**EXERCISE YARDS**

- A.** Protection from the elements
1. Exercise yards must meet the following provisions
    - a) Allow the animals to remain clean and dry
    - b) Enclosure must be kept clear of all standing water. If the flooring is composed of compacted earth, decomposed granite, or similar material, adequate measures must be taken to ensure that it does not become muddy during cleaning or at times of precipitation

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**B. Construction**

1. Floors of exercise areas may be composed of porous or particulate substrates such as compacted earth, decomposed granite, grass, concrete, tile, or other similar material
  - a) Where loose particulates such as sand, gravel, composting bark and other similar materials are used, any substrate contaminated or soiled by animal waste must be removed.
  - b) Outdoor housing areas with a compacted earth, grass or similar substrate must be kept mowed and free of overgrown vegetation.
2. Materials must be repaired or replaced if odors, insects, pest, vermin or health and safety hazards are present.
3. Surfaces which cannot be readily cleaned must be replaced when worn or soiled
4. Water features may be included provided that
5. the enclosure also include dry areas adequate to accommodate the animal's activity and exercise should they choose to avoid the water.

**ANIMAL CARE**

**A. General**

1. A written document detailing the facility's animal care program must be available. The document should detail the animal feeding, watering, cleaning, exercise, medication and evaluation practices and/or procedures. It must also include a statement that it has been reviewed and approved by a licensed veterinarian.
2. All animals must be examined on a daily basis with a level of attention sufficient to evaluate their general condition, demeanor, and activity.
3. Animals must be kept appropriately groomed and in good hygiene.
4. Animals in need of medical attention must be afforded with timely veterinary care.
5. A record must be kept of any animals with special needs requirements, of those animals receiving medications and of the administration of those medications.

**B. Feeding**

1. Animals must be fed at least once daily, except as otherwise directed in writing by a veterinarian.
2. Food must be uncontaminated, wholesome, palatable, and of sufficient quantity and nutritive value to maintain the normal condition and weight of the animal. The diet must be appropriate to the animal's species, age and condition.
3. Food dishes must be readily accessible to all animals and must be located so as to minimize competition between animals, contamination by animal waste, pests, and precipitation.
4. Feeding dishes must be made of durable material that can be easily cleaned and sanitized or must otherwise be discarded after each feeding.
5. If self-feeders are used, they must be kept clean, sanitized, and free of molding, deterioration, or caking of food.

**C. Watering**

1. If potable water is not continually available to all animals, it must be offered as often as necessary to prevent dehydration, discomfort, or significant thirst.
2. Water dishes must be kept clean and sanitized.

**TRANSPORTING ANIMALS**

**A. Transportation enclosures**

1. All transportation enclosures must be constructed of materials which may be easily cleaned and sanitized or removed and replaced when worn or soiled
2. Surfaces must be free of rust, jagged edges, and sharp points or protrusions
3. Each enclosure must provide adequate ventilation and air exchange.
  - a) Enclosures must be constructed and positioned in such a manner to prevent the ingress of vehicle exhaust
4. The opening of each enclosure must be accessible at all times
5. Transportation enclosures will be afforded protection from the elements

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6. The areas of the vehicle in which animals are transported must be heated or cooled as necessary to prevent exposure of the animals to excessive heat, cold, or humidity.
  7. Transport enclosures must be large enough to allow each animal sufficient space to turn around, stand, and lie down in a normal manner.
  8. Enclosures of one animal may not be placed on top of another unless it is fitted with a floor which prevents solid and liquid excreta from entering the lower enclosure
  9. Transportation enclosures must be cleaned and sanitized between trips or more frequently if needed.
- B.** Animals which are not conditioned to one another may not be transported in the same enclosure.
- C.** Food and water do not have to be continually available during transportation but must be provided at intervals adequate to prevent animals from becoming dehydrated or excessively thirsty or hungry.
- D.** All vehicles in which animals are transported must have a current registration and must be driven by an individual licensed to operate that class of vehicle. Vehicles must be operated in accordance with all applicable laws and regulations.

### **INSPECTIONS**

- A.** All permitted commercial operations are subject to inspection by Animal Services personnel without prior notification.
1. Inspections may be initiated by Animal Services upon application for a new or renewed permit, in response to a complaint filed against the permit holder, as part of the Division's routine monitoring and evaluation of permitted operations, or as otherwise deemed necessary by the Division to ensure animal welfare and compliance with permitting standards.
  2. Routine inspections will be conducted during Animal Services' normal operating hours.
  3. Upon reasonable notification to the permit holder, permitted operations must be made available for inspection outside of Animal Services' normal operating hours.
- B.** Access
1. All areas and structures of a permitted operation are subject to inspection.
  2. Failure to allow inspection of a permitted operation or to make a permitted operation available for unannounced inspection may result in permit denial or revocation.
- C.** Permit holders will comply with all federal, state, county and municipal codes related to the care, handling, keeping, and management of animals and animal use operations.

### **RECORDS**

- A.** Purchase record
1. A record of all animals purchased or otherwise obtained by the permitted operation must be kept at the address specified in the permit application for a period of two years. Such records shall specify the date of acquisition, breed of animal, description of the animal including date of birth and sex, specific identification markers such as tattoos or microchip numbers, and the name, address, and phone number of the seller or dealer from which the animal was obtained.
- B.** Sales record
1. A record of all animal sales or dispositions must kept at the address specified in the permit application for a minimum of two years from the date of the transaction. Such records shall specify the date of transaction, breed of animal, description of the animal including date of birth and sex, specific identification markers such as tattoos or microchip numbers, and the name, address, and phone number of the purchaser.
- C.** Availability
1. All such records must be made available for immediate inspection upon request.

### **PERMIT APPLICATION, FEES AND TERM**

- A.** Supporting documents
1. New permit applicants shall submit a copy of their land use permit, a copy of their business permit, and all applicable fees together with their completed application. Supporting documents must be issued under the same person or business name for which the permit is being sought.
  2. Renewal applicants shall include all applicable fees. Land use permits and business permits only need to be submitted if there has been a change in their status since the last permit was issued.

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- B.** Payment of the application fee neither constitutes nor guarantees Animal Services' permit approval. All fees are non-refundable.
- C.** The effective period of all permits is one calendar year, beginning on January 1.
  - 1. Fees will not be prorated for applications submitted after the beginning of the calendar year.
  - 2. Obtaining and maintaining a permit is the sole responsibility of the applicant or permit holder. It is the responsibility of the permit holder to ensure that an application for renewal has been submitted to and received by Animal Services prior to the expiration of their current permit term
  - 3. A late fee of 25% of the total permit fee shall apply to all renewal applications submitted after January 1. This late fee shall increase to 50% on April 1 and to 100% on June 1.
- D.** Permit holders operating multiple facilities must obtain a separate permit for each facility.
- E.** Permit holders with multiple types of operations at a single location must obtain a separate permit for each operation. A separate fee will be applied to each application.

**EMPLOYEES**

- A.** Facility must maintain a level of staffing to adequately provide for the care and husbandry of the animals kept there.
- B.** The staff handling animals or providing animal care must be supervised by an individual who has the knowledge, background, and experience in proper husbandry and care to monitor and direct their activities.
- C.** Permit holders are jointly and equally responsible for the actions of their employees.

**VETERINARY CARE**

- A.** All permit holders must have an established relationship with a local veterinarian who shall serve as the primary medical provider for the operation.
- B.** Records for each animal receiving veterinary evaluation, routine medical care (such as vaccination or deworming) or treatment for a medical condition must be maintained by either the permit holder or primary veterinarian for a period of two years and must be available for inspection upon request.
- C.** Permit holders shall ensure the medical treatment and care of all animals in their keeping as directed by the primary medical provider for the operation.

**ANIMAL RESCUE ORGANIZATIONS**

- A.** Animal rescue organizations, regardless of non-profit status, are equally subject to the requirements and standards established herein for Commercial Animal Operations.
- B.** Animal rescue organizations must adhere to all local and state laws which define and govern their operation. Failure to adhere to these laws will result in the classification and regulation of the organization as a pet store.
- C.** Foster Homes
  - 1. Animal rescue organizations utilizing foster homes must maintain the following records:
    - a) Name, address, and contact phone numbers for each foster
    - b) List and location of all animals currently in foster placement.
    - c) These records must be made available for immediate inspection upon request
  - 2. Foster homes must meet the animal care and housing standards established herein and, upon request, must be made available for inspection.

**EXCEPTIONS**

- A.** Requests for exemptions to any of the provisions of these requirements shall be submitted to the Animal Services Manager in writing at the time of application. Written exemptions must include an explanation and justification of the reason for the request.
- B.** No exemption to any of the provisions of these requirements shall be assumed to have been granted unless indicated in writing by the Animal Services Manager.
- C.** Issuance of a waiver or exemption does not guarantee or indicate approval of future waivers for the same condition.

**PENALTIES**

- A.** Violation of any provision of these requirements may result in corrective action by the Division of Animal Services. Such corrective action may include:

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1. Written warning
2. Citation or prosecution under applicable codes
3. Revocation or denial of the permit