Animal Welfare Section
NC Department of Agriculture and Consumer Services
1030 Mail Service Center
Raleigh, NC 27699-1030
phone: (919) 715-7111 FAX: (919) 733-6431
e-mail: aws.agr@ncagr.gov
URL: www.ncaws.com

Complaint investigation

Date of inspection: 4-4-12

Complaint #: 169

License #: 10628

license type: Boarding

Name of business: Five Points Pet Resort

Name of owner: Candace Brock

Street address: 1495 Montrose Rd.

City: Raeford

NC

ZIP code: 28376

County: Hoke County

Phone Number: 910-904-5787

Description of Complaint

Complaint was received on Thursday 3-29-12 & then assigned to me for investigation. Complaint is from the owners of (2) dogs that was boarded at above facility beginning 3-22-12. On 3-24-12 Owner's received a phone call from a staff member that their Yorkie Bella had been killed by another dog at the facility. According to the email I received - Bella & her companion was enclosed in their own private recreation area when the incident occured. The attacking dog was on a leash in an adjacent area to their enclosure & when unleashed by it's handler was able to crawl under one of the fences & attack & kill Bella. Below is a description of the areas of the Animal Welfare Act - possibly impacting this Complaint:

*52J.0204 (b) Enclosures shall be structurally sound & maintained in good repair & in a manner to prevent injury to animals & keep other animals out.

*52J.0209 (2) In boarding kennels, animals of different owners shall not have contact with other animals without written permission. Any animal exhibiting agressive behavior shall be housed individually

Animal Welfare Section, NCDA&CS
complaint investigation, continued

Complaint #:	Date of inspection
1169	4-4-12

Five Points Pet Resort	1495 Montrose Rd.	Raeford	NC

Results of Investigation

Upon my arrival at Five Points Pet Resort, I introduced myself to the facility owner and explained the nature of my visit. Owner was cooperative in allowing me view all areas of the kennel necessary today. Owner did ~~agree~~ read over & agree with the complaint description. I viewed the outdoor recreation area where Bella was at when the incident occured. All recreation areas are equipped to handle just the animals that are being housed together & facility does not operate as an "open-play" or "commingling" setting on a normal basis; unless owner has specifically requested in writing that they want their animals to participate in a "social" group- that is done with no more than 5 animals at a time & constantly supervised. Outdoor recreation areas are constructed of heavy duty chain link that is in good working order today with no rust, holes, or sharp edges viewed. Ground covering for the outdoor recreation area is constructed of "K-9 -Turf" with drainage & gravel underneath. Turf was viewed in good repair with no holes, notches or loose corners viewed. Bottom edges of the chainlink do extend all the way down to meet the turf -however there is no support poles or equipment to keep it in place. Owner was able to demonstrate to me today- that the bottom area of the chain-link can move back & forth approximately one inch in either direction. Owner was able to slide her shoe →

Digital signature of inspector: Elizabeth S

☒ check here if additional pages of narrative are attached

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Inspection date: 4-4-12

Five Points Pet Resort — Name of business
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Narrative Explanation, continued

under the chain link bottom; but when trying to bring her foot back out - it got caught. Chain-link in this area is set-up tight enough that animals ability to crawl under it would be Challenging. I have advised owner to add metal support beams to the bottom on the chain link - Securing it to the bottom of the runs - thus making any attempt of passage unlikely.

Also, during my visit I was able to meet the dog that attacked Bella. Dog is approximately 40 pounds - well built & a mixed breed of non-specific characteristics. K-9 is currently being Quarantined due to the incident for disposition testing. He is friendly at my visit & does not exhibit an aggressive nature. He is owned by a family with small children & multiple animals. After visiting with him I was actually surprised to know that he was able to maneuver his body underneith the tight area of the chain-link enclosures. Futher more, incident was captured on video; the dog did not continuously attack Bella. It is in my professional opinion that this incident was an unfortunate accident that noone could have predicted. Follow-up in 30 days.

☐ check here if additional pages of narrative are attached
☐ check here if a euthanasia inspection form is attached

Digital signature of inspector: Elizabeth Lowe @ 11:30am
Signature of Management: Candace C Brock