NCDA&CS, VETERINARY DIVISION
ANIMAL WELFARE SECTION
1030 MAIL SERVICE CENTER,
RALEIGH, NC 27699-1030
PHONE: 919/715-7111, FAX: 919/733-6431

ANIMAL WELFARE INSPECTION

GPS Coordinates - N: 35°56’29.8”  W: 78° 8’70.0’

LICENSE #: 10604
TYPE FACILITY: Animal Shelter (Private/Public)  □  Boarding Kennel □  Pet Shop □  Public Auction □
BUSINESS NAME: Country Gardens Bed & Biscuit
OWNER: Both And Stewart Young
ADDRESS: 12-171 Hwy 42 W. Fuquay-Varina NC 27526
TELEPHONE: (919) 567 - 9007
VMO: Hunter
COUNTY: Harnett

Number of Primary Enclosures: 30 - Dog 2 - Cat
Animals Present: Dogs 18  Cats 0

Inspector: Mark “X” in each box, if adequate. Circle each item number, if inadequate. Use NA if not applicable

STRUCTURE

Housing Facilities
- 1. Structure & Repair
- 3. Lighting
- 4. Ceiling, Wall, Floors
- 5. Storage
- 6. Water Drainage

Primary Enclosures
- 7. Structure & Repair
- 8. Space
- 10. Adequate Shelter

SANITATION
- 11. Waste Disposal
- 12. Odor
- 13. Ceiling, Wall, Floors
- 14. Primary Enclosures
- 15. Equipment & Supplies
- 16. Washrooms, Sinks, Basins
- 17. Insect/Vermin Control
- 18. Building & Grounds

HUSBANDRY
- 19. Adequate Feed/Water
- 20. Food Storage
- 21. Personnel
- 22. Ratio of 1:10 personnel to animals if >4 in primary enclosure or common area
- 23. Animals’ Appearance

SPECIAL ITEMS

Records
- 24. Description of Animals
- 25. Records/Vet Treatment
- 26. Origin/Disposition
- 27. Signature (boarding kennel)
- 28. Written permission from owner for commingling (doggie daycare)

Transportation
- 29. Care in Transit Discussed

Veterinary Care
- 30. Isolation Facility
- 31. No Signs of Illness/Treated

APPROVED □ CONDITIONALLY APPROVED □ DISAPPROVED

Inspector’s Signature: [Signature]
Owner/Authorized Agent’s Signature: [Signature]

Date: 9/6/19  Time: 3:00 PM

AW-2
Rev. 1/07
White= Office
Canary= Inspector
Pink= Owner

PAGE 1 OF 3
**ANIMAL WELFARE INSPECTION CONTINUATION PAGE**

**LICENSE #: 10604**
**TYPE FACILITY: Animal Shelter (Private/Public) ☐ Boarding Kennel ☐ Pet Shop ☐ Public Auction ☐**
**BUSINESS NAME: Country Gardens Red's Biscuit**
**OWNER:**
**ADDRESS:**
**TELEPHONE:** (-) -

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Explanation of Inadequacy (circed items above) And Recommendation For Compliance</th>
<th>Date Corrections Must Be Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>On 11/10/09 I investigated a complaint about a cat being injured at Country Gardens Red's Biscuit. The injury to the cat occurred between November 27th and November 30th, 2009. The cat sustained a broken right rear foot. I visited the boarding kennel on 11/10/09. When I arrived, I spoke with the owner of the boarding kennel, Mr. Keith Young. Mr. Young showed me the room where the cat was housed. The cat was not caged at the request of the owner. This room has wire cages. One of the cages was beside a built-in bookcase. The bookcase is 2' tall. The cat cage is 4' tall. The distance from the top of the cage to the top of the bookcase is 3'. The cat was injured from jumping up to the top of the bookcase or jumping down from the top of the bookcase to the top of the cage. Mr. Young moved the cat cage away from the bookcase. I have attached written statements as addendums: Mr. Foster J. Sabatelli - Owner of the Cat Ms. Elizabeth Young - Owner of Country Gardens Red's Biscuit LLC Ms. Sarah Lascaro - Employee of Country Gardens Red's Biscuit LLC Ms. Cristina Collins - Employee of Country Gardens Red's Biscuit LLC I have also attached the contract signed by Mrs. Judy Sabatelli, owner of the cat. I have also attached the ID cards for the cats. Ms. Young has owned and operated Country Gardens Red's Biscuit since 2005.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ APPROVED ☐ CONDITIONALLY APPROVED ☐ DISAPPROVED

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**Inspector's Signature:**

**Owner/Authorized Agent's Signature:**
January 14, 2010

My name is Sara Alasandro. I have been working at Country Gardens Bed and Biscuit, on a part time basis, for the past two years. I have extensive experience working with animals, mostly dogs and cats. I have been an approved foster for, and have worked with two local rescue groups.

On the evening of November 30, 2009 I was working when the Salottis came in to pick up Fred and Ethel. I went to the cat boarding room and noticed that Ethel was up on the shelf. I went to get Cristy for assistance. When we went back into the room the Salottis followed after us. Since Ethel didn't come to any of us when we called her Cristy went to get a ladder so we could lift her down. Mr. Salotti got up on the ladder to get Ethel down, but she hissed and wouldn't let him touch her. Then Mrs. Salotti climbed up to get her. Mrs. Salotti could not get Ethel down either. She seemed concerned, that Ethel would hiss and try to bit her. Mrs. Salotti used a towel to cover and carry the cat and put her into her carrier. At this point Mrs. Salotti thought Ethel my be hurt. However, she said that we shouldn't worry. She believed an injury may have accrued from Ethel jumping to and from the shelf. Mrs. Salotti assured Cristy and I that Ethel was a jumper, and that it was no fault of ours if she was injured.

Sara Alasandro

[Signature]
On the afternoon of November 27, 2009 Mr. and Mrs. Salotti came in to drop off Fred and Ethel for boarding. Mr. and Mrs. Salotti came with me to the cat boarding room to get the cats settled. The cats were brought in carriers and put in the cat room. We opened the door to the carriers so that they could come out when they became comfortable with their surroundings.

On the first night I noticed that Ethel was up on the bookshelf and remembered that she liked to lay there when she boarded with us before. When I tried to coax her down to eat she hissed and swatted at my hand I put her food bowl up on the shelf with her to make sure she would eat that night. Because she would run and hide when we checked on her each day I continued to put her food up with her on the shelf. I noticed that when we left the room she would jump down and wander around a bit so she had food and water available there as well. When I approached her to give her human contact and love she would hiss and swat at me. Because of my experience with cats, especially when they are boarding, I didn't think this was strange and tried to give her her space to help make her comfortable.

On the afternoon of Monday November 30 the Salottis came to pick up Fred and Ethel. Sara went to get the cats and put them into the carrier. I went into assist with the loading because Ethel was up on the shelf. We used a ladder to get her down and the Salottis came to assist thinking maybe she'd be more likely to come to them if they called her. The Salottis were concerned that she was hissing, but I told them she was the less friendly of the two kitties and seemed to dislike us being in the room. I apologized, since they were concerned and they assured me that it was nothing to worry about. They said she jumps a lot at home and that she'd probably warm up once she was back in familiar surroundings. After they left I continued preparing the kennel to the evening.

Cristina Collins
1/14/2010

Working Experience - Part time employment at Country Gardens Bed & Biscuit for 18 months
8 months employment at Petsmart
Pet owner
I, Elizabeth A. Young, owner and manager of Country Gardens Bed & Biscuit, LLC, am writing this in response to the formal investigation requested by the NC Department of Agriculture to record the events that occurred on November 30th, 2009 regarding "Ethel" Salotti to the best of my knowledge and recollection.

I was neither present for the dropping off or the picking up of their pets but was on hand throughout the weekend to witness and care for both "Fred" and "Ethel" Salotti.

The Salotti’s dropped off their two cats "Fred" and "Ethel" on Friday, November 27th to board until Monday, November 30th. This was their second time boarding at Country Gardens Bed & Biscuit, LLC. Country Gardens offers cat boarding in a room adjacent to the office/lobby area of the business. In this "cat room," cats are allowed to board in a free roam environment. This means that cats are not required to be caged during their stay. The Salotti’s are aware of this amenity and have stated that this is one of the reasons they wanted to board their pets at Country Gardens. All clients are required to sign a waiver at the time of drop off to allow their pets to socialize with other pets and thus allowing them free roam. Mrs. Judy Salotti signed this waiver for both "Fred" and "Ethel" on Friday, November 27th. These documents are included with this statement.

It is my understanding that, at the time of drop off, Mr. and Mrs. Salotti entered into the cat room on Friday to settle the cats in. On Saturday, I entered into the cat room to clean and at that time tried to approach "Ethel" to offer affection. This is customary for all of our boarding animals. "Ethel" was not receptive to my approaching her but was moving about the room and was clearly not injured at that time. Due to her non-friendly temperament, I did not try to make physical contact with her during the remainder of her stay. Many cats that board are not interested in being friendly and prefer to find their own space. There was no need for me to be concerned with "Ethel’s" attitude. I personally observed the cats later on Saturday, and again on several occasions on Sunday. Both cats were in good health and were lounging around the room in multiple locations. I was not present on Monday prior to the discharge of the cats and did not observe them on that day. My staff, however, was there on Monday as well as throughout the weekend and due care was given to provide a clean and safe environment and offer clean food, water and litter boxes. Because the staff was also aware of "Ethel’s" personality, they also did not try to pick her up or be affectionate towards her. There was no red flag that would cause the staff to be alarmed about her. She seemed to be happily perched on top of the bookcase where she had rested many times over the course of her stay. And although they did not observe her moving around the room as I had seen on Saturday and Sunday, there was, again, no reason to be concerned.

I would also like to mention that it is customary for me and my staff to place food and water bowls next to the cats if they prefer to reside in certain locations such as on top of the bookcase or behind the cabinet. This is to reinforce a comfortable environment and make food and water easily accessible for cats that tend to be shy.

It is also my understanding that at the time of pick up, Mr. and Mrs. Salotti entered into the
cat room to assist in containing their cats for transport home. It was at that time that Mrs. Judy Salotti felt that something was wrong with "Ethel." I was made aware of the situation on Tuesday, December 1st by my staff. The Salotti's had phoned that morning to report that "Ethel" had suffered a broken foot presumably while boarding at Country Gardens Bed & Biscuit, LLC and that she was currently at the Veterinary Specialty Hospital of Cary. I spoke with the Salotti's on Tuesday and told them I hated that "Ethel" had suffered a broken foot and that I would tear up their check for the payment of their boarding. I did this out of an act of kindness, not an admission of neglect or responsibility for the injury. Both Mr. Salotti and the attending veterinarian at VSH seemed to think the break occurred while jumping from a cage located in the cat room.

The cages that are located in the cat room are standard cat boarding condos, can be purchased from a Vet and Kennel supply company and are commonly found in boarding kennels and veterinary hospitals. It is not possible to know exactly where "Ethel" jumped from to suffer a broken foot and as unfortunate as it is, is not the negligence of Country Gardens Bed & Biscuit or its staff. Mrs. Salotti mentioned at the time of drop off how much "Ethel" enjoyed jumping on and off of things and that she would have a good time jumping up and down in the cat room. This comment in conjunction with the Salotti's inspection of the room at the time of drop off as well as the previously mentioned items supports the position of Country Gardens Bed & Biscuit, LLC.

Please feel free to contact me for any further information or questions at 919-795-9755.

Sincerely,

Elizabeth A. Young

Owner