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# Code of Animal Welfare

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**(for the Pet Industry)**

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\* The Agri-food & Veterinary Authority of Singapore is dissolved effective 1 April 2019. All farm, food and fishery functions will be managed by the Singapore Food Agency while the animal and veterinary functions will come under the purview of the Animal & Veterinary Service (AVS), a cluster of the National Parks Board.

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# CODE OF ANIMAL WELFARE (FOR THE PET INDUSTRY)

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# 1. INTRODUCTION

## 1.1 Legislation and Applicability of the Code

1.1.1 There is variation in the interpretation of what constitutes adequate (i.e. minimum) welfare standards for animals. Codes of animal welfare seek to establish a common ground for all stakeholders in Singapore to agree on what is minimally appropriate for the care of animals in our local context.

1.1.2 Current legislation to safeguard animal welfare and prevent cruelty to animals resides in the Animals and Birds Act. In accordance with the Animals and Birds Act, the Animal & Veterinary Service (AVS) adopted this Code of Animal Welfare ( for the pet industry).

1.1.3 This code applies to all **owners (which include persons in charge as defined in the Animals and Birds Act) of animals in the pet industry**. Under the law, owners have a duty of care towards the animals in their charge. Failure to meet **minimum standards** stipulated by the codes of animal welfare may be used as evidence to determine if animal welfare has been compromised, if an owner of the animal has failed to comply with a duty of care, or if is culpable of animal cruelty, and can support prosecution for an offence under the Animals and Birds Act. Likewise, individuals or corporate bodies may also use compliance with the codes as a defence against allegations of infringements under the Act. The best practices in the codes have no legal bearing, but are included together with this code to encourage the pet industry to aim for even higher standards of welfare for animals under their care.

1.1.4 The objective of the Code of Animal Welfare (for the Pet Industry) is to improve the welfare of animals in Singapore. This document is only useful if the players in the pet industry understand their social responsibility and commit to the welfare of animals under their care. Over time, the code will be refreshed and updated to keep pace with local as well as international developments, as well as the improving standards of welfare practices of the pet industry in Singapore.

## 1.2 Animal Welfare

1.2.1 An animal is in a good state of welfare if (as indicated by scientific evidence) it is healthy, comfortable, well nourished, safe, and if it is not experiencing unreasonable or unnecessary pain or suffering. Good animal welfare requires disease prevention and veterinary treatment, appropriate shelter, management, nutrition, humane handling and humane euthanasia. Animal welfare refers to the state of the animal; the treatment that an animal receives is covered by other terms such as animal care, animal husbandry, and humane treatment.

1.2.2 The pet industry has a social responsibility and obligation to ensure the welfare of pet animals in their businesses. Companies should progressively strive to improve the standards of practice in the workplace, and the reputation of the industry at large. The pet industry also has a duty of care to provide for the needs of animals

under their charge, which may include owned pets. While an owner is ultimately legally responsible for fulfilling the duty to care for his/her pet, workers in the pet industry may periodically be entrusted with this duty of care. This code is organised as follows:

- i. Sections 1 and 2 outline background information and definitions necessary for understanding the code;
- ii. Sections 3-6 outline the responsibilities of pet businesses and principles of animal welfare that are applicable to pet businesses; and
- iii. Annexes list the needs specific to the types of animals commonly kept as pets in Singapore as well as requirements specific to various types of businesses in the pet industry.

## 1.3 Definitions

1.3.1 **Owner:** in relation to an animal, includes a person in charge of the animal.

1.3.2 **Person in Charge:** in relation to an animal, means a person who has, whether permanently or on a temporary basis, the animals in the person's possession, custody or control, or under the person's care or supervision, and includes an individual who has the animal in such a manner in the course of the individual's employment.

1.3.3 **Veterinarian:** a person licensed to practise veterinary medicine in Singapore.

## 1.4 Responsibilities of the Pet Industry

1.4.1 The pet industry is often the first or main source of information for owners on pet care. Many pet owners look to people working in the pet industry to provide expert advice on pet care. As such, pet industry workers have a responsibility to ensure that they are knowledgeable and give sound advice.

1.4.2 Within a business, responsibilities may differ between the business owners, managers and staff, and this segregation of responsibilities should be made clear to all parties. All parties should familiarize themselves with all provisions of the codes, to ensure a common understanding on what constitutes as minimum standards or as best practices for animal welfare.

## 2. UNDERSTANDING THE CODE

2.1 **Minimum Standards** refer to the standards of animal housing, management and care that are deemed to be necessary to meet the basic needs of the animal. All owners in the pet industry are expected to comply with these standards.

2.2 **Best Practices** refer to practices that the pet industry is encouraged to adopt to further raise the standard of animal welfare and professionalism of the pet industry.

### 3. MANAGEMENT OF PET BUSINESSES

#### 3.1 Accountability of owner

##### ***Minimum Standards***

- 3.1.1 Any owner must not leave the animal at any place, or cause or permit the animal to leave his/her possession, custody or control, whether permanently or temporarily, without making reasonable arrangements for the care of the animal\*.
- 3.1.2 Any owner must take reasonable measures<sup>^</sup> to locate and retrieve the animal if it is lost.
- 3.1.3 Owners who handle animals must be trained in and competent to handle the animals.

\*Owners should take measures to prevent the animals from escaping or getting lost, such as securing the premises or providing adequate supervision and control of the animal when it is not enclosed in the premises. Reasonable arrangements for the care for the animal include ensuring the animal has been handed over to new owners, or to caregivers (e.g. animal welfare groups, commercial boarding service providers) who have agreed to care for the animal.

<sup>^</sup>If an animal is lost, reasonable measures must be taken by the owner to recover it. Reasonable measures include making a missing animal report with the Police or AVS. In addition to making the reports, owner can also put up lost animal advertisements and appeal to neighbours, animal welfare groups or members of the public while searching for the lost animal.

#### 3.2 Record keeping

##### ***Minimum Standards***

- 3.2.1 Appropriate records must be kept to ensure that all animals are identifiable (such as with the use of microchips), traceable to source, and registered as appropriate. Records, including medical records, must be kept for a minimum of 2 years or for as long as the animal remains in the charge of the business.

##### ***Best Practices***

(a) The use of stock books, enclosure labels and daily cleaning record sheets is encouraged. Where records are computerised, there should be a back-up copy kept. Records kept should have space for notes or observations on any significant changes in the animal's condition or behaviour since arrival.

### **3.3 Pest Control**

#### ***Minimum Standards***

- 3.3.1 Proper protocols for pest management of the premises must be established to minimise problems with external parasites and disease vectors, such as fleas, ticks, flies, lice, mosquitoes and wild rodents. In the event that the external parasite problem persists despite attempts by the owner to resolve the problem, veterinary advice must be sought until the problem is successfully contained and managed.
- 3.3.2 Where pest management chemicals are used, the chemicals must be registered under the Control of Vectors and Pesticides Act (CVPA) 2002, or any other relevant legislation, and used in accordance with the manufacturers' instructions.
- 3.3.3 Appropriate safety precautions must be taken for both the workers and the animals when the premises are being treated. Animals must be removed if there is a threat to their safety or health.

### **3.4 Security**

#### ***Minimum Standards***

- 3.4.1 The shop premises must be secured to prevent access by unauthorised persons or escape of animals.
- 3.4.2 Safe confinement must be provided to protect the animal from harm and distress, and safeguard against escape or accidental release into the environment.
- 3.4.3 There must be a contingency plan for the safe and appropriate evacuation of animals in the event of fire and other emergencies.
- 3.4.4 When there is an animal kept overnight within the business premises, all reasonable measures must be taken to ensure the animal's safety. This can be done in a variety of ways, including, for instance, putting up a contact number at the premises so that the operator can be alerted in the event of an emergency, or installing CCTV monitoring.

## 4. ANIMAL HOUSING AND ENVIRONMENT

### 4.1 Housing Enclosure Requirements

#### ***Minimum Standards***

- 4.1.1 Animal enclosures must be in good condition, safe and of a suitable size so that the animal has sufficient space to move freely, turn around, lie down, and stretch and stand upright on its hind legs and have sufficient headroom. The animal must have a clean and comfortable area to eat and sleep.
- 4.1.2 Animals must be provided with sufficient shelter and shade.
- 4.1.3 Enclosures must be kept clean, dry and well-ventilated.
- 4.1.4 There must be separate housing for different species, as well as for animals of the same species that may not be compatible.
- 4.1.5 There must be individual housing for animals that are old or frail, aggressive, and for parents with their unweaned offspring.
- 4.1.6 There must be separate housing for sick animals.
- 4.1.7 The maximum number of animals kept at any one time must be appropriate for the premises.

#### ***Best Practices***

##### Enclosure Design & Construction

- (a) Enclosures should be of solid construction, such as sealed concrete or brick, and strong doors to withstand impact and scratching. Any mesh or chain wires used should be of sufficient strength to contain the animals.
- (b) Construction materials should be safe and impervious to water to assist in cleaning and drainage.
- (c) Where metal bars or frames are used, they should be of a suitable gauge with adequate spacing to prevent animals from getting stuck or escaping. Where metal edging is used, it should not present a risk of injury to the animals.
- (d) Door openings should be constructed to allow easy removal of water and waste.
- (e) A sloped floor for animal housing and individual exercise areas is recommended as it facilitates removal of waste and water after cleaning.

(f) The premises should be connected to the main drainage or an approved sewerage disposal system, and fitted with fine mesh wire baskets to trap hair and waste. The baskets should be cleaned daily.

(g) Cage construction should use suitable material that is safe and easy to clean and disinfect, such as stainless steel, aluminium and acrylic. Joints should be properly finished. Rusted and damaged cages should not be used.

(h) Collapsible or flimsy cages should not be used. If used, they should only be used for holding animals temporarily while display cages are being cleaned. All such cages must be placed directly on the floor or on a stable structure.

(i) Design and construction should allow ready checking of animals and regular provision of food and water.

(j) Cages should be easy to move in the event of an emergency.

#### Enclosure Fittings & Facilities

(k) Clean, hygienic bedding appropriate to the species and breed, and that is sufficient for the number of animals housed should be provided to insulate the animal from the floor and provide the animal with a sense of security.

(l) Where appropriate, suitable and sufficient facilities for activities to promote general well-being should be provided.

(m) Sleeping areas should be insulated appropriately to provide comfort.

(n) When using bottles with a drink nipple for drinking water, the tip should allow free flow of water on activation and should not come into contact with the bedding or food.

(o) Exercise areas should not be used as sleeping areas.

(p) Accessories provided in the accommodation should be suitable to the animal species concerned.

(q) Materials, such as newspaper (in sheets or shredded) or urine liners, should be provided to facilitate toilet training.

## **4.2 Environment**

### ***Minimum Standards***

4.2.1 The living environment must:

- Be sheltered from bad weather conditions and extremes of temperature that could be harmful to the health and well-being of the animal;
- Be sufficiently ventilated to ensure that the air is kept fresh and clean at

all times; and

- Be safe, clean and conducive to the well-being of the animal;

4.2.2 The animal's environment must not be exposed to excessive noise, sunlight, heat, humidity or draughts

### ***Best Practices***

#### Warmth & Lighting

(a) Young, old or sick animals should be provided with additional heat as necessary, e.g. in the form of heat lamps or hot water bottles. Care should be taken to prevent scalding.

(b) Lighting at night should not be excessive, including light from outside the premises.

(c) Lighting should be as close as possible, in duration and intensity, to natural conditions of the animal(s) and should not generate excessive heat. Natural light is the preferred means of lighting, provided that shaded areas are available.

(d) Artificial light should be provided, where needed, to allow animal holding area to be thoroughly cleaned and animals checked.

#### Noise

(e) Animals should not be exposed to loud or sudden noises which may distress them.

(f) Noise from barking dogs should be reduced. This can be achieved by:

- placing dogs so that they do not see each other
- limiting external stimulation (e.g. by partitioning between animal housing or using blinds)
- housing dogs singly or in compatible pairs
- turning the lights off after feeding

(g) Cats and small mammals should be kept away from dogs as they may be disturbed by barking.

(h) Animals should be protected from excessive noise and vibration. This can be achieved by ensuring the animals are buffered from the public by barriers or signage with instruction not to disturb the animals.

### 4.3 Housekeeping

#### ***Minimum Standards***

- 4.3.1 Animal holding, bathing, grooming and exercising areas must be cleaned daily.
- 4.3.2 At the completion of cleaning, enclosures must be dried.
- 4.3.3 Enclosures, their surroundings and any enclosed equipment must be cleaned and disinfected with effective and appropriate disinfectant at least once a week, or prior to the introduction of new animals, whelping or kitting.
- 4.3.4 Food preparation and storage areas, food and water containers, and utensil and equipment used in the preparation and provision of food, must be hygienic.
- 4.3.5 Collection drains must be cleaned daily.
- 4.3.6 Chemicals used for cleaning and disinfecting must not be harmful to the animals.

#### ***Best Practices***

##### Cleaning

- (a) All used animal enclosures should be treated with appropriate disinfectants as necessary.
- (b) All equipment used in the grooming of animals should be cleaned and disinfected between animals.
- (c) Cleaning agents, disinfectants and materials should be chosen on the basis of their suitability, safety and effectiveness. They should be used only in accordance with the manufactures' instructions. For instance, some common disinfectants, particularly those derived from or containing coal or wood tar products (such as pine oil, phenol, cresol and chloroxlenols) are toxic to cats and should not be used for enclosures for cats.
- (d) Hand-washing facilities or personal protective equipment(s) (such as disposable gloves) should be available for use when handling animals.

##### Waste Disposal

- (e) All waste products, including faeces, bedding, food wastes and dead animals, should be disposed of in sealed plastic bags promptly and hygienically, and in accordance with all relevant regulatory requirements.

- (f) Clinical waste from the treatment and handling of animals with infectious diseases should be segregated from normal waste and incinerated.

## 5. ANIMAL MANAGEMENT

### 5.1 Diet and Feeding

#### ***Minimum Standards***

- 5.1.1 Animals must be fed a well-balanced and nutritional diet in adequate amounts at regular intervals that will allow them to maintain good health and growth. The diet must be relevant to the special needs of each species at different stages of their lives.
- 5.1.2 Fresh and clean drinking water must be available at all times.
- 5.1.3 Food for the animals must be readily accessible and positioned to avoid spillage or contamination by urine or faeces.
- 5.1.4 Food for the animals must not be contaminated or spoilt. Food discovered to be spoilt or contaminated must be removed immediately.
- 5.1.5 Food for the animals must be administered in such a manner that co-housed animals will each get an adequate portion.

#### ***Best Practices***

- (a) Animals should be supplied a variety of food. A staple diet may constitute pre-packaged canned or dry food and be supplemented by fresh meat, fish or vegetables as appropriate.
- (b) Pregnant and lactating animals should be fed approximately twice the amount of food normally required.
- (c) Young animals should be fed at least twice a day.
- (d) Animals which are unwell should be fed in accordance with veterinary advice.

## **5.2 Food Preparation**

### ***Minimum Standards***

- 5.2.1 Food and water containers for feeding must be cleaned daily and disinfected when necessary.
- 5.2.2 All animal feed, other than live feed, must be stored in a manner which prevents deterioration/ contamination, and according to manufacturer's instructions where applicable.

### ***Best Practices***

- (a) Proper and hygienic facilities should be provided for the storage and preparation of food.
- (b) Food and water containers should be stable, non-chewable and non-toxic. The containers should be pest proof and easy to clean and disinfect. Disposable eating dishes may be used.
- (c) Food should be prepared in a separate kitchen area in a hygienic manner. It should be stored appropriately, i.e. dry foods should be stored in a rodent-free place, and fresh and cooked meats should be stored under refrigeration.
- (d) There should be sufficient wash basins and clean water for food preparation, and for washing food containers and utensils.
- (e) Sharing of food and water containers should be avoided. This is to prevent the spread of disease or aggression between animals.

## **5.3 Activities to Promote General Well-being**

### ***Minimum Standards***

- 5.3.1. Animals must be allowed to exercise and interact in a safe and secure environment.
- 5.3.2. Animals must be allowed sufficient space and opportunity to exercise at least twice daily, or as appropriate to the species and health status of the animal.
- 5.3.3. Animals must not be subjected to:
  - i) distress or injury caused by other animals and by interference by people;
  - ii) excessive viewing or handling
  - iii) exposure to other animals known to have or are suspected to be suffering from an infectious disease
  - iv) harmful or potentially toxic chemicals.

- 5.3.4. Animals must be provided with:
- i) appropriate level of daily attention/inspection, feed and exercise even on the non-trading days;
  - ii) activities or equipment that promote general well-being, and are appropriate to the physiological needs of differing ages and species (such as the opportunity to interact with people and compatible animals where appropriate);
  - iii) the opportunity to exercise, if held overnight for any reason.
- 5.3.5. Supervision must be provided when animals are allowed to interact with each other, especially when small mammals are allowed to interact with animals that they may be unfamiliar with, or that are of another species (such as cats and dogs).
- 5.3.6. Any equipment used during or while interacting with the animal must be safe to use.
- 5.3.7. Where training is employed, training methods and aids used must be appropriate and must not subject the animal to unreasonable or unnecessary pain or suffering. Training aids must be used safely and correctly.

### ***Best Practices***

- (a) Animals should be allowed to interact with compatible animals of their own species.
- (b) Animals should be allowed to interact with people to ensure socialisation and socially-accepted behaviour in the presence of people.

### **5.4 Handling and Transport**

#### ***Minimum Standards***

- 5.4.1 Animals must be handled in a manner that will not cause injury or undue distress.
- 5.4.2 All reasonable measures must be taken to ensure the comfort and safety of the animal during transport, including using suitable clean equipment and proper restraints. Clean drinking water must be provided as necessary. Animals must also not be at risk of falling out of the vehicle.
- 5.4.3 Animals must be protected from exposure to excessive rain, wind, sun or exhaust emission during transport.
- 5.4.4 Animals must not be transported in a manner that could result in injury, e.g. by being transported in the same carrier with other animals that are incompatible or aggressive.

- 5.4.5 Animals must not be transported in car boots, or any enclosed spaces with poor ventilation regardless of the period of transportation.
- 5.4.6 If cages or carriers are used, the cages or carriers must be sturdy and of suitable size to allow the animals freedom of movement so that they are not restricted in standing or lying down.
- 5.4.7 Animals must not be left unattended in vehicles in conditions that could result in heat stress or distress during transport.
- 5.4.8 Sedation must not be used unless prescribed by a veterinarian.
- 5.4.9 Vehicles used for transporting animals must be suitable and safe for this purpose, and must be properly ventilated.
- 5.4.10 Vehicles, cages and carriers used for transporting animals must be thoroughly cleaned and sanitised after each use.

### **Best Practices**

- (a) Animals should be transported in the shortest practicable time to minimise discomfort and danger.
- (b) Any vehicle specially designed or regularly used for transporting animals should also:
- be free from protrusions or sharp edges in the carrying area
  - have non-slip floors
  - provide easy and safe access for handlers
  - be easy to clean and disinfect
  - protect against unauthorised release or escape of animals
  - be supplied with clean, secure cages or carry baskets for cats or very small dogs, and with separate compartments or partitions for larger dogs
- (c) Animals in circumstances indicated below, should always be transported in separate carriers/containers:
- animals in heat
  - visibly pregnant animals
  - female animals with unweaned young
  - aggressive or noisy animals
- (d) Cages are preferred for keeping animals in the vehicles. Where cages are not used, steps should be taken to prevent dogs from fighting and injuring each other. Where cats are observed to be fighting, they should be kept in separate cages.
- (e) Different species of animals should not be kept next to each other.

(f) Chemicals, rescue equipment, and other loose objects should not be kept in the same compartment as the animals that are being transported so as to reduce the risk of injury to the animals.

## **6. ANIMAL HEALTH CARE**

### **6.1 Health Checks and Recording**

#### ***Minimum Standards***

- 6.1.1 Reasonable measures must be taken to ensure good health and protection of the animal from illness, injury or disease.
- 6.1.2 All animals must be inspected at least once daily to monitor their health and well-being. Veterinary attention must be promptly sought to treat any significant illness, injury or disease.
- 6.1.3 Newly arrived animals and animals that appear unwell must be isolated and inspected more frequently.
- 6.1.4 Any signs of illness, abnormalities and deviations from the norm for the following behaviours: eating, drinking, defecating, urinating, movement, resting, must be recorded.
- 6.1.5 Any changes in health status, including abnormal body coat must be promptly reported to the person in charge or a veterinarian for appropriate attention.
- 6.1.6 Sick and injured animals must be removed from their cage or public view and isolated from other animals, and veterinary attention provided as required.
- 6.1.7 Special arrangement must be made to attend to sick animals during both day and night.
- 6.1.8 All animals must be checked, and treated as necessary, for external and internal parasites prior to transfer of ownership.

#### ***Best Practices***

- (a) Animals should be carefully observed for ill health or stress as some sick animals are able to suppress some signs of illness. Signs requiring urgent attention include, but are not limited to the following:
  - Changes in food or water consumption and droppings
  - Overgrown claws, nails and beak
  - Changes in attitude or behaviour and posture
  - Changes in weight
  - Enlargements or swelling of any portion of the animal

- Vomiting, injury or bleeding
- Stains or scabs around feet, eyes or nostrils
- Discharge from nostrils, eyes or mouth/beak
- Excessive loss of fur/feathers
- Lameness or sores on feet/legs

## **6.2 Disease Prevention**

### ***Minimum Standards***

- 6.2.1 All pet businesses must have a disease prevention program that includes vaccination, de-worming against internal parasites, and control of external parasites and insects.
- 6.2.2 There must be an isolation room/area for animals that are ill or show signs of disease.

### ***Best Practices***

- (a) There should be adequate facilities, equipment and materials, such as disinfectants and disposable gowns, gloves and masks for handling isolation cases.
- (b) There should be isolation protocols for workers to follow, which should include hand washing, disinfection and proper disposal of used gowns, gloves and masks.

## **6.3 Veterinary Attention and Treatment**

### ***Minimum Standards***

- 6.3.1 All animals that are injured or unwell must receive prompt veterinary attention to treat any significant illness, injury or disease.
- 6.3.2 All animals that require treatment, as determined by a veterinarian, must be treated promptly.
- 6.3.3 Euthanasia of an animal must be performed only by a licensed veterinarian trained in the ethics and technique of euthanasia and using methods and chemicals internationally accepted for this procedure. The procedure should be carried out in private and away from the view of other animals.

### ***Best Practices***

- (a) A heated cage should be provided when necessary, for the isolation and treatment of sick or injured animals. The cage should be away from public view to minimise stress.

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Please also refer to Annexes A, B, C, D and E for minimum standards and best practices pertaining to the specific businesses. Where there are licensing conditions that overlap with minimum standards and best practices, they will supersede the minimum standards and best practices.

## **MINIMUM STANDARDS AND BEST PRACTICES SPECIFIC FOR CERTAIN SPECIES**

### **A1. Introduction**

A1.1 The following minimum standards and best practices for specific species or breeds are in addition to, and should be read in conjunction with, Sections 3-6 of the Code of Animal Welfare (for the Pet Industry). All who are involved in the pet industry must familiarize themselves with the minimum standards, as failure to meet the minimum standards may be used as evidence to support prosecution for an offence under the Animals and Birds Act.

### **A2. Dogs**

#### **Confinement and Tethering**

##### ***Minimum Standards***

##### **Confinement Area**

- A2.1 The area where the dogs are confined or tethered must be safe and comfortable for the dogs.
- A2.2 The dogs must have adequate shelter from inclement weather and extremes in temperature.
- A2.3 The area must be large enough for the dogs to move unimpeded, sit, lie down and stretch.
- A2.4 There must be sufficient head room to allow the dogs to stand upright comfortably on its hind legs.
- A2.5 The area must be clean and kept sanitary, with a distinct area for the dogs to defecate and urinate.
- A2.6 The area must be well ventilated but not draughty.
- A2.7 The area must be clear of obstructions and sharp objects that might injure the dog.

##### **Tethering**

- A2.8 Equipment used for tethering and the way it is used must not cause discomfort or injury to the dog.

A2.9	Length of the tether must be at least 2 times the length of the dog from nose to the base of the tail and must allow the dog to move unimpeded, sit, lie down and stretch.
A2.10	The tether must be fastened to a secure object that will not move or fall and hurt the dog. The anchor point must not be at a height that prevents the dog from moving unimpeded or to sit, lie down and stretch.
A2.11	Collars used must be of an appropriate size and material that does not cause discomfort or injury to the dog. Choke chains must not be used for tethering.

### ***Best Practices***

- (a) The ground should be level and comfortable for the dogs and should not be waterlogged.
- (b) The confinement area should be secured to prevent the dogs from escaping, roaming, and prevent intrusion by other animals and people.
- (c) The confinement area should be designed to suit the body sizes and breeds of the dogs.
- (d) The confinement area should have a comfortable sleeping area. The sleeping area could be a dog bed or elevated platform so that the dog is not forced to sleep on the ground where it can get wet or dirty. Bedding should be kept clean and dry.
- (e) The confinement area should have an isolation area for sick or injured dogs, if there is more than one dog in the same premises.

### **General**

#### ***Best Practices***

- (a) Each premises should have an exercise area for dogs.
- (b) Dogs should be exercised at a frequency and in such manner that is suitable for their breed and age. Minimally, they should be let out at least twice a day to exercise for at least half an hour each time.
- (c) Puppies should be provided with objects that promote general well-being, such as toys, chewing items and towels.
- (d) One feeding container should be provided for each dog. However, puppies from the same litter that are under 12 weeks of age may be fed from the same bowl.

## **Cold Climate Dog Breeds**

### ***Minimum Standards***

- A2.12 Cold climate breeds, such as the Siberian Husky, Alaskan Malamute, Chow Chow, Samoyed, Newfoundland and St. Bernard must be provided with adequate shade, and good fan ventilation or air-conditioning, so that their environment is kept cool and less humid.
- A2.13 Cold climate breeds must not be subjected to unnecessary physical exertion in the heat of the day.
- A2.14 Cold climate breeds must be groomed regularly to prevent the accumulation of dead hair

## **A3. Cats**

### **Confinement and Tethering**

#### ***Minimum Standards***

##### **Confinement Area**

- A3.1 The area where the cats are confined or tethered must be safe and comfortable for the cat.
- A3.2 The cats must have adequate shelter from inclement weather and extremes temperature.
- A3.3 The area must be large enough for the cats to move unimpeded, sit, lie down and stretch.
- A3.4 There must be sufficient head room to allow the cats to stand upright comfortably on their hind legs.
- A3.5 The area must be clean and kept sanitary, with a distinct area for litter boxes of the cats to defecate and urinate.
- A3.6 The area must be well ventilated but not draughty.
- A3.7 The area must be clear of obstructions and sharp objects that might injure the cat.

## Tethering

A3.8 Equipment used for tethering and the way it is used must not cause discomfort or injury to the cat.

### ***Best Practices***

- (a) Cats should be provided with litter boxes of a size that is suitable to their body sizes with sufficient litter material.
- (b) Kittens should be provided with objects that promote general well-being, such as toys and scratch posts.
- (c) One feeding container should be provided for each cat. However, kittens from the same litter under 12 weeks of age may be fed from the same bowl.

## **A4. Small Mammals (Chinchillas, Rabbits, Guinea Pigs, Hamsters, and Gerbils)**

### **Confinement Area**

#### ***Minimum Standards***

- A4.1 Small mammals must have access to areas where they can rest and feed undisturbed, and exercise and explore safely.
- A4.2 The bedding material used must be appropriate, and kept clean and dry.
- A4.3 Chinchillas must be kept in a cool environment and not placed under direct sunlight.

### ***Best Practices***

- (a) Small mammals should be provided with a chewing block to keep their teeth trim and in good condition.
- (b) Chinchillas, gerbils and hamsters should be provided exercise wheels.
- (c) Small mammals should be fed a diet that has pellets and additional supplements of greens or hay appropriate to the species.
- (d) Small mammals should be provided with suitable bedding material which is cleaned and discarded daily.
- (e) Chinchillas should be maintained in a quiet, low-stress environment which is insulated from outside disturbances. They should not be placed near the window

and provided with low-intensity soft lighting, hiding places (retreats) and raised resting areas.

- (f) Chinchilla cages should have solid sides, a piece of clear acrylic as the door, and enough ventilation holes for air and easy viewing. If wire mesh is to be used, it should be fine enough to prevent escape and injury.
- (g) A proprietary dust bath, or fine sand/bird grit (1cup) mixed with talcum powder (1teaspoon), should be provided for the chinchilla. The bath tray should be cleaned every 2 to 3 days minimally. There should be minimal disturbance to the animals when cleaning out the bath material.

## **A5. Birds**

### **Housing Enclosure Requirements for Birds**

#### ***Minimum Standards***

- A5.1 The housing for birds must be of adequate dimensions. Birds must be able to move freely and comfortably and their tails and outspread wings should not touch the sides of the cage.
- A5.2 Perches, roosting areas and feed/water stations must be provided to meet the needs of all birds in a cage or aviary.
- A5.3 Perches must be of an appropriate size, diameter, construction and material that are appropriate and comfortable for the species. If more than one bird is kept, there must be adequate perch space for all the birds.
- A5.4 Perches must be positioned to ensure that birds' tails are not in contact with the cage substrate, and yet provide easy access to food and water.
- A5.5 Feed and water containers must be placed in areas where they are not likely to be contaminated by the birds' faeces.
- A5.6 Sandpaper must not be used on the perches.
- A5.7 The cage used must be made of material that is safe and not toxic. Galvanised wire which contains zinc and lead that can poison birds (especially for parrots that tend to chew the cage wiring) should not be used.
- A5.8 Nest boxes and hiding places must be provided for aviaries. For birds that are kept in cages, appropriate shelter e.g. cloth draped over the cage in the evening, must be provided to allow the bird to rest and provide it with a better sense of security.

### **Best Practices**

- (a) In order to maintain hygienic standards, cages and aviaries with solid floors should be covered with a suitable non-toxic disposable material.

### **Tethering**

#### **Minimum Standards**

- A5.9 The area where the bird is tethered must be safe and comfortable for the animal.
- A5.10 Equipment used for tethering and the way it is used must not cause discomfort or injury to the bird.
- A5.11 Chains or tethers used to restrain birds to a perch must be:
- a. Sufficiently long but not cause entanglement or strangulation; or
  - b. Attached to a movable ring that slides along the perch, which allows the bird to move easily and comfortably along its length.
- A5.12 The leg ring of any bird must securely yet comfortably encircle and swivel around the bird's leg.

### **Best Practices**

- (a) The leg ring should be inspected regularly. Where the ring is too tight, it should be removed or adjusted to prevent it from injuring the bird.

### **Animal Management for Birds**

#### **Minimum Standards**

- A5.13 Birds must be fed a balanced and complete diet that allows them to maintain good health and growth, based on the physiological status and special needs of differing ages and species. In addition to dry feed (seeds/pellets), fresh fruit, greens, nectar or seeding grasses must be supplied as appropriate to the species to provide variety and nutrient supplementation. Grit must be provided for species that require grit for proper digestion.
- A5.14 Except where it is a species requirement, birds must be fed out of suitable containers and not directly off the floor.

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|-------|--|
| A5.15 | Where birds need to be handled, this must be done in a manner that does not cause undue stress and harm to them.   |
| A5.16 | Birds that are allowed out of their cages must be properly supervised.   |
| A5.17 | Pinioning must not be done, except under anaesthesia and by a licensed veterinarian. If wing clipping is done, it must be carried out in a manner that does not cause undue stress and harm to the bird. |

### ***Best Practices***

- (a) Food should be placed where it is least likely to be spoiled or contaminated. Open containers should not be located below perches.
- (b) All new equipment should be handled with care. New galvanised wire may be toxic, especially for parrots. The wire can be weathered for 4 to 8 weeks or by washing with a mild acidic solution (e.g. vinegar) and rinsing it with water, prior to use.
- (c) The application of rings for identification purposes requires care, such as in the selection of the appropriate ring sizes and its application. Some species, especially as adults, should not be ringed because of the risk of self-mutilation. Special care is needed should a ring require removal, for example, to attend to a leg injury.
- (d) Overgrown beaks should be carefully trimmed. Unless the overgrowth is due to a curable disease or nutritional problem, birds with overgrown beaks should not be used for breeding.
- (e) Excessively long claws should be trimmed without drawing blood, but claws should not be cut with the intent of preventing claw growth. Claw overgrowth may be indicative of inadequate conditions, particularly in small cages.

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Please also refer to Sections 3-6 of this code and Annexes B, C, D and E for the other minimum standards and best practices applicable to the pet industry. Where there are licensing conditions that overlap with minimum standards and best practices, they will supersede the minimum standards and best practices.

## **MINIMUM STANDARDS AND BEST PRACTICES FOR PET RETAILERS**

### **B1. Introduction**

B1.1 The following are minimum standards and best practices for the sale of pets. They are supplementary to the minimum standards and best practices in Sections 3-6 of this code. All who are involved in the sale of pets must familiarize themselves with the minimum standards, as failure to meet the minimum standards may be used as evidence to support prosecution for an offence under the Animals and Birds Act. For pet retail outlets which are subject to licensing, they must comply with licensing conditions, in addition to the minimum standards in the Code of Animal Welfare (for the Pet Industry) and the Annexes.

### **B2. Management of Pet Retail Business**

#### ***Minimum Standards***

- B2.1 Animals kept and displayed for sale must be those allowed as pets and must be from legal sources that demonstrate compliance with regulations and accepted standards of breeding and sale of animals.
- B2.2 Newly introduced animals must not be mixed with existing stocks until their health has been checked and a minimum isolation period of 72 hours has expired.
- B2.3 There must be a suitable animal management programme to maintain the animals in good health and a suitable healthcare programme to ensure that animals receive timely veterinary attention and appropriate treatment, as necessary.
- B2.4 The living conditions of the animal(s) sold must at least comply with the minimum standards set out in Sections 3-6 of the Code of Animal Welfare (Pet Industry) and Annex A.
- B2.5 Sub-standard sources (as evidenced by, for example, repeated viral diseases, malnutrition, injury or premature weaning) must be reported to the Animal & Veterinary Service (AVS).

#### ***Best Practices***

- (a) There should be documentation to show that the animal's parents and grandparents have been tested (where possible) to ensure that they are free of genetic problems.

(b) The retailer should deal with sources that are reliable and compliant of accepted standard(s).

(c) If compliance with regulations and accepted standards cannot be demonstrated, the retailer should not acquire animals from the source, but instead encourage the source to de-sex the animals and stop supplying.

### **B3. Sale of Animals**

#### ***Minimum Standards***

B3.1 All animals for sale must be healthy and well-cared for. Diseased animals must not be offered for sale or display.

B3.2 Accurate information of each animal (date of birth, sex, type of vaccinations given and vaccination schedule as appropriate) must be provided where relevant.

B3.3 Puppies and kittens must have received at least two vaccinations against common diseases, been de-wormed, and allowed to rest for a week after vaccination, prior to sale.

B3.4 Animals must not be sold to persons who are below 16 years of age.

B3.5 Infant animals must be fully weaned and be able to take solid food before they are sold.

B3.6 Individuals involved in the sale of animals must be knowledgeable about breed standards (i.e. the desired characteristics of the breed, such as size, proportion, coat, colour, and temperament) and breed-specific genetic problems.

#### ***Best Practices***

(a) Where possible, the buyer should be allowed to view the parents of the animal being purchased and the animals' living conditions.

(b) Appropriate information on pet care should be provided, including what to do in the first 72 hours when it is brought home, what and how much to feed, how much exercise to provide, and how to house-train.

(c) Pedigree certificates should be given if promised.

(d) There should be a clear understanding between buyer and seller about the options available in the event the animal falls ill or dies, i.e. with respect to whether there is any replacement, refund or compensation.

(e) There should be appropriate measures in place to ensure the animals do not cause noise, smell or hygiene nuisance to neighbouring premises.

(f) Puppies should be vaccinated against distemper, hepatitis and parvovirus; and kittens should be vaccinated against feline enteritis.

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Please also refer to Sections 3-6 of this code and the other Annexes A, C, D and E for the other minimum standards and best practices applicable to the pet industry. Where there are licensing conditions that overlap with minimum standards and best practices, they will supersede the minimum standards and best practices.

## **MINIMUM STANDARDS AND BEST PRACTICES FOR PET GROOMERS**

### **C1. Introduction**

C1.1 The following are minimum standards and best practices for pet grooming, which are supplementary to the minimum standards and best practices in Sections 3-6 of this code. All who are involved in the grooming of pets must familiarize themselves with the minimum standards, as failure to meet the minimum standards may be used as evidence to support prosecution for an offence under the Animals and Birds Act. It should be noted that where there is a licensing regime, businesses must comply with the licensing conditions, in addition to the minimum standards contained in the Code of Animal Welfare (for the Pet Industry) and the Annexes.

### **C2. Management of Pet Grooming Business**

#### ***Minimum Standards***

- C2.1 All groomers must be properly and adequately trained, including in the area of animal care, animal handling and the grooming requirements of the various breeds and species.
- C2.2 Groomers must be familiar with breed/species-specific differences and requirements.
- C2.3 Groomers must be familiar with the use of grooming equipment/products.
- C2.4 Where an animal is injured or becomes unwell while under the care of the grooming establishment, the owner must be notified and the animal provided with prompt veterinary attention, as necessary.

#### ***Best Practices***

(a) It is recommended that all groomer assistants attain professional, recognized or accredited grooming qualifications or in lieu, adequate and relevant experience-prior to assisting in grooming.

(b) Groomers should assess and interact with each pet/animal prior to grooming to gauge if they are able to manage the pet/animal.

(c) Groomers should not accept pets/animals that they are unable to manage/control for grooming.

(d) Animals sent for grooming, bathing, or drying should not be left unattended on grooming tables, rooms, or in shower baths.

(e) Aggressive, old and young animals sent for grooming should be handled with extra care and precaution.

### **C3. Grooming and Trimming**

#### ***Minimum Standards***

- C3.1 Animals for grooming must not be kept together with animals for sale.
- C3.2 Groomers must ensure that the animal is not injured or subjected to undue stress during grooming.
- C3.3 The whiskers of a cat must not be trimmed or cut as part of the grooming procedure.

#### ***Best Practices***

- (a) Groomers should advise pet owners on the frequency of grooming and amount of grooming each breed/species of pet requires.
- (b) Groomers should possess an array of suitable grooming equipment (such as clippers and scissors of different sizes, weights and configurations) to ensure they are able to meet the grooming needs of each pet/animal.
- (c) Extra care should be taken when cutting nails and trimming the fur around the face and ears.

### **C4. Bathing and Drying**

#### ***Minimum Standards***

- C4.1 Groomers must ensure that the animal is not injured or subjected to undue stress when bathing.
- C4.2 Care must be taken when drying the animal with a blow-dryer after a bath to avoid heat stress and scalding.

#### ***Best Practices***

- (a) Groomers should use shampoo and conditioner suitable to the pet's breed/species and coat, as indicated on the product label.
- (b) Non-slip rubber mats should be placed in the bathing area to allow the pet's paws to grip on to for a sense of security.

- (c) Large cotton wool balls should be used to block water from entering the ears and ear canals of the pets, and removed after the bath is complete.
- (d) Groomers should ensure that the water is of an appropriate water temperature for the pet before bathing it.
- (e) Care should be taken in bathing the pet's head as shampoo or soap in the eyes will cause severe discomfort.
- (f) After bathing, pets should be allowed to shake the water off their body. Groomers should then dry them promptly with a towel or dryer.

**C5. Equipment and Facilities**

***Minimum Standards***

- C5.1 All equipment and facilities must be in good serviceable condition, and be clean and safe for use on/for the animals.
- C5.2 There must be single holding areas for animals (groomed or to be groomed) that are old, frail or aggressive.

***Best Practices***

- (a) Grooming equipment should be disinfected and sanitized for use between animals.
- (b) Bathing areas should be weather-proof, draught-proof and have proper drainage.
- (c) Bathing facilities should include a separate area to dry animals after bathing.
- (d) Grooming tables should be stable, height customisable, easy to clean, and have a non-slip surface.

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Please also refer to Sections 3-6 of this code and the other Annexes A, B, D and E for the other minimum standards and best practices applicable to the pet industry. Where there are licensing conditions that overlap with minimum standards and best practices, they will supersede the minimum standards and best practices.

## **MINIMUM STANDARDS AND BEST PRACTICES FOR PET BREEDERS**

### **D1. Introduction**

D1.1 The following are minimum standards and best practices for pet breeding, which are supplementary to the minimum standards and best practices in Sections 3-6 of this code. All who are involved in the breeding of pets must familiarize themselves with the minimum standards, as failure to meet the minimum standards may be used as evidence to support prosecution for an offence under the Animals and Birds Act. It should be noted that where there is a licensing regime, breeders will have to comply with the licensing conditions, in addition to the minimum standards contained in the Code of Animal Welfare (for the Pet Industry) and the Annexes.

### **D2. Management of Pet Breeding Business**

#### ***Minimum standards***

- D2.1 Proper record keeping must be maintained for all breeding animals, their offspring, animals for sale and retired animals.
- D2.2 Animals must be from legal sources that demonstrate compliance with regulations and accepted standards of breeding and sale of animals.
- D2.3 Animals must be bred responsibly, and kept in suitable and clean housing.
- D2.4 Infant animals must be fully weaned and be able to take solid food before any transfer of ownership.
- D2.5 Newly introduced animals must not be mixed with existing stocks until their health has been checked and a minimum quarantine period of 72 hours has expired. Some animals need to be monitored for up to 10 days due to the longer incubation period of some common diseases, such as Canine Distemper Virus (CDV).
- D2.6 There must be a suitable animal management programme to maintain the animals in good health and a suitable healthcare programme to ensure that animals receive timely veterinary attention, and appropriate treatment, as necessary.

- D2.7 Persons involved in the breeding and sale of animals must be knowledgeable about breed standards (the desired characteristics of the breed, such as size, proportion, coat, colour, and temperament) and breed-specific genetic problems.
- D2.8 Sub-standard sources (as evidenced by, for example, repeated viral diseases, malnutrition, injury or premature weaning) must be reported to the Animal & Veterinary Service (AVS).

### ***Best Practices***

- (a) The breeder should provide documentation to show that the animal's parents and grandparents have been tested (where possible) to ensure that they are free of genetic problems.
- (b) The breeder should deal with retailers that are reliable and compliant of accepted standard.
- (c) The breeder should be able to show compliance with regulations and accepted standards

### **D3. Breeding of Animals**

#### ***Minimum Standards***

- D3.1 All breeding animals must be housed appropriately. Enclosures/cages that are used must be clean and dry and of appropriate size (see Appendix I to Annex D).
- D3.2 Animals must be physically fit, healthy, and free of disease prior to mating.
- D3.3 Pregnant and whelping or nursing animals must be kept individually in a safe and warm environment.
- D3.4 Expert and/or veterinary assistance must be sought for expectant animals which exhibit signs of a difficulty during the birthing process.
- D3.5 Where a nest box is used, the box must be large enough to comfortably accommodate the mother when she is fully stretched out. The sides of the nest box should be high enough to confine the offspring but allow the mother to step out. There must be a separate area within the enclosure/cage where the mother can have time out from her offspring, to exercise or relieve herself. The mother must have enough headroom to stand comfortably.

D3.6	Responsible breeding must be practised, which includes but is not limited to: <ul style="list-style-type: none"> <li>i) No breeding of the female animal when it has just reached maturity. For female dogs, they should not be bred when they are below 1 year of age or beyond 6 years of age;</li> <li>ii) No breeding of animals that have undergone 2 caesareans;</li> <li>iii) No over breeding that could compromise the well-being of the animal or jeopardise its health. For dogs, there should be at most one litter per female every other heat cycle; and</li> <li>iv) No breeding of animals with sickness, disease or genetic defects</li> </ul>
D3.7	All offspring must be fully weaned and started on solid food before they are separated from their mother. Milk replacers should not be used unless warranted, e.g. where the mother does not produce enough milk or an animal is orphaned.
D3.8	Infant animals must be observed to ensure that they steadily gain weight every week.

### ***Best Practices***

(a) Persons planning to breed animals should carefully assess their own lifestyles and resources. It takes considerable time, energy and expenses to produce, raise and find appropriate homes for every litter of young animals.

(b) Animals selected and retained for breeding should have a balanced temperament, be physically healthy, and genetically sound.

(c) Young animals are best raised where they have extensive contact with their carer to ensure that they will be emotionally stable and accepted as part of the family.

(d) Long haired animals should be groomed daily from 5 weeks of age to accustom them to the process of grooming.

(e) Breeders are responsible for finding suitable homes for all animals produced, including those from unintended breeding or that may not have any commercial value.

(f) New owners should be provided with information about diet; when to sterilise and vaccinate; worming; grooming; housing; identification and general health care.

(g) Where a breeder is no longer able to keep and/or care for his animals, he should make arrangements to hand over the animals to a new owner either privately or through animal welfare organisations. The animals should be sterilised to avoid unwanted animals being born through indiscriminate breeding. Pet shops, veterinarians and animal welfare groups may also be able to assist with the re-

homing of animals. All relevant medical and behavioural history, including records of previous vaccinations, should be provided to the new owner or carer. Ownership details should be changed by the previous owner on relevant databases, such as microchip registries.

#### **D4. Housing Enclosure Requirements of Breeding Animals**

##### ***Minimum Standards***

D4.1 Cages and pens must not be placed in narrow spaces

D4.2 Cages must not be stacked on top of each other unless:

- i) They are placed securely on a frame or secured to the wall;
- ii) Animal waste and wastewater can be effectively prevented from spilling into the cages below; and
- iii) There are no more than 2 tiers per stack.

D4.3 Where thin wire and wire with gaps larger than 1 cm<sup>2</sup> are used for the flooring, floor mats covering at least half the floor area must be provided.

D4.4 Dogs weighing more than 10 kg must not be kept entirely on wire flooring. Sufficient firm flooring must be provided for the dog to rest.

D4.5 There must be individual housing for animals that are old or frail, aggressive, and for parents with and their unweaned offspring.

##### ***Best Practices***

(a) Floor mats should be of material that can be easily washed and disinfected.

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Please also refer to Sections 3-6 of this code and Annexes A, B, C and E for the other minimum standards and best practices applicable to the pet industry. Where there are licensing conditions that overlap with minimum standards and best practices, they will supersede the minimum standards and best practices.

**ENCLOSURE SIZES**

<b>AREA</b>	<b>ENCLOSURE</b>	<b>LENGTH</b>	<b>WIDTH</b>	<b>HEIGHT</b>
<b><u>BREEDING AREA/</u></b> <b><i>Breeding dogs</i></b>	Cage	2 x Length of dog	1.5 x Length of dog	Must be able to stand on hind legs
	Communal Pen	1.5 x Length of dog	1 x Length of dog	Must be able to stand on hind legs
<b><u>BREEDING AREA/</u></b> <b><i>Pregnant dogs</i></b>	Cage	2 x Length of dog	1.5 x Length of dog	Must be able to stand comfortably with enough headroom
	Communal Pen	1.5 x Length of dog	1 x Length of dog	Must be able to stand comfortably with enough headroom
<b><u>NURSING AREA/</u></b> <b><i>Whelping or nursing dogs</i></b>	Nest Box Area	Dog must be able to stretch out fully.	Dog must be able to stretch out fully.	Sides of box to be high enough to confine puppies, but allowing the dog to step out.  Dog must be able to stand comfortably with enough headroom.
	Rest Area	Of suitable size	Of suitable size	Dog must be able to stand comfortably with enough headroom.
<i>Length of dog = measurement from nose of dog to the base of tail.</i>				

## ENCLOSURE SIZES

AREA	ENCLOSURE	AREA	WIDTH	HEIGHT
<u>BREEDING AREA/</u> <b><i>Breeding cats</i></b>	Communal Pen	1.5m <sup>2</sup>	0.9m	1.8m
<u>BREEDING AREA/</u> <b><i>Pregnant cats</i></b>	Communal Pen	1.5m <sup>2</sup>	0.9m	1.8m
<u>NURSING AREA/</u> <b><i>Queen and Kittens</i></b>	Nest Box Area	1.5m <sup>2</sup>	0.9m	Sides of box to be high enough to confine kittens, but allowing the cat to step out.
				Cat must be able to stand comfortably with enough headroom.
	Rest Area	1.5m <sup>2</sup>	0.9m	Cat must be able to stand comfortably with enough headroom.

**MINIMUM STANDARDS AND BEST PRACTICES**  
**FOR PET BOARDERS, PET SITTERS**  
**& PET DAY CARE PROVIDERS**

**E1. Introduction**

E1.1 This Annex applies to all establishments which temporarily take over the custody of the animal in order to provide care and accommodation for the animal for a fee at a place other than the animal's normal place of residence. This includes overnight/long-term boarding, day boarding, pet-sitting and day care.

E1.2 The following are minimum standards and best practices for such establishments, which are supplementary to the minimum standards and best practices in Sections 3-6 of this code. All who are involved in such establishments must familiarize themselves with the minimum standards, as failure to meet the minimum standards may be used as evidence to support prosecution for an offence under the Animals and Birds Act. It should be noted that where there is a licensing regime, businesses will have to comply with the licensing conditions, in addition to the minimum standards contained in the Code of Animal Welfare (for the Pet Industry) and the Annexes.

**E2. Management of Pet Boarding Business**

***Minimum Standards***

E2.1 All animals must be identified and their owners' contact information made available for inspection by the Animal & Veterinary Service (AVS) upon request.

E2.2 Where an animal is injured or becomes unwell while under the care of the boarding establishment, the owner must be notified and the animal provided with prompt veterinary attention, as necessary.

***Best Practices***

(a) The boarding establishment manager and the owner of the boarding animal should enter into an agreement authorizing provision of necessary veterinary care or treatment.

(b) There should be clear understanding between boarding establishment manager and owner of the boarding animal about the options available in the event the animal falls ill or dies,

(c) There should be clear understanding between boarding establishment manager and owner of the boarding animal about the extent, frequency and regularity of services provided to the animal while it is placed in the care of the boarding establishment manager.

### **E3. Boarding of Animals**

#### ***Minimum Standards***

- E3.1 There must be secured areas for dogs to exercise. The exercise area can be an attached run (of at least the same size as the kennel) or it can be a large communal area suitable for dogs of any breed. The large communal area must not be used as a kennel. Exercise areas must be supervised to ensure that the dogs do not fight.
- E3.2 There must be separate rooms for food storage, and animal treatment and isolation, and properly demarcated areas for food preparation and washing of utensils. Food should be stored in proper containers.
- E3.3 There must be individual housing for animals that are old or frail, aggressive, and for parents with their unweaned offspring.
- E3.4 There must be separate housing for sick animals
- E3.5 All animals must be provided with fresh clean drinking water at all times.
- E3.6 Animals must be bathed and groomed regularly, as appropriate.

#### ***Best Practices***

- (a) All dogs should be allowed to exercise or be walked on a leash at least twice a day, for at least half an hour each time.
- (b) Water containers should be cleaned and sanitized regularly (and always before a new animal is put into the cage or run). Water containers should be mounted so that animals cannot tip them over or urinate in them.
- (c) Self-feeders, if used, should be mounted so animals cannot urinate or defecate in them. Self-feeders should be cleaned daily and sanitized regularly (particularly before a new animal is put into the cage or run). Food should be clean and dry at all times.

## **E4. Housing Enclosure Requirements for Boarding Animals**

### ***Minimum Standards***

- E4.1 Every animal must be provided with adequate shade and shelter. The area where the animals are boarded must be well ventilated. If the animals are kept in an enclosed space, air-conditioning or mechanical ventilation must be provided to keep the air fresh and clean. Ten to fifteen fresh air changes per hour can be used as a guide if air flow measurement devices are used.
- E4.2 Kennels and attached runs must be kept clean and dry. Communal exercise areas must be kept clean.
- E4.3 Boarding kennel dimensions for dogs must not be smaller than the following:
- i) Small breed dogs (< 15 kg) - 1.2 m by 1.0 m or 1.2 m<sup>2</sup>
  - ii) Medium breed dogs (15 – 25 kg) – 1.5 m by 1.2 m or 1.8 m<sup>2</sup>
  - iii) Large breed dogs (> 25 kg) – 1.8 m by 1.2 m or 2.2 m<sup>2</sup>
  - iv) Extra-large breed dogs, e.g. Great Dane – 2.2 m by 1.5 m or 3.3 m<sup>2</sup>
- E4.4 Boarding cage dimensions where compatible cats from the same household are housed together must not be smaller than the following:
- i) Cage dimensions for one cat - 1 m<sup>2</sup> by 0.9m in height
  - ii) Each additional cat must have one additional square meter floor space.
- E4.5 Care must be taken to prevent breeds that originate from cold climates, such as Siberian Huskies or Alaskan Malamutes, from getting heat stress.

### ***Best Practices***

(a) Resting boards or beds should be provided. Cardboard boxes or other enclosures or platforms that can be changed or sanitized easily may be used, and blankets or towels that can be sanitized may be used for bedding.

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Please also refer to Sections 3-6 of this code and Annexes A, B, C, and D for the other minimum standards and best practices applicable to the pet industry. Where there are licensing conditions that overlap with minimum standards and best practices, they will supersede the minimum standards and best practices.