



# City of Los Angeles Pet Shop Rules and Regulations

LA Animal Services enforces the standards of care for animals in Pet Shops established by the California Health and Safety Codes, the California Penal Codes and the Los Angeles Municipal Codes in order to ensure the humane treatment of animals and safeguard the public interest.

<b>Rule #</b>	<b>Rule</b> Each pet store operator shall:
	<b>1-General Permit Rules and Regulations</b>
<b>1A</b>	Prominently display a copy of LA Animal Services' official permit to operate a pet store in a location easily accessible and visible to customers.
<b>1B</b>	Obtain dogs, cats and/or rabbits from Los Angeles City or County municipal shelters. Maintain records of the municipality's name, address, telephone number, and the date the animal was acquired, for identification purposes. LAMC 53.50 (e)
<b>1C</b>	Post in a conspicuous place on the cage or enclosure of each dog, cat or rabbit, a sign listing the name of the animal shelter from which the animal was obtained.
<b>1D</b>	Provide all dog purchasers an application for a dog license.
<b>1E</b>	Provide animal purchasers with City of Los Angeles permit information applicable to the species of animals sold.
<b>1F</b>	Notify LA Animal Services in writing with the name and kind of dog sold and the name and contact information of the purchaser within FIVE (5) days of the date of sale or transfer. LAMC 53.27
<b>1G</b>	Provide the purchaser of an animal at the time of sale information concerning the store's animal return policy. This policy may also be made available to customers through in-store signs or handouts.
<b>1H</b>	Submit to LA Animal Services a monthly report to include the names, addresses, and telephone numbers of persons purchasing pets, to include the date the animal was purchased by each person.

<b>Rule #</b>	<b>Rule</b> Each pet store operator shall:
	<b>1-General Permit Rules and Regulations (cont.)</b>
<b>1I</b>	Report any animal escapes to LA Animal Services and make reasonable efforts to capture escaped animals.
<b>1J</b>	Maintain and post official notices from LA Animal Services in a conspicuous place for public viewing.
	<b>2-Development and Operational Standards</b> <b>Pet shops are permitted in the C2, C4, C5, CM, M1 and less restrictive zones. Any Pet Shop in the CR, C1, C1.5 zones where four or more dogs that are each at least four months of age are kept or maintained shall comply with the following:</b>
<b>2A</b>	The total number of adult dogs and/or cats in a Pet shop shall not exceed one for every 45 square feet of floor area of the facility, rounded up to the nearest whole number, up to a maximum of 40 adult dogs and/or cats.
<b>2B</b>	Animal boarding areas shall not occupy the first 25 percent of the depth of the portion of the building used as a Pet Shop, or the first 25 feet, whichever is less, as measured from the front of the shop; and animal boarding areas shall be separated from retail, grooming, or food storage areas. This limitation shall not apply to animal display areas.
<b>2C</b>	Onsite activities related to keeping or maintaining animals, including, but not limited to, grooming or feeding, shall be conducted wholly within an enclosed building.
<b>2D</b>	Outdoor dog runs and training activities are not permitted.
<b>2E</b>	Animals shall not be left outside at any time. This shall not preclude dogs being brought in and out for walks.
<b>2F</b>	Where a Pet Shop has an entrance on any side that abuts, has a common corner with, or is across a public right-of-way from any residentially zoned land, pets can only be brought through that entrance between 7am to 9pm daily.

<b>Rule #</b>	<p style="text-align: center;"><b>Rule</b></p> <p style="text-align: center;">Each pet store operator shall:</p>
	<p style="text-align: center;"><b>2-Development and Operational Standards (cont.)</b></p> <p><b>Pet shops are permitted in the C2, C4, C5, CM, M1 and less restrictive zones. Any Pet Shop in the CR, C1, C1.5 zones where four or more dogs that are each at least four months of age are kept or maintained shall comply with the following:</b></p>
<b>2G</b>	The operator shall submit the proposed dog walking route(s) to the Dept. of Animal Services for review and approval.
<b>2H</b>	The maximum number of dogs to be walked by one caretaker at the same time shall be limited to the number that can be safely controlled by the caretaker, not to exceed three dogs at one time. Any dog defecation generated during dog walking shall be removed and disposed of properly.
<b>2I</b>	No unreasonable noise or odor shall be detectable beyond the property line. Sound proofing material and/or air filtration systems shall be used when such measures are deemed necessary by the Dept. of Animal Services.
	<p style="text-align: center;"><b>3-Animal Care and Housing</b></p>
<b>3A</b>	Provide animals with food, water, care and maintenance at least twice daily, regardless of whether the store is open.
<b>3B</b>	Maintain and abide by written animal husbandry procedures for animal care, management and safe handling for each species in pet shop.
<b>3C</b>	Provide structurally sound and well maintained primary and temporary enclosures to protect animals from injury, to contain animals, to keep other animals out, and promote the health and well-being of the animals.
<b>3D</b>	Ensure primary enclosures are constructed so they can be routinely maintained to allow animals to stay clean.

<b>Rule #</b>	<b>Rule</b> Each pet store operator shall:
	<b>3-Animal Care and Housing (cont.)</b>
<b>3E</b>	Ensure the floor of a primary enclosure for animals, is constructed to prevent injury. A solid surface, platform, or shelf shall be provided when a grid-flooring system is used except for use with avian(s).
<b>3F</b>	Ensure primary enclosures are constructed of materials that are impervious to moisture and can be sanitized.
<b>3G</b>	Ensure all primary enclosures provide adequate space for the animal or animals housed in the enclosure.
<b>3H</b>	Ensure each primary enclosure provides animals with an enrichment device or devices appropriate for the species, age, size, and condition of the animal.
<b>3I</b>	Ensure primary enclosures for cats provide an elevated platform as appropriate for the size of the cat.
<b>3J</b>	Ensure primary enclosures for birds are designed to allow all contained birds to fully extend both wings at the same time without contacting the sides of the enclosure or other birds.
<b>3K</b>	Ensure primary enclosures for birds provide perches in a diameter that is appropriate for the species, age, size, and condition of the bird, and for the size of the enclosure.
<b>3L</b>	Ensure primary enclosures for prey species are located where they cannot be directly seen by predator animals for that species.
<b>3M</b>	Remove animal and food wastes, used bedding, debris, and any other organic wastes from primary enclosures at least twice daily to prevent contamination of the animals and to reduce disease hazards and odors.
<b>3N</b>	Remove all animals from a primary or temporary enclosure that is being cleaned in a manner, or with a substance, that is or may be harmful to the animals within the enclosure.

<b>Rule #</b>	<b>Rule</b> Each pet store operator shall:
	<b>3-Animal Care and Housing (cont.)</b>
<b>3O</b>	House only compatible animals in the same enclosure.
<b>3P</b>	House intact mammals that have reached sexual maturity in a manner to prevent unplanned reproduction.
	<b>4-Animal Health</b>
<b>4A</b>	Observe each animal at regular intervals, at least twice a day, to recognize and evaluate general symptoms of sickness, injury, or abnormal behavior.
<b>4B</b>	Ensure a California licensed veterinarian inspects the pet store premises at least once a year and the visit is documented.
<b>4C</b>	Maintain and abide by written protocols for disease prevention and control, routine care, preventative care, emergency care, veterinary treatment, and euthanasia.
<b>4D</b>	Immediately isolate and not offer for sale animals that have or are suspected of having a contagious condition. Such animals shall be removed from the pet store and transferred to a veterinarian without delay.
<b>4E</b>	Fish that are effectively isolated by their primary enclosure, and have a sign posted on the enclosure that indicates these animals are not for sale are exempt from 4D.
<b>4F</b>	Remove each diseased, ill, or injured animal from the pet store and provide veterinary treatment without delay.
<b>4G</b>	Transfer an animal in need of euthanasia to a veterinarian without delay.
<b>4H</b>	Use a method or methods of euthanasia that are humane, involve painless loss of consciousness and immediate death for an animal intended as food for another animal.

<b>Rule #</b>	<b>Rule</b> Each pet store operator shall:
	<b>4-Animal Health (cont.)</b>
<b>4I</b>	Provide adequate training to each employee who performs euthanasia in the method or methods used and proof of successful completion of such training shall be documented in writing and retained by the pet store.
<b>4J</b>	Maintain a documented program of routine care, preventative care, emergency care, disease control and prevention, veterinary treatment and euthanasia in consultation with a California-licensed veterinarian to ensure adherence to each animal's program.
	<b>5-Record Keeping</b>
<b>5A</b>	Ensure records of all veterinary visits to the pet store are documented in writing including all veterinary treatment records for each animal or group of animals that receives medications or immunizations while in the care of the pet store. These records shall include summaries of direction received orally from veterinarians, and shall include all of the following, to the extent it is provided by the veterinarian: Identification of the animal or group of animals receiving medical treatment, name of the medication or immunization used, amount of medication used, time and date on which the medication or immunization was administered.
<b>5B</b>	Provide purchasers of cats, dogs, and all individually housed animals all the following information: Spay or neuter procedures performed on the animal, vaccinations, medical treatment, and veterinary treatment administered to the animal during its stay in the store. Any identification device on the animal.
<b>5C</b>	Provide the purchaser of an animal all information and records required by these rules upon request to a person who purchases a dog or cat, or individually housed animal.

<b>Rule #</b>	<b>Rule</b> Each pet store operator shall:
	<b>5-Record Keeping (cont.)</b>
<b>5D</b>	Maintain all training records by the pet store for two years, and make them available, upon request to LA Animal Services.
<b>5E</b>	Maintain all records required by these rules for two years from the date of disposition of the animal, and make these records available upon request to LA Animal Services.
	<b>6-Facility Maintenance</b>
<b>6A</b>	Maintain the premises in good repair and in clean conditions.
<b>6B</b>	Provide natural or artificial light, in a manner that permits routine inspection and cleaning, and the proper care and maintenance of the animals.
<b>6C</b>	Separate grooming work areas from the store's primary animal enclosures and animal food storage areas.
<b>6D</b>	Clean grooming work areas at least once daily and maintain such areas in good condition.
<b>6E</b>	Adopt procedures to minimize the entry of pests from outside and implement pest control measures to effectively control infestation of vermin, insects, or other pests.
	<b>7-Disaster Planning, Evacuation, and Recovery</b>
<b>7A</b>	Maintain and abide by a written disaster, evacuation, and recovery plan that is appropriate to the location of the pet store.
<b>7B</b>	Review with employees who provide animal care all written procedures, protocols, and plans referred to above in writing.

<b>Rule #</b>	<b>Rule</b> Each pet store operator shall:
	<b>8-Additional Rules</b>
<b>8A</b>	Except as otherwise provided in Section 599 of the Penal Code, a pet store shall not offer any live animal as a prize or give away any animal as an inducement to enter any contest, game, or other competition.
<b>8B</b>	Except as otherwise provided in Section 597z of the Penal Code, a pet store shall not sell, offer for sale, trade, or barter any dog or cat that is under eight weeks of age.
<b>8C</b>	Except as otherwise provided in any other provision of law, dogs or cats over eight weeks of age may be sold, offered for sale, traded, or bartered only if the animal is weaned.
<b>8D</b>	Pet stores shall not sell any animal before it is weaned, except for animals intended to be used as food for other animals.
<b>8E</b>	Except as otherwise provided in any other provision of law, dogs or cats over eight weeks of age may be sold, offered for sale, traded, or bartered only if the animal is spayed or neutered.
<b>8F</b>	Except as otherwise provided in Section 597z of the Penal Code, a pet store shall not sell, offer for sale, trade, or barter any rabbit that is under eight weeks of age.

**In the event of a violation of these Rules, a single Administrative Citation shall be issued containing all of the following information:**

1. Each violation of these Rules shall be specified in the Administrative Citation.
2. The corrective action for each violation shall be specified.
3. A specific period of time will be specified during which the listed violation or violations must be corrected.
4. A subsequent inspection shall be conducted within a reasonable period of time to verify compliance.
5. The pet store operator shall receive an exact, legible copy of the Administrative Citation at the time he or she signs the notice or within 48 hours of its issuance, excluding holidays and weekends. The signing of the notice is an



- acknowledgment of receipt, and does not constitute an admission of guilt.
6. Failure to comply with the Administrative Citation in the specified time period, or any extension thereof, will be cited as an infraction and/or an Administrative Citation with fines.
  7. A violation of the of the same provision of the Rules on more than one occasion within a 12-month period, at the same location, shall not be eligible for a warning Administrative Citation, but shall be cited with a criminal citation or a non-correctable Administrative Citation and permit may be revoked or suspended after due investigation.

## **Glossary:**

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**"Pet Shop"** Any retail or commercial establishment, store or department of any store, or any place of business open to the public where dogs, cats, rabbits, birds, reptiles or any other animals are kept and offered for adoption or sale, for hire, or sold, irrespective of the age of the animals, provided that the facility operates pursuant to a pet shop permit issued by the Dept. of Animal Services, and is not used for the breeding of dogs, cats or rabbits or the commercial boarding of animals. The term "Pet Shop" shall include "Pet Store" and "Animal Adoption Facility"

**"Pet store operator" or "operator"** means a person who owns or operates a pet store, or both.

**"Primary enclosure"** means any structure used to immediately restrict an animal or animals to a limited amount of space, such as a room, pen, cage, aquarium, terrarium, habitat compartment or hutch, where the animal or animals reside until their sale, transfer, or other disposition.

**"Adequate space"** means sufficient height and sufficient floor space for the animals to stand up, sit down and turnabout freely using normal body movements without the head touching the top of the primary enclosure; lie down with limbs outstretched and exercise normal postural movement, and move about freely as appropriate for the species, age, size, and condition of the animal, and when appropriate, to experience socialization with other animals, if any, in the primary enclosure. However, when freedom of movement would endanger the animal, temporarily and appropriately restricting movement of the animal in a humane manner is permitted.

**"Enrichment"** means providing objects or activities, appropriate with the needs of the species, as well as the age, size, and condition of the animal that stimulate the animal and promote the animal's well-being.