



Inspection Report

ENVIGO GLOBAL SERVICES INC

310 Swamp Bridge Road
DENVER, PA 17517

Customer ID: **506556**

Certificate: **23-R-0187**

Site: 002

ENVIGO GLOBAL SERVICES INC

Type: FOCUSED INSPECTION

Date: 16-NOV-2021

3.1(a)

Housing facilities, general.

The facility has twenty-four cats housed together in Building 97-15. Multiple welded wire mesh enclosures are attached together, and the cats have access to all of them by moving through openings cut into the wire panels. Numerous sharp points created by wires that have cut to create the openings in the enclosures. The sharp points are along the bottom of the openings and the inspectors observed the cats stepping on the sharp points as they moved through the enclosure opening. Additional broken wires are located near one of the automatic waterers. The damaged wires are at the level of the animals and the cats have the ability to come into direct contact with these sharp points.

Additionally, these same wire mesh enclosures are constructed with both wire floors and walls. One in one corner the wire panels that are used to build the enclosure are not of matching sizes. The enclosure walls and floor therefore are compressed tightly enough together resulting in the fencing of the walls which overhangs the flooring and creates a gap large enough for a cat to place its leg through.

Sharp points and edges could cause injury to the cats should they come into direct contact with them. Gaps in the flooring and fencing can cause injury to the cats should they place parts of their bodies through the openings.

Prepared By: RACHEL PEREZ-BAUM

USDA, APHIS, Animal Care

Date:

17-DEC-2021

Title: VETERINARY MEDICAL
OFFICER

Received by Title: Facility Representative

Date:

17-DEC-2021



Inspection Report

Housing facilities for cats must be constructed and designed so they are structurally sound, kept in good repair and protect the animals from injury. The licensee must alter the sharp points in a manner that eliminates the risk of injury to the cats. The licensee must ensure that all aspects of the enclosures are maintained in good repair and are safe for the animals at all times. To be corrected by: 18 February 2021

3.2(d)

Indoor housing facilities.

The indoor housing areas in Building 97 Rooms 15, 16, and 17 which house cats have numerous surfaces that are not impervious to moisture. In all rooms there are extensive areas along the junction of the wall and floor where large patches of epoxy have peeled off the underlying concrete exposing the unsealed concrete. Additionally, there are patches where the concrete has also chipped and broken. This is worst in rooms 15 and 17 where the concrete flooring under the enclosures / concrete drains are broken, cracked and crumbling. The entire concrete drain areas under the raised cat enclosures appear damp in some spots. There are areas of the walls which paint is flaking off. Although these areas are not in direct contact with the animals, the areas of unsealed floor can become saturated with moisture during routine cleaning and disinfection. Additionally, the numerous cracks and cervices created by the peeling paint and epoxy create areas that cannot be adequately cleaned and sanitized.

Surfaces that are not impervious to moisture and those which are cracked and crumbling cannot be properly cleaned and sanitized which could increase the risk of disease hazards towards the cats. Absorption of water could also undermine a surface's structural integrity causing it to fail and potentially injure an animal.

Surfaces of indoor housing facilities, including floors and walls, must be impervious to moisture. The licensee must

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ensure that the affected surfaces are sealed or painted in a manner that makes them impervious to moisture. The licensee must also ensure that all surfaces are appropriately maintained at all times in order to support the health and well-being of the animals. To be corrected by: 18 February 2021.

3.11(b)(2)

Cleaning, sanitization, housekeeping, and pest control.

The facility is not sanitizing the enclosures at the minimum frequency of every 2 weeks and not frequently enough to prevent the accumulation of fur, dirt and other disease hazards.

According to the facility's SOP, room logs are completed when the sanitization process is completed. These monthly logs are hung outside every room and used to document daily spot cleaning, daily observations, temperature monitoring, feeding, and watering checks. A review of completed logs from October and November showed that the rooms currently housing the cats haven't been sanitized at all in the month of October and November.

Routine sanitization of enclosures for cats is important to prevent accumulation of fur, dirt, and debris, thereby controlling certain disease hazards for cats. Without sanitizing, the cats are being unnecessarily exposed to disease hazards that can cause harm and illness.

Correct by sanitizing primary enclosures for cats at least once every 2 weeks or as often as necessary to prevent the accumulation of dirt, debris, food waste, excreta, and other disease hazards. To be corrected by: 31 December 2021.

This inspection was conducted on site November 16-19 with the Manager of Operations, Director of Operations, Attending Veterinarian, and numerous other employees. Records and paperwork were examined remotely for the remainder of the

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inspection.

The exit briefing was conducted on 12/17/21 with the Operations Manager, Attending Veterinarian, Director of Operations, Regional Quality Assurance Manager, Director of Quality Assurance, Senior Vice President for Veterinary Services, Chief Operations Officer, and Regional Facilities Manager.

Additional Inspectors:

DANA MILLER, Supervisory Animal Care Specialist

KELLY MAXWELL, ANIMAL CARE INSPECTOR

Prepared By: RACHEL PEREZ-BAUM

USDA, APHIS, Animal Care

Title: VETERINARY MEDICAL
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Species Inspected

| Cust No | Cert No | Site | Site Name | Inspection |
|---------|-----------|------|----------------------------|-------------|
| 506556 | 23-R-0187 | 002 | ENVIGO GLOBAL SERVICES INC | 16-NOV-2021 |

| Count | Scientific Name | Common Name |
|--------|-------------------------------|-------------|
| 000036 | <i>Felis silvestris catus</i> | CAT ADULT |
| 000036 | Total | |



CFR:3.1(a)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:27 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Sharp metal points (copper metal) at a juncture between wire enclosures. Sharp edges are located directly in the hole that cats use to transfer from enclosure to enclosure.



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:24 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Close-up of cracked concrete / missing epoxy floor cover with chipped edges.



CFR:3.1(a)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:33 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 15: Sharp points of broken wire mesh enclosure located just above and to the right of the lixit water supply.



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:30 PM **Legal Name:** ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526 **Facility Name:** ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 15: Chipping and flaking paint



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:30 PM **Legal Name:** ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526 **Facility Name:** ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 15: Chipping and flaking paint



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:24 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Cracked concrete / missing epoxy floor cover with the underlying layer present (green/yellow in color).



CFR:3.1(a)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:24 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: A sharp piece of metal located right along the floor of the enclosure (copper wire) and angled into the enclosure. Note the sharp edge is at about 10-11 o'clock from the very tip of the blanket.



CFR:3.1(a)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:24 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Sharp point from wire mesh at a junction between two rectangular enclosures. This sharp point is pointing directly into the enclosure and near eye level.



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

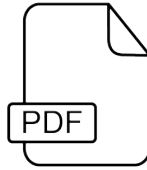
Date and Time: 11/16/2021 3:31 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 15: Crumbling and cracking concrete around a post that supports the cat enclosures above. Note the darker color concrete which appears to be retaining moisture due to the compromised surface.



CFR:3.11(b)(2)

Photographer: Rachel Perez-Baum **Certificate:** 23-R-0187

Date and Time: 12/8/2021 3:45 PM **Legal Name:** ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526 **Facility Name:** ENVIGO GLOBAL SERVICES INC

Description: SOP #6362 - Sanitation of Cat Rooms



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:31 PM **Legal Name:** ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526 **Facility Name:** ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 15: Cracked, uneven edges of concrete



CFR:3.1(a)

Photographer: Kelly Maxwell

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:25 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Picture of sharp points at a junction between metal enclosures of the loop. Multiple junctures had sharp wires where a hole was cut out and protruded into the enclosure where the cats traveled.



CFR:3.2(d)

Photographer: Kelly Maxwell

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:24 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Picture of crumbling concrete underneath the cat enclosures. Note that the concrete crumbling is part of the structure supporting the enclosures.



CFR:3.2(d)

Photographer: Kelly Maxwell

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:24 PM **Legal Name:** ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526 **Facility Name:** ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Crumbling concrete underneath the cat enclosures



CFR:3.1(a)

Photographer: Kelly Maxwell

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:27 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Picture of gap between enclosure wall and flooring. Note the cat paw and limb that easily fits through the gap.



CFR:3.1(a)

Photographer: Kelly Maxwell

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:27 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Picture of a gap between the floor and wall of the cat enclosure. Note the hole is big enough for a paw to reach through.



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

Date and Time: 11/16/2021 3:31 PM **Legal Name:** ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526 **Facility Name:** ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 15: Cracked, uneven edges of concrete



CFR:3.2(d)

Photographer: Dana Miller

Certificate: 23-R-0187

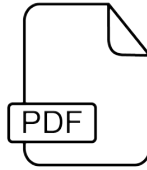
Date and Time: 11/16/2021 3:27 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: Building 97 Room 16: Cracked concrete around a post that supports the cat enclosures above. Note the darker color concrete which appears to be retaining moisture due to the compromised surface.



CFR:3.11(b)(2)

Photographer: Rachel Perez-Baum

Certificate: 23-R-0187

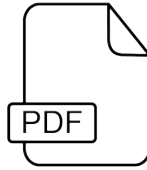
Date and Time: 12/8/2021 3:42 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: October Room Sanitation Log for Building 97, Room #15 - Housing Cats. Note that the room was only documented once on the second page under the "Cleaned and Sanitized" columns for October 2021 (10/19/2021). When looked at this and the November 2021 record, the room was sanitized once in a 60 day period.



CFR:3.11(b)(2)

Photographer: Rachel Perez-Baum

Certificate: 23-R-0187

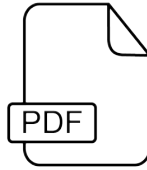
Date and Time: 12/8/2021 3:00 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: November Room Sanitation Log for Building 97, Room #15 - Housing Cats. Note that there are no initials or redacted blocks on the second page under the "Cleaned and Sanitized" columns for November 2021.



CFR:3.11(b)(2)

Photographer: Rachel Perez-Baum

Certificate: 23-R-0187

Date and Time: 12/8/2021 3:02 PM

Legal Name: ENVIGO GLOBAL SERVICES INC

Inspection No: 2016090000755526

Facility Name: ENVIGO GLOBAL SERVICES INC

Description: November Room Sanitation Log for Building 97, Room #16 - Housing Cats. Note that there are no initials or redacted blocks on the second page under the "Cleaned and Sanitized" columns for November 2021.