

HSUS Investigator's Diary: Undercover at Chelsea Kennel Club

Editor's note: This HSUS investigator's diary has been edited for length, spelling and grammar. Some names of customers and employees have been replaced with initials. The names of breeders, brokers, transporters, and pet stores are not redacted because they represent businesses that sell to the public. Highlighted sections are intended to draw attention to particular points.

Other than these edits and specific "editor's notes" indicated in red, all descriptions, impressions and opinions expressed herein are those of the individual investigator. A full and un-redacted copy of the investigator's notes as well as video footage depicting many of the events described has been offered to local law enforcement for review of any potentially illegal practices.

4/21/17-(Day 1)

I entered the property (Chelsea Kennel Club, 213 7th Ave New York, NY)

at 7:40 am and met a man named J. J showed me how to open up the gates and then we went inside and immediately started cleaning the kennels. After all of the kennels are clean, J taught me how they feed the puppies. Another employee named M came in and cleaned the grooming room as well as the isolation room, which had three puppies in it.



The breeds that I saw in the store today are: toy Aussies, dachshunds, Maltese, Chihuahua, French bulldog, French bulldog/Jack Russell mix, papillon, shiba inu, Yorkie, cavapoo, and cocker spaniels. Around 10am, the store manager

named A came in and showed me how to give medication. She asked if I had administered them before and I said that I have. She showed me how to fill out the paperwork and then asked me about whether or not she had the correct dosage written down for the puppies. I told her that I had no idea and she said that she just goes by the chart and what D [store owner] says but sometimes she isn't sure. Based on the age and weight of these puppies, I do not believe that they are using



the correct dosage. On the prescription bottles I saw in the back room, it looks like they are getting their medication from "Pet Pharmacy." I did talk to J and A about the Maltese puppies that had blood in their stool. They claim that it's from the dewormer. The medications I was told to give were Panacur, Metro (not sure what the full name of this was, it was just written down as Metro) and Zithro.

While I was there, a man came in, looked at the cocker spaniels in the window and immediately asked for paperwork. I

told the man that he'd see it when he buys the puppy. The man said, "So I have to buy the dog and then I get to see the paperwork?" The store manager, A, immediately said that she'd be more than happy to print off the USDA paper that has the breeders name written on it. She told the man that they only get puppies from Class A breeders and they can't have any violations within the last three years. [Editor's note: all



USDA-licensed breeders are issued a "Class A" license; it is not an indication of rank or quality. All USDA-licensed brokers (resellers) are issued a "Class B" license. Under NYC law, pet stores are required to obtain puppies only from USDA-licensed breeders and not from brokers.] After the man left, A mentioned that this kind of stuff happens all the time and she enjoys rubbing it in customers' faces when she's able to tell them that they don't come from puppy mills. I noticed on the paperwork that the breeders name is "Brenda Arnett" in Missouri.

Out of the 31 puppies on the sales floor and the three puppies in isolation (ISO), not a single puppy was sold while I was working. Throughout the day, we were constantly cleaning the cages, moving puppies in and out of their cages so they'd have time in the play pen and for the rest of the day, we just cleaned the store and took care of customers who initially came in to buy a puppy and when they found out how expensive they were, they left.

One of the Chihuahuas named Rhonda does seem to have a bit of an aggressive side. She wasn't too keen on letting me get near her but by the end of my shift, she wasn't nearly as aggressive. I did notice that her right eye does have some sort of defect. There are several more puppies that have bloody stools so I will continue to see if it gets any better.

4/25/17-(Day 2)

I entered the property at 11:30am and clocked in. I met two new co-workers, G and C. A (the manager) asked if I could give Distemper vaccines to four puppies (papillion, toy Aussie, pomeranian and Yorkie). We didn't take any vital signs before giving the vaccine.

Throughout the day, I cleaned the cages, dusted the shelves and moved around the puppies in and out of the playpen. Several people came in interested in buying the puppies until they found out that they range from \$1,800-\$4,000. Whenever the clients had questions in regards to where the puppy came from, I would always grab one of the other women to answer their questions. They all said that same thing: purebred puppies that come from Class A dealers.

Around 3pm, a man from Deanna's Loving Companions (DLC) came in to deliver 8 puppies (four toy Aussies, two male schnauzer/poodle mixes and two Maltese). He has a conversation with G about how Manhattan Puppies and Kittens and

Westchester Puppies and Kittens are owned by the same person. He said that because of the new law in NYC, he usually drives to the Westchester location, drops off the puppies there and then the owners or employees transport the puppies to their Manhattan location to "get around the system." He claims that it's illegal but smart.

After the new puppies were settled in, G and I had to check to make sure that their microchips were written down correctly. I took the paper work that had the breeder's name, address and USDA number and compared the microchip numbers at the bottom of the page to the puppies. I also had to weigh the puppies. They came in anywhere from 1.11 pounds to 4.2 pounds.

C had a conversation with me about the female Maltese puppy that "crashed and had a seizure" this morning. This is the same puppy that had bloody stools on my first day and who isn't eating. C squirted three drops of "longevity drops" into the puppy's mouth because she believes her blood sugar is low. On the bottle for the drops, it says that it increases the resistance to stress and low blood sugar. I asked C if we should consult a veterinarian and she said that she'll be fine, once the drops kick in, her blood sugar will go back up. I approached A on the subject and she said that sometimes she has to take the puppies home to make sure that they are okay through the night. She claimed that she'd take her home tonight. In the meantime, she had me give her 1cc of Azithromycin to make her feel better. I put her back in her cage and did dehydration test. She is incredibly dehydrated. I put some water in my hand and she did seem to want to drink it. A believes that she is "going to get a cold soon."

Around 4:30pm, the puppies are given their second meal for the day. C and I continued to change out the paper in the puppies' cages whenever they made a mess. At 6:30pm, we cleaned out the front cages where we put puppies throughout the day so potential customers can see them in the window.

No puppies were sold during my shift today. A woman at the end of the day wanted to purchase the black pomeranian she was interested in but was going to stop by tomorrow (Wednesday) to pay and pick her up.

4/30/17-(Day 3)

Today, I was working with G and C in the morning and J was going to come in at 12 pm. I checked to make sure that all of the puppies had clean paper in their cages and while I was doing that, I noticed that a female Yorkie was coughing excessively. I brought this to the attention of G and C and they told me that the dogs that are coughing will receive a 20 minute nebulizer treatment 3x a day.

A. called and told me to go around and conduct a physical assessment on all of the puppies (eyes, gums, ears and to write down if they are coughing). Before I did that, I went around and checked to make sure that all of the puppies had clean paper in their cages. I realized that the female Maltese puppy that had "crashed" last week wasn't there. I asked C and she said that they sold her the day after she "crashed." C and G explained how they are told to sell sick puppies all the time and how G believes that if a puppy is sick, he/she should be treated and then sent home a week later, however, the majority of the staff including D don't follow through with that.

While I was examining the puppies, I noticed that several were coughing and had runny eyes. I was told that the veterinarian should be coming on Thursday during my shift so we will see if he prescribes any new medication.

Throughout the day, I cleaned the kennels, assisted customers when they wanted to hold the puppies, and cleaned the store. In total, we sold three puppies today (1 Frenchie/Jack Russell and 2 toy Aussies).

5/1/17-(Day 4)

I noticed that the male pomapoo was coughing excessively. C told me that he has been doing that for weeks and yet nothing has been done to alleviate his cough. We opened the store up to the public at 10am and then C decided to bring out the boarding dogs and put them in a playpen in the back. She put the sick female Yorkie in a playpen right next to those dogs. The female Yorkie is still coughing, appears to have a severe upper respiratory infection and is not eating. The veterinarian was not called to look at her, instead, D told M (pregnant female, today is her last day) to give her a dose of Albon. To my knowledge, D did not consult a veterinarian about giving this medication.

The majority of the puppies in this store are showing signs of upper respiratory infections. It seems to start with a slight cough and then it gets progressively worse throughout the day. Four puppies in ISO today went into the nebulizer chamber down in the basement for 20 minutes/ 3x day. However, out of those four puppies, only 2 were actually showing signs of an infection and those that were on the store floor coughing, did not receive any treatment at all.

Around 1:00pm, a transporter from Hakuna Matata LLC brought in two male Yorkie puppies from Coldwater Kennels. The puppies smelled of fecal matter and they both had runny eyes.

Later on in the afternoon, a woman named K came in to speak with either A or D about the male cockapoo puppy. She told me that she purchased the puppy not too long ago, took him to the vet only to find out that he was incredibly ill and then returned him to the store. She showed me the paper that the veterinarian gave her and then talked to me about when she Googled the breeder, they got suspicious the puppy may have come from a puppy mill.

No puppies were sold during my shift today; however, there was interest in several.

5/2/17-(Day 5)

First, I had to check the cages to see if the paper needed to be changed. Then, a shipment of 9 toy Aussie puppies came in. I asked the transporter from Deanna's Loving Companions (DLC) if he needed help getting the puppies from his van and he said yes. The inside of his Mercedes van holds approximately 42 cages, some had more than 1 puppy and the smaller of the cages appeared to be a little larger than a shoebox.



As soon as we put the puppies in their new cages in the store, they immediately pooped and peed, drank a lot of water and then we offered them food. It seemed like they held it in the whole drive. The puppies were also full of energy and enjoyed the toys we gave them.

They did come in a little smelly and some had runny eyes. Some of the puppies were put in the store front and then the rest had to be put in the back where the grooming room is. This is because D ordered too many puppies and there is not enough room to put them.

In total, we currently have 46 puppies, 4 of which are sold (2 toy Aussies, 1 shiba inu and 1 cockapoo). I asked A what happened with K [customer] who wanted to take back her cockapoo and she said that she gave her a call and they offered to pay for the veterinary bills so she will be picking him up this week.

The majority of the puppies are still coughing. The pompoo and female cocker spaniel (currently paired with Rhonda the Chihuahua) are coughing excessively. Whenever they cough, not a single employee (including D) says anything about it. Also, no medication has been administered to alleviate their coughs. Every day I have come in this week, more of the puppies have started to cough. It is clearly spreading fast.

D also had me bathe the two Yorkie puppies that came in from Coldwater Kennels the other day because they smelled. She had me use the flea and tick shampoo. I noticed that they both had very dry skin.

5/3/17-(Day 6)

A lot of the puppies are continuously coughing. D believes that they're just "eating the paper" and that is the cause of their cough.

A man came in today looking for a female Yorkie. However, we only have males out on the sale floor. D asked A if we had a female and she said in ISO we do. Instead of telling the man that the puppy is sick, hasn't eaten and shouldn't be sold yet, she took the puppy out to him anyway. She tried her hardest to get him to purchase her today and didn't mention that she's not feeling well.

Dr. S looked at the new puppies in under 20 seconds each. I asked A. if he was going to look at the rest of the puppies in the store (due to the fact that 90% of them are coughing and have URI, upper respiratory infections) and she said no, just the new ones.

Seven puppies were spayed and neutered today. [Editor's note: NYC law requires puppies to be spayed or neutered before sale if they are over 2 pounds and at least 8 weeks of age.] Two of them went home with their new owners just hours after their surgery. The first couple came to pick up their female toy Aussie. It is important to note that the veterinarian that did the surgery DID NOT prescribe any medication to these puppies after the procedure. D took it upon herself to give the couple 5 Clavamox tablets and told them to give it to their new puppy for the next five days, one tablet, once a day. Not only could the dosage have been wrong, but she is giving out medication that was not specifically prescribed to that puppy.

A female shiba inu is showing signs of a upper respiratory infection (coughing, crusty eyes, crusty nose with discharge). A initially told me to put her in ISO, however, there is no room left. She told me to keep her in the cage with her cagemate and to give her medication. She asked which to give because she forgets if it's either Baytril or Azithromycin and I said I had no idea. She said to just give her Baytril. I told her I didn't think that was it. She said to go ahead and give her Azithromycin then, 1.5 cc.

One toy Aussie puppy was sold during my shift today, they plan on picking her up on Friday. At 4:30pm, I fed the puppies and then at 5:20pm, I had to clean the back room where all of the extra puppies are stored because we have no room up front.

5/4/17-(Day 7)

Throughout the day, there were numerous conversations about where they get their puppies. I tried to make A and D explain where they come from by acting like I didn't want to explain it to the customers the wrong way.

Initially, A told me that G never gave out medications this morning so I had offered to do it. A told me to wait until after the veterinarian, Dr. S, gets there and then I had asked her once the vet left- she still told me to wait. By the end of the day, the rest of their daily medications were not given after asking A about it several times.

Dr. S looked at the new puppies in under 20 seconds each. I asked A. if he was going to look at the rest of the puppies in the store (due to the fact that 90% of them are coughing and have URI, upper respiratory infections) and she said no, just the new ones. A told me that they all checked up fine, however, on two of the sheets I saw that the doctor wrote to treat for Giardia (those puppies are currently on the sales floor).

At this point, almost every puppy in the store is coughing. They put some of the puppies in ISO (which is currently full so no more can go in there, the rest are on the sales floor) so that they're away from everyone. However, they don't offer them any medication to cure their symptoms and on the occasion when they do, they're overdosing and giving them multiple medications at once for the exact same thing.

D and A had a conversation about all of the puppies coughing. D decided that all of the puppies in the store needed to be put on Chloramphenicol (aka "Chloro"), 1 pill, 2 times a day. After telling me that, D decided to look at the puppy weights in the computer and saw that they hadn't been done for quite a while. So, D had me re-weigh all of the puppies in the store, write down the weights and then she told me to figure out the dosage. At that time, no one gave me the calculation for dosing so I went ahead and weighed them, waiting for further instruction. I asked D what the dosage was and she looked at me again with confusion. D and A decided to Google the dosage (instead of calling the veterinarian) and found out that it is 1 pill per 10 pounds. There are only 2 dogs in the store that weigh close to 10 pounds and the rest are in the 1-4 pound range.

When I asked D what I was supposed to do, she told me that they now need to get Chloro three times a day, if a dog weighs 2 pounds, then he/she will get 1/4 pill three times a day. I approached A on how I wasn't comfortable figuring out these dosages, primarily because I didn't want us held responsible for possible dosage mistakes so A just did it while guessing.

ID	BREED	DOB	SEX	COLOR	MICROCHIP	AM/MD/PM	WEIGHT	DOSE	MDS
70001	Chihuahua	10/31/2016	F	Cream	991001080646810		5.13	1/4 pill	clar
70041	Chihuahua	12/7/2016	F	Chocolate/Tan	7E10182842		3.0	1/4 pill	
70003	Chihuahua	10/31/2016	M	Fawn	991001000646808		5.14	1/4 pill	
70048	Chihuahua	11/20/2016	M	White/Brown	932002000513283		5.11	1/2 pill	
70059	Cockapoo	12/18/2016	M	Red	932001000556006		8.10	1 pill	
70098	Cocker Spaniel	2/10/2017	F	Chocolate	932002000546633		7.08	3/4 pill	
70099	Cocker Spaniel	2/10/2017	F	Chocolate	932002000546640		10.08	1/2 pill	
70065	Dachshund	1/9/2017	F	Black/Tan	7E10182837		11.80	1 pill	
70060	French Bulldog	10/23/2016	F	Blue	7E10173477		3.14	1/4 pill	
70092	Maltese	1/30/2017	M	White	7E10187011		3.10	1/4 pill	
70093	Maltese	1/30/2017	M	White	7E10187024		1.08	1/4 pill	
70113	Maltipoo	2/25/2017	M	Cream	7E10187014		2.65	1/4 pill	
70114	Maltipoo	2/25/2017	F	Cream	7E10187015				
70088	Mini Aussie	2/3/2017	M	Red Tri	932002000546644				
70100	Mini Aussie	2/3/2017	F	Black Tri	932002000546624		3.0	1/4 pill	
70086	Papillon	1/22/2017	F	White/Red	990000000702613		3.10	1/4 pill	
70079	Papillon	1/22/2017	M	White/Red	990000000702616		4.14	1/2 pill	
70081	Pomapoo	1/26/2017	M	Sable	932001000579495		3.14	1/4 pill	
70117	Pomeranian	2/23/2017	M	Tan/Black	7E10205861		4.02	1/4 pill	
70115	Schnoodle	2/26/2017	M	Black	7E10205862				
70116	Schnoodle	2/26/2017	M	Black	7E10187023		4.09	1/4 pill	
70106	Shiba Inu	2/16/2017	M	red sesame	7E10187021				
70107	Shiba Inu	2/16/2017	F	red sesame			3.12	1/4 pill	
70087	Toy Aussie	1/4/2017	M	Black Tri	932002000546636		4.8	1/4 pill	
70097	Toy Aussie	2/6/2017	M	Black Tri	932002000546665		3.10	1/4 pill	
70109	Toy Aussie	2/17/2017	F	Red Merle	932002000546668				
70110	Toy Aussie	2/17/2017	M	Blue Merle	932002000546622		4.02	1/4 pill	
70112	Toy Aussie	2/6/2017	M	Blue Merle	7E1080700				
70074	Yorkshire Terrier	12/31/2016	M	blue/gold	990000000702598		1.0	1/4 pill	
70077	Yorkshire Terrier	1/20/2017	M	Black/Tan	990000000702609		2.0	1/4 pill	
70078	Yorkshire Terrier	1/20/2017	M	Black/Tan	2500		2.0	1/4 pill	
70102	Yorkshire Terrier	2/16/2017	M	Black/Tan	7E10187025		2.8	1/4 pill	
70103	Yorkshire Terrier	2/16/2017	F	Black/Tan					

PHOTO:

One out of two of the sheets that has the weight and the dosage of Chloro they are giving.

I approached A about the chocolate female Chihuahua that is looking very sick. She told me to put her in ISO and to give her 1cc of Azithromycin. I did as she asked and then D had me take her temperature. Her initial temp was 104.4°F so I told D. D told me that 104.4°F isn't that high. I told her that normal on the higher end is 102.5°F. She said "oh" and then proceeded to tell me to give the puppy 1 pill of aspirin (potentially deadly to dogs) and give her a [cold] bath. I told A and then A told me that we don't have aspirin and she shouldn't be giving that anyway. A gave her a bath, it brought her temperature down to 103.3°F. D asked me to ask A if she found the aspirin, I told her no and then I was told to go back and tell A that it's somewhere in the medicine cabinet. A couldn't find it so she took it upon herself to give the Chihuahua 1 Clavamox, about an hour after I just gave her Azithromycin. Around 7:30pm, we checked her temperature again and it wasn't readable by the thermometer, meaning it was too high. I could feel her overheating. I told A she should be taken to a vet. A called D and D told her to take her home with her overnight. A. believes she has Pneumonia.

I do not believe that they have any knowledge of what medication to actually give to these puppies. They just go along with whatever they feel is necessary, give additional medications without considering the side effects and they do not give

them consistently. For D, who has apparently been in the pet store business for 30 years, she has no idea on how to properly care for a puppy. She has access to as much medication as she wants and gives it out as she sees fit. The fact that she didn't recognize what a normal range for a dog's temperature is proving to be incredibly concerning and should be treated as a red flag.

During my shift, Rhonda, the temperamental Chihuahua, was sold. Unfortunately, the battery in my camera died while D was pressuring [the buyer] to purchase her. He was concerned over her eye and D said that they had it checked out by the veterinarian and he said that although he isn't a vet, he could tell that she's not right. D used the example that the Chinese have smaller eyes than we do and they can see, so Rhonda can definitely see out of her smaller eye even if her other one is bigger. In the end, he bought her for \$950 and will be picking her up on Sunday.

5/7/17-(Day 8)

Customers started flooding in as soon as we opened the door. This morning, I asked where Chuckie the male Chihuahua went and she said that a veterinarian took him and said he'd find a good home for him. Then, she told me that Rhonda is going to be returned tonight. She said that Rhonda bit her new owner twice and drew blood. D sold this dog to a family knowing that she was aggressive towards children. G reiterated that it's all about the money with D.

There were even more puppies in the store coughing today. Unfortunately, ISO is so full and there aren't any cages available in there for the other puppies on the sales floor. G told me that she knows D doesn't want any of the Aussies in ISO unless they're incredibly sick. I am guessing that is because she has too many Aussies and they aren't selling as fast as she needs them to.

Two customers who recently purchased puppies from us called to let us know that their puppies are sick. One male toy Aussie has been diagnosed with Pneumonia and a female black Pomeranian has been diagnosed with kennel cough. They are waiting phone calls back from D.

In the afternoon, we fed the puppies, changed out the paper in their cages multiple times, added shredded paper to their cages, cleaned out the front show cage and then we all left at 7:00 pm.

G told me that a man had called about his French bulldog that now has a congenital defect. He just bought her a few months ago from the store (same litter as the French bulldog we currently have). Apparently, the veterinarian who examined the bulldogs when they first arrived said that they should either be returned to the breeder (Connie Decker) or euthanized [...] Moments after G tells me that the French Bulldog we currently have on the sales floor probably has the same congenital defect, she took her out for someone to purchase.

5/8/17-(Day 9)

When D came in, she asked me if the morning Chloro dose has been given to the puppies, I told her that I had just come in so I don't know. Then, C told her that it hadn't been given and this was already at 1:30pm. C gave out the medication and then I was told by D that the second dose had to be given at 3:30pm and then again at 7:30pm. That isn't nearly enough time in between each dose. For the second dose, I had G handle that. She decided to give only the puppies who were coughing the most a dose of Chloro because she said it's too soon to be giving them a second dose.

G told me that a man had called about his French bulldog that now has a congenital defect. He just bought her a few months ago from the store (same litter as the French bulldog we currently have). Apparently, the veterinarian who examined the bulldogs when they first arrived said that they should either be returned to the breeder (Connie Decker) or euthanized because he knew that there was something wrong. D didn't care and she knew she could make money off of them. Moments after G tells me that the French bulldog we currently have on the sales floor probably has the same

congenital defect, she took her out for someone to purchase. Just like everyone else that sees her, they are turned away by the \$3,800 price tag. Originally, I was told that the French bulldogs start off around \$5,500 or \$5,000.

Throughout the day, I noticed that the puppies are still coughing. There was even a new female toy Aussie that we just got in last week who started to cough excessively during the day. She was given a nebulizer treatment along with several other puppies, but it doesn't seem to be helping.

5/9/17-(Day 10)

I entered the property at 1:30pm and clocked in.

First, I checked to see if any of the puppies needed their paper changed. Then I had to rotate several puppies into the nebulizer machine in the basement every 20 minutes. This was their second round of treatment for the day. The puppies that I put in were a toy Aussie, Maltese, French bulldog and the two Maltipoos (there were more done throughout the day, I just didn't do them). Not only is the nebulizer machine incredibly loud, whenever I open the door after the machine has been running, the smell of medicine is overbearing. The puppies look even worse coming out of it than when I had put them in.



Around 3:30pm, Chris, the transporter for Deanna's Loving Companions, came to drop off 2 cavaliers, and 4 Yorkie-cavalier mixes from Joyce Spear in MO. The puppies came in extremely excited to have space to run around in. They were very hungry and thirsty. Overall, when I weighed them, they were all normal weights. The Cavaliers did have runny eyes.

Later on in the day, I noticed that the French bulldog vomited in her cage. It wasn't just a little bit of vomit, this was everything that was in her stomach. A. told me that she, along with several other puppies, were given 1cc of adult Robitussin under the direction of D. Not only did they get Robitussin, but they also got two doses of Chloro and their normal Marquis, Panacur and Metro medication they get on a daily basis. Then, the majority also got the nebulizer treatment twice in the day, which is even more medication.

Around 7:30pm, I asked A if I was supposed to give the third round of Chloro to the puppies and she said no. G asked A if D even asked a veterinarian about dosages and A said no, she asked her friend James, who is not a licensed veterinarian.

At night, the new owners of the male schnoodle puppy came to pick him up. G had sold him yesterday but they just came to finish up the paperwork and then they took him home. Not only did G know that she was sending home a puppy who was starting with a cough and a runny nose, she offered to give J, the new owner, medication if he notices that his new puppy continues to cough once he gets him home. G blamed the runny nose on the fact that she just gave him a bath and that he had a vaccine given to him earlier on in the day. She said that the puppy might get a little cough when he leaves.

Currently, every cage in the isolation room has two puppies in it due to upper respiratory infections (URI). They are all coughing and sneezing uncontrollably. Other than over dosing the puppies on medication, nothing else has been done to alleviate their sickness. D isn't pleased that they aren't on the sales floor and when G wanted to put a toy Aussie and a Maltese in the back, D said no, they need to stay on the sales floor, they're fine. D also said that the Frenchie is fine as well. She is selling sick puppies to the public and she will even risk letting sick puppies stay out on the sales floor, infecting not only dogs that come in from the public, but puppies that she owns who don't currently have URIs yet.

Breeders so far:

- C Zumbach
- Hooves N Paws- Patrick Davis Jr.
- Brenda Arnett
- Darlene Whitman
- Best Buddies Kennel-Marilyn Joseph
- Dennis Miller
- Coldwater Kennel-Larry Albrecht
- Connie Decker
- Barb Forst
- Joyce Spear

Her friend noticed that the red female toy Aussie did have a little bit of a cough. She asked me about it and then I asked D. D told both of them that it's just a little cough, sometimes they cough when they're stressed or when they're getting a cold, but it'll go away. She made it seem like it wasn't a big deal that she'd be buying a sick puppy.

5/10/17-(Day 11)

I entered the property at 1:45pm and clocked in.

First, I had to change out the soiled paper in the cages. The store was incredibly busy today. In total, five puppies were sold (male goldendoodle, Frenchie, one tri-colored male toy Aussie, one female red toy Aussie and a female cocker spaniel), three of which will be going home at a later date. Around 2:00pm, I had to give what is supposed to be the second dose of Chloro to all of the puppies. A texted C to see if the first dose was even given today and C said no one got the Chloro in the morning.

A man named R came in to purchase a puppy for his daughter. He initially looked at a male toy Aussie (Breeder is Brenda Arnett). Then, he wanted to see the female shiba inu who has been in ISO for at least a week now with a cough. D let him see her anyway. After holding each puppy for a few minutes, they decided on the male tri colored toy Aussie, who had a cough and sneezes. D was made aware of this and she said that he isn't picking him up for 10 days so they have time to make him feel better.

A man named MH came in and approached me about the female cocker spaniel (Breeder is Brenda Arnett) that was in the front display window. He wanted to know where she was from, what shots she's had, etc. D explained that she's coming from a great breeder named Brenda Arnett. Then, she told him that she'd sell him the puppy for \$2,000. He told me that he'd come back later on in the day to purchase her. He did end up coming back. D took her out for him to see and then moments later, I saw that he was signing paperwork. I asked him if he was getting her and he told me he's going to pick her up on Friday. A little after he left, I told D that I noticed she has a cough and the sniffles and she said that she noticed it too but they have until Friday to make her better. She told A that she needs to be put on Azithromycin and the nebulizer treatment, three times a day up until she leaves on Friday.

The third puppy to be sold during the day was one of the male goldendoodles (Breeder: Patrick Davis Jr.). The fourth puppy to be sold today was the French bulldog (Breeder: Connie Decker). I wasn't able to sit in on D selling the puppy to the couple but they did purchase her for \$3,800 and will be picking her up in two weeks once they get permission from their landlord to keep her on the property. D is fully aware of the Frenchie's cough and said that she'll be fine, they have two weeks to nurse her back to health.

The fifth puppy sold today was a female, red, toy Aussie (Breeder: Brenda Arnett). A woman named L came by the store for the past three days in a row, looking to purchase a puppy. She held over four different toy Aussie puppies and consulted in her friend to help her make the decision. Her friend noticed that the red female toy Aussie did have a little bit of a cough. She asked me about it and then I asked D. D told both of them that it's just a little cough, sometimes they cough when they're stressed or when they're getting a cold, but it'll go away. She made it seem like it wasn't a big deal that she'd be buying a sick puppy. I made it very clear to L that she would be purchasing a puppy who is currently coughing. D offered to give her Azithromycin pills for four days, 1/2 pill once a day.

5/11/17--(Day 12)

First, I checked to make sure that the puppies had clean paper in their cages. Then, I was told by A to start nebulizer treatments on the puppies that are in ISO (20 minutes each). As soon as I started that, Dr. S from Heart of Chelsea Animal hospital came to examine the new arrivals (6 puppies from Joyce Spear) along with any puppies that may have been returned. He did his examinations in the ISO room, with all of the puppies that are coughing. His exams were incredibly short, and when he looked at two of the Yorkaliers (Yorkie/cavalier mixes), he noticed that they both have a Grade 2 MPL (Medical Patella Luxation) and it was marked as abnormal on their charts. Once he was done with the exams, A and I spoke to him about the rest of the puppies that are coughing. He recommends a medication called Orbax. After Dr. S left, A called D to discuss his findings. D claims that Dr. S wouldn't have even known about Orbax if it wasn't for her and she also said that Orbax is just the generic form of Baytril so now, we are supposed to give the puppies Baytril. She did not permit A to order any Orbax.

Editor's notes: Orbax and Baytril are not the same drug.

MPL stands for medial patella luxation, a disorder of the knee which can require costly surgery if it worsens. MPL is graded on a scale of 1-4. It often progresses as the dog ages and may cause pain and lameness.

The female red merle puppy in ISO is still coughing excessively. I took her temperature. Her 102.5°F temperature is on the higher side of normal. I told A that she needs to see a veterinarian, her coughing is out of hand. Out of all of the puppies in the store, the only ones that are not coughing are the male goldenoodle, the four Yorkaliers and the two King Charles cavaliers. This is because they recently came in. A said that the puppies who are going home over the next few days and are still coughing will go home with medications provided by D.

Towards the end of my shift, a woman came in and purchased the female teddy bear (Breeder: Dennis Miller).

C and L had a conversation with me about how G smacks around the puppies and how they're all afraid of her. I told them that I hadn't seen that side of her yet and she said not to worry, I will. C said that G gets really frustrated and starts by raising her voice and then when the puppies do something she doesn't like, she'll smack them around.

C and L had a conversation with me about how G smacks around the puppies and how they're all afraid of her. [...] C said that G gets really frustrated and starts by raising her voice and then when the puppies do something she doesn't like, she'll smack them around.

While looking through Rhonda, the cream Chihuahua's folder, I saw that she came from R Family Kennel LLC. The initial paper claims that this kennel is located in Nemaha, KS. However, the USDA paper says that the address is 1122 128th Road, Seneca, KS. **Editor's note: This is the same address as a puppy mill that has been listed in one of the HSUS's prior Horrible Hundred reports. It has changed names several times but is now listed as R Family Kennel, LLC.**

After feeding the puppies their PM meal, constantly changing out the paper in the cages, giving out any Baytril medication I was told to give out (we are done administering Chloro, they had their 7 days' worth), cleaning out the front show window, and dusting the merchandise, I left around 8:10pm.

5/14/17-(Day 13)

I entered the property at 9:45am and clocked in.

First, I made sure that all of the kennels had clean paper in them. Then, I saw that in the back was the female papillon in a playpen. I asked C why she had been separated and she said that she crashed this morning. I didn't understand what "crashed" meant in her terminology so I asked and she said that she wasn't moving. She also said that she probably hadn't eaten in awhile because she was really hungry. When I picked her up, she felt pretty thin.



The female toy Aussie in ISO is still coughing excessively and is now in a cage with two others who are coughing. Also, the male Yorkie in ISO has yellow discharge coming from his nose now. The female cocker spaniel was in a playpen on the floor (the one that wasn't sold yet) and I saw that she had blood in her stools. G thinks it's because she just finished her deworming medication.

The male schnoodle (with white on him) was sold again. He was returned on 5.8.17, picked up from the store on 5.9.17 and returned on 5.11.17.

Later on in the day, a woman approached J. about seeing one the male King Charles cavaliers. She was adamant on knowing more information about the breeder (Joyce Spear) and seeing pictures of the parents. She also wanted a copy of the paper that comes in the folder showing how many siblings he had and who else came with him. She told J. that she thought it was sketchy how the woman is mixing breeds and that she doesn't want to buy a puppy who came from a puppy mill. J. called D and asked if the customer could have a copy of the paper and D said no. G tried to pull up the past three years of the USDA reports to give to the woman but she couldn't find them on the website. G told the customers that the USDA page was down and they couldn't get them for her. The woman was then given Joyce Spear's USDA number so she could do her own research on her.

Editor's Note: The USDA removed the majority of the thousands of pages of breeder inspection reports from its website in February 2017. NYC has a law requiring pet stores to check the USDA inspection records of all the breeders they use and make copies of recent reports available to a prospective purchaser upon request or at the time of purchase. To comply with these requirements, pet stores can ask breeders to submit their own inspection reports with the puppies they sell, but with the USDA database unavailable, the stores have no impartial way of fact-checking the information.

5/15/17-(Day 14)

G told me that the first male schnoodle sold on 5/5/17 was recently diagnosed with Pneumonia. The owner named E recently emailed D to discuss this issue.

Several health concerns were brought up during today's shift. As far as the puppies who are coughing: the Maltipoos, toy Aussies and Yorkies in ISO are still coughing, as well as every puppy on the sales floor except for the Yorkaliers and cavaliers. C told me that she could see parasites in the urine of the Maltipoos. I went in the back to see what she was talking about and I think what she meant to say was there are visible crystals in the urine (not a parasite).

The woman named K who originally purchased the cockapoo and brought him back due to several health issues (as discussed in the 5.1.17 report) was contacted today to let her know that his second x-rays came back normal for being clear of Pneumonia. K initially said that she wanted him back once he got a clean bill of health. However, after she was told that the cockapoo would have lifelong issues with his lungs, she said that she



didn't want to pay the \$1,800 for a puppy that is always going to be sick. G said that D would not go any lower on the price so K said that she couldn't take him back then. As soon as we heard that, we were instructed to put him out on the sales floor. I asked G if we're supposed to inform potential new owners about his lung issue before they buy him and she said that D does not permit us to inform new owners of health issues. It will prevent them from buying him.

I found out today that several puppies that were recently sold are all being diagnosed with Pneumonia. This includes: male schnoodle purchased on 5.05.17, goldendoodle (purchased on 5.10.17 by S, and Sterling, the blue merle, male, toy Aussie. Sterling is to be returned at some point this week because the owner said that the puppy has been at the vet more often than he has actually lived at home with him and he doesn't have time to be running the puppy to the vet so frequently.

A female customer walked in and asked J if she could hold the pomapoo puppy (Breeder: Hooves N Paws). Within minutes, she decided to spend the \$2,100 on him without even asking questions on where he came from. She said that she bought him because she felt an immediate connection.

5/16/17--(Day 15)

I checked to make sure that the puppies had clean paper in their cages and then around 2:00 pm, the new puppies (female Yorkalier and male shiffon) transported by Deanna's Loving Companions came in. I weighed the puppies, made sure that their microchips matched up and then I helped A set up their folders with their paperwork.

A. told me that the red female tri toy Aussie who was sold on 5.10.17 to a woman named L that was originally diagnosed with kennel cough, now has been diagnosed with Pneumonia. D has to give L her money back but she is allowed to keep the puppy according to the contract she signed. This was the puppy where D told the owner that the cough is normal and is nothing to worry about.

I noticed that one of the female red tri toy Aussie puppies that was in ISO yesterday was now moved to one of the cages on the sales floor with another puppy. G told me that this is because they wanted to separate those who were coughing badly versus those who just had a little cough so they moved her out of ISO. I told G that she was just coughing and

sneezing yesterday in ISO and she asked if I had heard her today and I said not yet. They ended up keeping the puppy on the sales floor.

A woman named J called over the phone to put a hold on the female papillon puppy (who is currently sick). This papillon is the one that crashed just on 5.14.17, had diarrhea and is thin. I was told that they have at least a week to get her to feel better because that is when the new owner is picking her up.

I was also able to get the woman who purchased the male, black, schnoodle puppy on 5/5/17 information. This puppy has been diagnosed with Pneumonia as well but I was not at work on the day that she picked up the puppy. I was first told about the Pneumonia complaint yesterday from G.

After feeding the puppies at 4:30pm, adding shredded paper to their cages at 6:30pm, cleaning out the front sales window and sweeping the floor, I left at 8:00pm.

5/17/17-(Day 16)

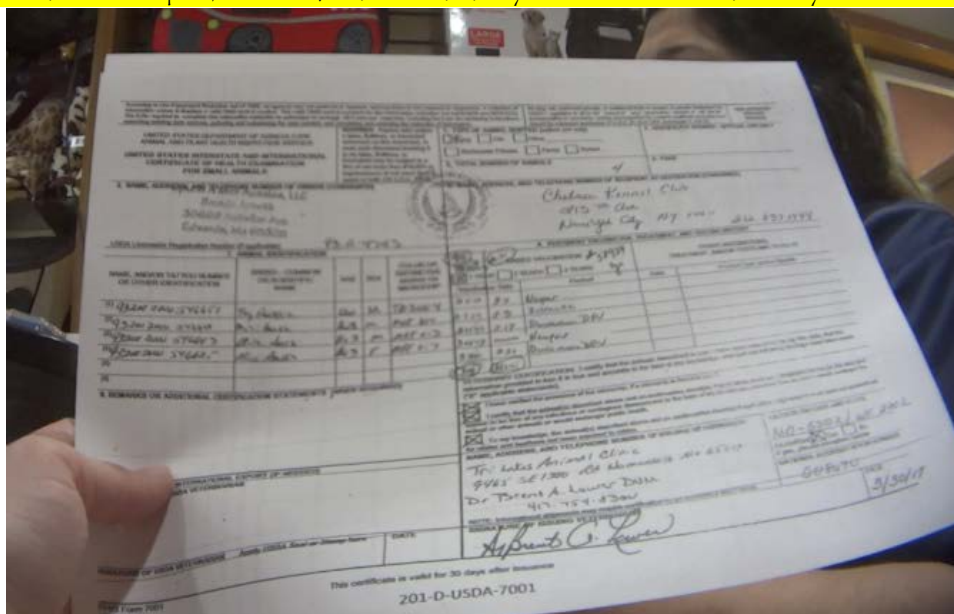
I entered the property at 1:40pm and clocked in. As soon as I walked in the door, I saw a younger couple walking around with the cockapoo. He had a harness and leash on and D was trying to sell them merchandise so I knew they had purchased him. This is the same cockapoo that was returned for serious health issues, which can be read in the 5.1.17 (Day 4) diary entry. I am unsure if D disclosed this information to the new owners because I wasn't there to listen to her, I was only able to see the purchase of the puppy. I asked G if D mentioned it and she said that she started off selling the puppy and then D stepped in so she doesn't know.

The male mini Aussie was also sold today. A couple that came in on 5.15.17 purchased him.

This morning, we got in one female shihpoo and one female Morkie. The company that transported the puppies is called RDR [Editor's note: RDR transport company was listed in The HSUS's 2017 Horrible Hundred report due to the deaths of 53 puppies who were left on an overheated vehicle in Missouri.] They both came from the breeder Hooves N Paws and the owner is Patrick Davis Jr. As soon as I saw the shihpoo, I noticed that she has an eye infection. She's also very thin. When D was told about the eye issue (I was the only one to bring it up to her, the rest of the staff didn't say anything all morning about it), she decided to give her Vetropolycin in her eye. I'm not sure why D didn't wait until tomorrow to consult the veterinarian that is coming in to check out the new puppies.

The female toy Aussie in ISO along with the Maltipoos and two Yorkies are still coughing. I wasn't able to spend much time with them today but whenever I walked by, their coughs were easily heard. I also heard the shiba

inu coughing on the sales floor. D told A to give her a Baytril injection so A told me to meet her in the ISO room. A said that the Baytril injection dosage is too much and it makes the puppies sick so she told me that whenever D mentions the injection, just give them a Baytril pill.



5/18/17-(Day 17)

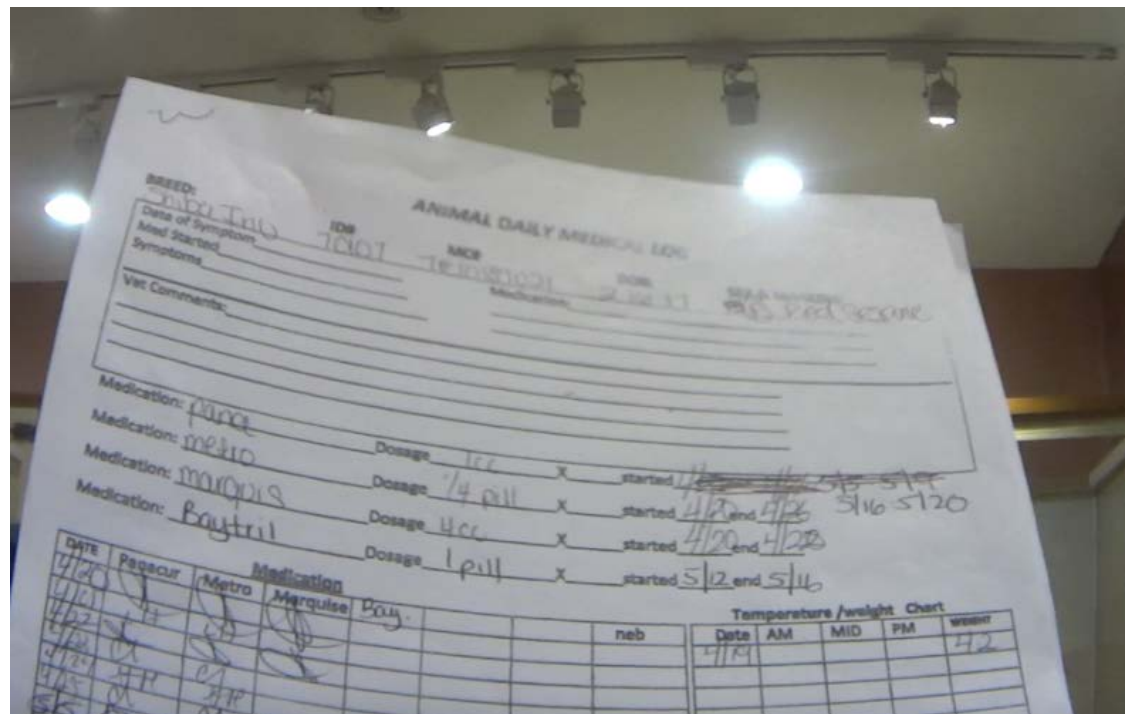
Another puppy was sold today by A. She sold one of our older male Yorkies (breeder: Larry Albrecht) to a woman who planned on giving it to her daughter for graduation. A was going through the Yorkie's folder and noticed that the health chart for this puppy had abnormal findings on it. She was told for those with abnormal findings, they are to throw the papers out so that the new owners don't find out about it before they purchase the puppy. Apparently, D did exactly this with the couple who purchased the cockapoo yesterday.

She sold one of our older male Yorkies. A. was going through the Yorkie's folder and noticed that the health chart for this puppy had abnormal findings on it. She was told for those with abnormal findings, they are to throw the papers out so that the new owners don't find out about it before they purchase the puppy.

The puppies in ISO still continue to cough along with several on the show floor. I was told for the puppies who are coughing in ISO, to give them a dose of Chloro. A. told me that since the Baytril was over, they were going to start Chloro again. This means that for the majority of the puppies there, they've been on medication non-stop since they've come in.

5/21/17-(Day 18)

A woman named E approached me and asked if the dachshund was a loud barker. She told me that she bought her yorkie mix at American Kennels not too far from here and was looking for a companion for her. She ended up falling in love with the dachshund and didn't hesitate to spend \$2,500 on her.



The next two puppies purchased today were Rhonda and the shiba inu by HSUS "secret shoppers." The shiba inu was coughing at the time of purchase and instead of putting her in the back where ISO is, she was kept upfront for customers to see. The HSUS shoppers mentioned the cough and J said that it's normal and then G added in that they'd send medication home with them. G wanted to make it clear that both of the customers understood that it was just a cough. D approved of the sale over the phone. J told the HSUS shoppers that the shiba has been on medication for the past few days. This is a lie. She has been on

medication for weeks due to a cough and it recently got worse. Refer back to reports 5.3.17, 5.10.17, and 5.17.17. Ultimately, the two HSUS secret shoppers were able to purchase both puppies without any trouble.

Photo: the shiba inu's medication chart. This does not have the week of Chloro on it that was given right before the Baytril.

Editor's note: No medication was sent home with the shiba inu. HSUS staff brought her to a veterinarian the next morning because she had a persistent cough. She was diagnosed and treated for bronchitis, which progressed to pneumonia, according to x-rays taken by her new veterinarian. As of June 28th, the puppy has finally recovered after weeks of illness and expensive treatment. The pet store later reimbursed the HSUS's secret shopper for her vet bills according to NY's puppy lemon law. However, that law also requires that customers be notified in writing about any health issues at the time of the puppy's purchase and be given a record of any veterinary treatment or medication received by the puppy while in the pet shop's possession. The paper in the photo on the previous page was not provided when the dog was purchased, nor was there any information provided that indicated that the dog was ever seen by a veterinarian for a respiratory issue. The puppy's new veterinarian believes her lungs may be permanently scarred due to her illness.

In addition, when Rhonda the Chihuahua was purchased the same day, HSUS secret shoppers were not notified about her bite history, and no veterinary documentation was provided regarding her abnormal eye.

The majority of the puppies are still experiencing URIs. A lot are continuing to cough, even those on the sales floor. Regardless of their coughs, they are still being sold anyway. For instance, a man purchased the black tri, male toy Aussie yesterday who was in ISO for the past week. He returned him primarily because he had bloody diarrhea and then he just said that he couldn't take care of the dog. He threatened to take the puppy to a shelter if D didn't refund him his money back. D decided to give him \$600 back and that was it. That way, she can still sell the puppy but she still made money off of the deal.

5/22/17-(Day 19)

A customer came in a few days ago to look at one of our male Yorkalier puppies. He put a hold on him and came in today to pick him up. The breeder for the Yorkalier puppy is Joyce Spear. [There was a] veterinary exam form that G took out of the folder. This form has written on it that the puppy was brought to our store with a grade 2 MPL in the right knee. It was removed from the folder so that customers don't become worried over the abnormalities. Before the Yorkalier went home, we noticed that he was starting to snuffle. G told C to give him a Baytril pill before he leaves.

Photo: a veterinary form showing abnormal findings. It was not provided to the puppy's buver. – Editor.

Another couple came in wondering when their Havanese puppy was going to come in that they special ordered. G told them that it might be another 2 weeks and they weren't happy about that. So, they decided to look at the teddy bear

puppy we have on the sales floor. The woman wanted to make it very clear that she wasn't going to be buying a puppy mill dog. She asked me about information on the breeder and I told her that all I know is that we have the three years showing that Dennis Miller was compliant with the USDA and that's it. She was displeased with my answer but I didn't have any more information to give her and I wasn't going to make up information on the breeder just to make the sale. They will be picking him up tomorrow afternoon. D stepped in later on in the sale and told them that the vet checks the puppies all the time.

A woman named L called in regards to the red female tri toy Aussie she had purchased on 5.10.17. Originally, the puppy was diagnosed with kennel cough, then that turned into Pneumonia and now the puppy has Coccidia and Giardia.

The female papillon who crashed last week is looking a little better. However, she is now coughing quite frequently and is due to head home on Wednesday.

The female red merle toy Aussie in ISO is still coughing. I let her out of her cage to play today because they're crammed in there all day long. After playing for a little while, I went to pick her up to put her back in the cage and I noticed that she was incredibly hot. I took her temperature and it came out to be 103.5°F. I told G that she should call D and tell her that she needs to go to the vet. Instead, she called A and A told us to give her 1 Clavamox pill and to recheck her temperature in an hour and a half. I rechecked it and her temperature went down to 102.5°F. I will keep an eye on her temperature for the rest of the week.

I went through the shiffon's folder to see what the veterinarian had written about him. I wanted to see if Dr. S wrote down anything about the mass that we found on 5/16/17. Nothing at all was noted and it should have been. This shows that his exams are not actually full exams. He's completing each of them in less than 30 seconds, which isn't nearly enough time to provide a complete physical evaluation.

When D stopped by today, she told us that we need more puppies because not all of the kennels are full. We are getting in a bunch of puppies in tomorrow but then she told us that they were originally supposed to come last week and she ended up having to postpone them. She mentioned that she told the breeders that we have an upper respiratory issue going on here so she wanted to see how many dogs we could clear out/sell in hopes that the URI would be gone by the time the new puppies get here.

5/23/17-(Day 20)

As soon as I walked in, I immediately went to check up on the female red merle toy Aussie in ISO. Her cough could be heard from the front of the store. I took her temperature and it is now 103.1°F. A. told me that it's not that high of a temperature and then I reiterated to her that a normal temperature is 102.5°F.

Editor's note: according to the AKC's website, a normal temperature in dogs and puppies is between 99.5 and 102.5 degrees Fahrenheit. According to the MERCK Veterinary Manual's website, a normal temperature for just-weaned puppies is [99-101 degrees Fahrenheit](#).

She told me that she probably has the temperature because of the nebulizer. I told her that she doesn't have it from the nebulizer; it's probably because she has Pneumonia. A. said to give her 1 Clavamox pill and told me to recheck the temperature in an hour or so. I rechecked her temperature about an hour after administering the pill and it went up to 103.2°F. After I informed A of the temperature increase, she told me to give her Azithromycin. I also told A that we're just shoving medications into these puppies and they're going to start to build a resistance to them at some point. She agreed and told me that she'd have the toy Aussie taken to the vet tomorrow morning if she thought she was coughing enough. At the end of my shift, the Aussie's temperature decreased to 102°F.

We had a total of six new puppies come in today, all transported by Deanna's Loving Companions. We received two Chihuahuas from the breeder Marilyn Joseph (one male and one female), two Yorkies (one male and one female). We also received two very large male, English bulldogs. They came from Brenda Arnett.

A couple that was very interested in the King Charles cavalier started to question A about where we get our puppies from. The woman was worried that we get them from puppy mills due to a previous experience with another pet of hers who came home with Pneumonia after purchasing him. A assured her that we don't get our puppies from puppy mills, only Class A breeders, all inspected by the USDA. She said that the law has recently changed so pet stores aren't allowed to purchase from breeders who aren't labeled as Class A. The woman was still wary and wanted the USDA number so she could do her own research. The breeder for this puppy is Joyce Spear.

The majority of the puppies in the store are continuing to show signs of upper respiratory infections {URIs}. Just today, I heard and videoed the shihpoo coughing so much that she was spitting up liquid foam. A told C to give her a dose of Chloro and about 30 minutes later, I noticed parts of the medication in the foam that she was coughing up. The female papillon who is supposed to go home on 5/24/17 is also coughing excessively. A told me that she'd just send medication home with the new owner. As I was looking at the female papillon, I noticed a mass near the inside of her thigh. I approached A about it and she thought it must be a hernia. A



called the Heart of Chelsea and asked if they could take a look at her. I took the papillon to the vet and they determined that it was an inguinal hernia. They said that it will need to be surgically repaired but it is not life threatening.

5/24/17-(Day 21)

I entered the property around 1:40pm and clocked in.

I noticed that we received two new puppies today, one was pug and the other was a cavapoo. When I picked up the pug, I saw that he has a severely infected [wound near his] naval. I approached A about it and she said that nothing was listed on his paperwork and not a single staff member had mentioned it to her. I was told to put peroxide on it to help with the infection. The veterinarian is coming in tomorrow to check out the new puppies so I will see what he says about it then.

The pug and the cavapoo came from Hooves N Paws (Patrick Davis Jr.). They were dropped off by RDR.

Editor's note: RDR Transport (owned by Renee Ray, Unionville, MO, USDA #43-T-0035) was listed in the HSUS's 2017 Horrible Hundred report after 53 puppies died in its care in December 2016, according to USDA and state reports. RDR was also involved in a truck accident in 2017 in NY with many pet store-bound puppies onboard. The HSUS sent a complaint to the USDA in early 2017 asking the agency to investigate RDR.

I took the temperature of the red merle toy Aussie who is still in ISO and now it has reached 103.6°F. I told A that she more than likely has Pneumonia and she needs to be looked at by a veterinarian. She agreed and made an appointment at the Heart of Chelsea. A few hours after I took her to the vet, they called and said that she has Pneumonia and will need to stay the night at the clinic on an IV. This could have been prevented if the proper medication and dosage were given as soon as she started to exhibit URI symptoms.

Throughout the day, I noticed that the English bulldogs had blood in their stools. I mentioned it to A and she said that it's due to the dewormer they are giving them. Then, she caught herself and realized that they haven't even started the dewormer for the new puppies yet.

The shihpoo is one hundred times worse than she was yesterday. She coughed for almost my entire shift, spitting up foamy liquid, and she acted like she was having trouble catching her breath. A. told me to give her Azithromycin even though I had given her Baytril already. If this puppy is not taken to the vet soon, she will end up exactly like the toy Aussie who has just been diagnosed with Pneumonia.

The young couple that came in yesterday to check out the King Charles cavalier puppy came back today. A. gave them Joyce Spear's USDA number yesterday so they could go ahead and do their own research on her on their own time. They arrived back today and said that they have a few concerns in regards to the breeder as well as the reviews that they read online about CKC. They said that they couldn't find any information on the breeder online and then they read that most puppy mills are in Missouri, which is where Joyce is located. They asked A about several reviews people have posted online such as issues with parasites, pneumonia, etc. I could tell that A was shocked they had done so much research. This is the first couple that I have come across who are actually concerned where their puppy comes from. They are researching as much as they can and are still having trouble finding information. After they left the store, I asked A what they wanted. She mentioned the fact that they couldn't find information online about Joyce and some of our reviews. I asked her why the breeders don't just have a website and she said that it's because a lot of them don't want their information out there.

RDR

From: Hester N Park
1382 Ch. Rd. 2445
Huntsville, Mo. 65258
270.348.4303 or 417.420.8715
Shipper Phone # Emergency #
USDA # 4348145

To: Thomas Perrier Club
1115 E. Ave.
New York, NY 10011
City State Zip Code
212.637.1866
Consignee Phone #

Destination
Special Instructions

Shipper certifies that the particulars on the face hereof are correct and that insofar as any part of the consignment contains dangerous goods, such part is properly described by name and is in proper condition and in good health for carriage by truck according to the applicable Dangerous Goods Regulation.

Date of last feed and watering: 5/22/2017
Time of last feed and watering: 8am
Shipper certifies that animals have been fed and watered to shippers within 4 hours of shipment.

This shipment does not contain dangerous goods regulated in truck transport.

Executed On: 5/22/2017
Date Time At Place: 8am Sparta, Mo.

Signature of issuing Carrier or its agent: [Signature]

COLLECTION OF MONEY

\$2000 COMPANY CHECK 1570.00
TOTAL TO BE COLLECTED
TOTAL AMOUNT COLLECTED

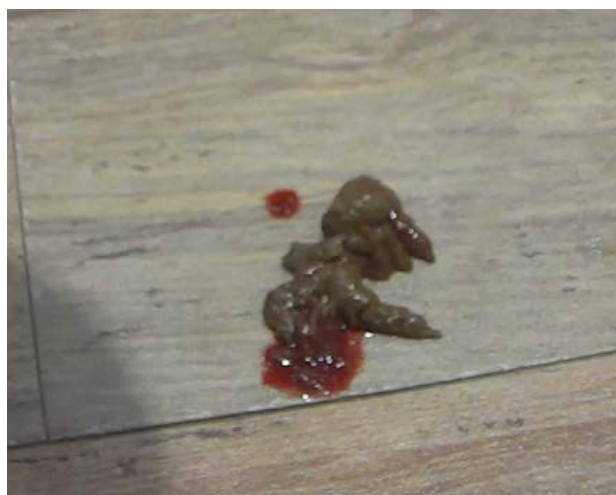
Pet ID# Micro-Chip # Breed
12517 shihpoo in 5685 2-3
12517 shihpoo in 5685 3-1
12517 shihpoo in 5685 3-1
12517 shihpoo in 5685 3-1

It is agreed that the animals described herein are in separate good order and condition (except as noted) for carriage, SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL ANIMALS MAY BE CARRIED BY ANY OTHER MEANS, INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTION ARE GIVEN HEREON BY THE SHIPPER. AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation by declaring a higher value for carriage and paying a supplementary charge as required. Received in good order and condition on: [Signature]

5/25/17-(Day 22)

Shortly after I walked in, A. was yelling at the male toy Aussie who was in the front window. I walked to the back of the store and all of a sudden, I heard one of the puppies up front screaming. I walked to the front and saw that A. was pinning the male toy Aussie down with her hand because she said he was being a bully to the other puppies. She said that she put him into a submissive stance to put him in his place.

Today, Dr. S came in to check up on the new puppies that came in this week as well as administer two rabies vaccines to a Yorkie and a toy Aussie. It took him a total of 15-20 seconds per puppy to "examine" them. As he was about to leave, he asked when we wanted the toy Aussie back that is at



his clinic and A said whenever. He asked if we had the means to take care of her properly and A said yes. Dr. S then said that he's just going to keep her over the weekend to make sure that she gets the proper care.

Only one puppy sold and it was the last of our Maltese puppies. This gentleman came in on 5.18.17 to look at the Maltese and has now decided to purchase him. He bought the puppy for \$2,400. At the time of purchase, the Maltese did not show visible signs of having a URI.

The shihpoo is still coughing excessively. I asked A what I should give her for her cough and she said to give her 1/2 pill of Baytril (22.7mg). I gave her the pill and within minutes, she had spit it up because she is coughing so much. A. decided to take the pill she had just spit up and shove it down her throat again. Then, she told me to put her in the nebulizer machine downstairs for 20 minutes. I ended up moving the shihpoo to ISO and asked A what medication can she be given on a daily basis to help her with her cough and she said Baytril. I wrote it down on her medication chart so that this medication will actually be given consistently instead of when anyone feels like giving it to her. I checked her temperature and she is currently at 101.9°F. I will check her temperature as the week progresses.

A. also wanted to see who in ISO could be moved back to the sales floor. I told her no one; they're all exhibiting URI symptoms. She told me to bring the two Yorkies that are in ISO to her. Then, she showed me how she determines if they're still sick or not. It looks like she presses on the trachea and tries to see if that will make them cough.

The English Bulldogs are continuing to have bloody stools. This time, there were full drops of blood where as yesterday, the blood was still visible in the stools, just not as severe as it was today. A still thinks it is because of the deworming medication (that they just started with us today) as well as the stress from the car ride here.

An HSUS staff member called in regards to the shiba inu that was purchased on 5/21/17 by an HSUS secret shopper. **[Editor's note: the HSUS staff member did not identify herself on the phone as an employee of HSUS.]** This shiba has been diagnosed with Pneumonia and Giardia. A told the HSUS staff member that CKC would not cover for the parasites because they are completely normal for a puppy to have. In fact, she said that Giardia is only contagious to humans if we'd actually eat the stool. Then, she proceeds to tell HSUS staff that she should have been given medication for the shiba so she could have continued it as she has only had the cough for a day. This is a lie, the shiba started to show signs of a URI on 5.3.17 and is seen coughing in our video, she has been coughing ever since then. Not only that, but, she was also put in ISO on 5/3/17 and remained there for well over a week until someone decided one day that she was feeling better and moved her up front on the sales floor. A. also told HSUS staff that the veterinarian comes every Thursday to check out ALL of the puppies. This is also false. The veterinarian only checks out the new puppies or any puppies that were returned and need to be put back up for sale.

Editor's note: During the HSUS phone call, we asked again about Rhonda the Chihuahua and noted that she was having some temperament issues. The store manager, "A," told our caller that Rhonda had never bitten anybody.

We fed the puppies around 4:30pm, added shredded paper to their cages, cleaned out the front window and then we left around 8:15pm.

5/28/17-(Day 23)

As soon as I walked in, one of the male English bulldogs had a tiny cough. I found out that they both sold for \$4,000 and their new owners will be picking them up on June 2nd.

I also noticed that the female red merle toy Aussie that was taken to the Heart of Chelsea last week, is now back. She isn't coughing nearly as much and is on Orbax and Clavamox to help clear up what is left. They decided to put her back in ISO, with the other severely sick puppies. I expressed my concern to G that she shouldn't be put back in ISO. Although she is on medication, it'll be easy for her to get kennel cough again or she just won't get better at all.

Several puppies are continuing to cough in the store. The King Charles cavalier is showing signs on a URI and D told G to give him a shot of Baytril. The shihpoo in ISO is also very sick. I checked her temperature twice today, the first time, it was

102.6°F and the second time towards the end of the day, it was 102.0°F. Also, the male pug who is put out on the sales floor is still having mucousy bloody diarrhea.

Two puppies were purchased during my shift. A woman named L came in with her brother and held a male Yorkalier puppy (Breeder: Joyce Spear). The brother was adamant on knowing more about the breeder. D just happened to walk in so I asked her. She comes over to the customers and she starts to tell them what is in the folder that they'll receive with the puppy. Then, the brother asked if they can see that information on the breeder before they buy the puppy and she said no. She told them that it won't change their decision on whether or not they're going to buy the puppy and he was offended. He said that he hears all this "stuff" about pet stores and thought that it was sketchy she refused to give out the information. After the brother left, the woman came back and purchased the male Yorkalier. She paid \$2,200 plus tax for the puppy.

Another couple with their child came in to look at the last of our Yorkaliers (Breeder: Joyce Spear). D took over the sale and pushed for them to purchase him. She even went as far as putting on a harness and leash so their child could walk him around the store. That sold him. She gave the couple tips on potty training, eating, etc. D wanted my help with the paperwork so when I pulled out the veterinarian sheet that shows this Yorkalier has a grade 2 MPL in his right knee, she told me that they don't get a copy of it. The couple was never informed about this abnormality.

After the rush of customers was over, we fed the puppies at 3:30pm, added shred to their cages, cleaned out the ISO room (I gave them each an hour out to play), cleaned out the front show window and then we left at 7:00pm.

5/29/17-(Day 24)

The puppies on the sales floor are still showing signs of URIs, however, there are two in particular that should be put in ISO, the pug and the King Charles cavalier mix. Both have runny noses and are starting to cough. They were both put in the nebulizer downstairs for 20 minutes each. G told me that it was okay to keep both of them on the sales floor and told me to remove the cavalier from the front window and put him in a kennel. Despite knowing that he has a cold, we were told to still show him to customers.



A woman that came in with her boyfriend on 5.23.17 and 5.24.17 (younger couple, questioned A about the breeder, did their research) ended up coming in alone today. She wanted me to take the cavalier out for her again so she could see him play. She asked me if he was checked by the vet on Thursday like A said he would be. I told her not to my knowledge, when the vet comes in, he only checks up on the new puppies that come in on Tuesdays and Wednesdays and those who need their rabies vaccines. She said that A told her the vet checks all of the puppies when he comes in and that he'd also check the cavalier's hind legs because the customer believes there is something wrong with them. I told her that the vet is coming in this Thursday and I can try my hardest to have him checked out for her. I told her that if she wanted to take him home, she'd have to wait because he has a cold (runny nose, starting to cough). She asked me if his cold could progress into something worse and I told her yes, it just depends if he responds well to the medication he is currently on or not. I told her that I wanted to be honest and upfront about it and she appreciated that.

The two tiny Chihuahuas that came in on 5.23.17 are continuing to have bloody, runny stools. G and J claim it is from the deworming medication and the blood is because the parasites are leaving the body.

G wanted to see which puppies from ISO could come up on the sales floor. I told her none of them. She decided that because the shiffon and female tri colored toy Aussie were only sneezing, they could still be sold. She removed them from ISO, brushed them out, sprayed them with pet cologne and then put them in a kennel. I told her that they're still sneezing a lot and she said that D would want them out on the sales floor.



5/30/17--(Day 25)

We received two French bulldog puppies today. Chris from Deanna's Loving Companions (DLC) transported them. The breeder for the Frenchies is Connie Decker.

The female Yorkalier who was put on deposit on 5/21/17 is now going home with her new owner. This Yorkalier has been with a sick papillon for the past week and is now showing signs of a URI. Although I have not heard her cough, I can see her nose starting to run. While I was speaking with the new owner about taking her to the vet, I told him that he should go sooner, rather than later.

D was talking to us about medications to give certain puppies and C said that she has been giving the Hydrocodone liquid (originally prescribed to a Yorkie) to some of the puppies in the store. D was completely fine with it. However, the medication is expired, C has no idea how to calculate the dosage and yet she's still allowed to give it out. G expressed her concerns to me and we decided since it was expired, it needed to be thrown out.

5/31/17--(Day 26)

I noticed that we received three goldendoodles today. They all came from Lynn Davis who is associated with Hooves N' Paws. I am unsure what relation she is to Patrick Davis who is also seen previously on the Hooves N' Paws paperwork. Currently, the goldendoodles have mucous in their stools and will be checked by the vet tomorrow. There are numerous people interested in them.

A. ended up selling the female chocolate Chihuahua to a woman named L over the phone. The breeder of this Chihuahua is Marilyn Joseph in MO.

I was told this morning that the female Yorkalier who went home yesterday was diagnosed immediately with Pneumonia as soon as she was taken to the vet. I hadn't heard this Yorkalier cough when she was at the store, however, I did notice that she started to get a runny nose. She was also with the female papillon for the entire time she was on hold until her new owner picked her up. The female papillon was coughing and showing signs of a URI for over a week and she ended up going home today as well. I told A that if the Yorkalier has Pneumonia, I guarantee the papillon does too and she said

that she's not as worried if the papillon has it because the family she went to has a relative that is a veterinarian. I asked A what else we could possibly do to make sure that the puppies aren't going home sick and she said that there's nothing else we can do, they're becoming immune to the medication.

A spoke with D about what medications we need to give the rest of the puppies in the store who are showing signs of a URI. D initially said to give them the powder form of Doxycycline and Clavamox. A told me to look for the Doxycycline in the back and I couldn't find it. The reason I couldn't find it was because the Doxycycline powder that D has them use is for birds. It is called "Bird Biotic." This powder was also expired in 2015. A also had me pull out another form of Doxycycline called "Vibracylin." This medication expired in October of 2016. I asked A if we should throw it away and she said not to. D ended up changing her mind about the Doxycycline and now I'm supposed to give out Clavamox and Baytril for 7 days.

A spoke with D about what medications we need to give the rest of the puppies in the store who are showing signs of a URI. D initially said to give them the powder form of Doxycycline and Clavamox. A told me to look for the Doxycycline in the back and I couldn't find it. The reason I couldn't find it was because the Doxycycline powder that D has them use is for birds. It is called "Bird Biotic." This powder was also expired in 2015.

The female red merle toy Aussie is still coughing and I am not sure if she is actually receiving the medication she was prescribed. A was looking over the medication sheets and noticed that over half of them haven't been signed off on to indicate that medications were given. She said that some haven't been given medication in 5 days. I also said that the medications that we're giving are only given once a day. On the front sheet showing dosages, it says that the medication needs to be given twice a day and yet no one does it.

At the end of the night, a man with two of his friends came in to look at the puppies we have. He had purchased a puppy from us before. As he looked around, he fell in love with the cavalier. A, knowing that the puppy is sick, took him out for him (as she did throughout the day with other customers). The man fell in love with him and wanted to take him home. A told him that the Cavalier does have a cold and she gave him a few options. One of the options was to take him home with medication we would give him or he could pick him up in 5 days when he's feeling better. To ease the man's mind, A told him that the vet is coming in tomorrow and she would have him take a look at the Cavalier. The man decided he'd come back tomorrow to purchase him. Once they left, I asked A if she was seriously going to have Dr. S look at him and she said no, she already knows that he has a cold; he's on medication so there is no point. She said that she just tells customers that the vet will look at the puppies to make them feel more comfortable.

6/1/17-(Day 27)

The male Chihuahua that came in on 5.23.17 has a severe upper respiratory infection and is coughing excessively. He coughed throughout my entire shift. After I told A about his cough, I was told to give him Clavamox and Baytril. About two hours after I gave the pills to him, A told me to give him 0.2 cc of Orbax that was prescribed to the cockapoo a little while ago when he was here. She also told me to give 0.2 cc to the female Chihuahua he is with because she is starting to sneeze. Rhonda's old owner came in today to purchase the male Chihuahua. D told him that he is sick with kennel cough and if he wanted to take him home today, he'd have to be given medication but D prefers to keep him here for a few more days. The man did not like that the puppy was sick and he didn't want the responsibility of giving him medication so he did not end up getting the puppy. At the end of the day, he was refunded his money for Rhonda and decided to forgo putting that money towards another puppy purchase.

D told me to bring the puppies out of ISO and put them in a playpen together in the back room. I was wary of putting the toy Aussie with the shihpoo and Yorkie because she is still coughing and so are they. I am afraid that they're going to infect one another again and the toy Aussie will end up becoming even sicker than she already was before.

Dr. S came in today to give rabies vaccines to those who needed them. He examined the two French bulldogs and the three new goldendoodles (one of which already coughed today when I walked by the grooming room) that came in all within a 15 minutes time span. He did not examine anyone else. I was not able to see if all of the puppies checked up as "normal" but will have to check into that further during my next shift.

A asked Dr. S to give her the correct dosages for Doxycycline (he said that we should never use the powder form). He stressed that the medications we're administering need to be given twice a day, not just once a day. If they're given once a day, it won't work. A ordered Doxycycline pills and they will be in shortly. When they arrive, they will use that instead of the Baytril medication.

The lighter colored English bulldog is coughing and he is due to go home tomorrow. I was told to give both him and his brother a dose of Clavamox and Baytril. At the end of my shift, D called and told A to call their new owners and ask if they can postpone picking them up until next week. A threw an excuse together saying D wanted to make sure they were going home healthy due to being neutered a few days ago. The one owner for the darker bulldog was really angry about the phone call. He thought that A was lying to him and said that if there is something wrong with his dog, he should know about it instead of them lying. A called D back and told her that the one owner was really angry about it so A called them both back and said that they can pick the bulldogs up tomorrow as scheduled.

6/4/17-(Day 28)

As soon as I walked in, I noticed that the female red merle toy Aussie who was previously diagnosed with kennel cough and then Pneumonia, has been in ISO for several weeks and was coughing severely just two days ago, is now on the sales floor. The toy Aussie currently shares a kennel with a female goldendoodle who has not yet started to show signs of an upper respiratory infection. Now that she has spent the past few days with a puppy that is sick, she is likely to show signs within the coming days. The female goldendoodle also has an eye issue. It is very swollen so G gave her an eye medication called Vetropolycin. G and I decided that the toy Aussie needed to go back into ISO before she infects any more of the puppies.

The two Chihuahua puppies that are currently in ISO are coughing excessively. Last week, it was just the male Chihuahua that was coughing, this week, both of them are coughing non-stop. I took their temperatures because they felt very warm. The female had a 102.5°F and the male had a 102.6°F. I informed G of their temperatures and she called D. D told us to give them each an aspirin and pat them with a cold towel.

The puppies sold over the past two days were: male Maltipoo, Yorkie, red merle toy Aussie (already on the sales floor, not the one in ISO) and the male French bulldog. No puppies were sold during my shift today.

6/5/17-(Day 29)

I entered the property at 10:45am and clocked in.

I was asked to come in early today because G called off sick. As of today, we have 29 puppies in the store and we are due to receive a large number tomorrow and two pugs on Wednesday afternoon.

The Heart of Chelsea called this afternoon and asked us how much we charged for the English bulldog that went home on 6/2/17. J. looked up the ID number and found out that it was the lighter (in color) of the two Bulldogs. He told the

A. told [the customer] that the vet is coming in tomorrow and she would have him take a look at the Cavalier. The man decided he'd come back tomorrow to purchase him. Once they left, I asked A if she was seriously going to have Dr. S look at him and she said no, she already knows that he has a cold; he's on medication so there is no point. She said that she just tells customers that the vet will look at the puppies to make them feel more comfortable.

woman that they sold him for \$4,000. The veterinarian said that he is currently being treated for Pneumonia. This puppy can be seen coughing on 6/1/17 on video. A and D were made well aware that he was coughing before he was sent home.

Overall, it was a slow day, no puppy sales, just people who came in wanting to play with them. The Chihuahua puppies in ISO are coughing excessively. They aren't getting any better and neither is the toy Aussie in ISO. The puppies on the sales floor that are coughing are the pug, maltipoo, King Charles cavalier, Morkie, cavapoo and two male Yorkies.

A woman came in to look at the cavapoo puppy again. This time, she brought her child and told us that she went into Citipups to look at puppies and thought that they weren't well taken care of so she came over to our store. I brought out the breeder information showing that he came from Hooves N' Paws (aka Patrick and Lynn Davis).

6/6/17-(Day 30)

We had 10 puppies delivered using Deanna's Loving Companions transportation services. There were two male schnauzers, 1 male Maltipoo, 3 male mini Aussies, 3 female pomeranians and 1 female English bulldog. So far, I know that the mini Aussies and English bulldog came from Brenda Arnett. The rest, I will need to look up tomorrow. When A was filling out the checks, the transporter named Chris, said that she had to make out a check to Kim Parsons. A was told that this woman made a deal with one of the breeders who was delivering to us and apparently the check needed to be made out to her because they were her dogs. In Kim's case, it appears as though she cannot directly sell to us so she went to another breeder who can and now the name on breeder information for those dogs will be a name other than hers. The transporter said that he doesn't know what arrangement they made with each other but all he knew was that one of the checks had to be made out to Kim instead of the name that was actually on the USDA sheet.

Editor's note: HSUS staff checked the USDA's online list of licensed breeders and dealers on June 9, 2017 and again on July 13, 2017, and could find no indication of any license (A or B) for an individual named Kim Parsons or Kimberly Parsons.

For one of the male schnauzers, his ear cropping was still very fresh and looks like it is infected. A is not sure if the breeders themselves do it or if they are sent to a veterinarian.

The larger male mini Aussie also has blood in his stools.

When I went to get all of the puppies from DLCs van, I had a conversation with the woman who is the wife of Chris. She was helping me load the puppies into the carrier. In conversation, she told me that some of the puppies that they get are covered in fecal matter from the breeders. She said that the white puppies are usually yellow when they get them and the stores think that it's their fault, in reality, it's actually the breeders. She told me that Citipups gets around 70 puppies every week. The drive from MO to NYC is a round trip of 20 hours and they take turns driving. She mentioned that they deliver to 13 stores.

6/7/17-(Day 31)

I entered the property at 1:45pm and clocked in.

First, I had to weigh the puppies that came in yesterday and then I noticed that we got two new pugs (1 male and 1 female) that were delivered by RDR.

paperwork that I saw from Terri Fitzpatrick has been altered. I noticed that at the very top of the Health Certificate, the company name, Address, USDA number, Name (now written in pen), and phone number were all whited out. I was able to read through the white out and the USDA number written initially was

SHIP DATE 6/5/17 ROUTE 0000
 Address 216 Old Seneca Rd
 City, State, Zip Neosho, MO 64850
 Work Phone _____ Cell Phone _____
 \$ 1820
 Total to be collected (Write N/A for Open Account)
 *If payment is not marked no monies will be collected - Cash payments are not guaranteed.
 TERMS OF PAYMENT
☐ Open ☒ C.O.D. -- Company Check ☐ C.O.D. -- Certified Funds or Cash ☐ Mailing Check ☒ Hold Check for Pickup
 *Health Certificate must accompany.
 Shipper / Kennel Name _____
 Address _____
 City, State, Zip _____
 Home/Work Phone _____
 Linda 270-348-4303 Debi 417-429-6715
 * If shipper cannot be contacted regarding puppies and/or payment, we will be unable to leave puppies/kittens. Puppies/kittens will be returned to shipper if they cannot be contacted.
 PHONE _____
 GramsPuppies
 Deborah Hubbard
 PO Box 98
 Sparta, MO 65753
 RDR Limited
 216 OLD SENECA RD
 NEOSHO, MO 64850

One out of three of the pomeranians that came in yesterday are not doing well. She was very lethargic, didn't want to eat and her CRT (capillary refill time) was very slow. D gave her a paste that is supposed to boost her hunger, gave her some Stella treats and wet food along with goat milk. She started to gain her appetite back but was still pretty lethargic by the time we left for the day. She also had very watery diarrhea along with a rash near her anal region.

Hand holding a "Health Record" form for a dog named Tom Fitzpatrick. The form includes fields for owner name, address, city, state, and zip code. The dog's name is Tom Fitzpatrick, born 4/8/2017, and the breeder is Tom Fitzpatrick USDA # 73-A-2639. The form also has sections for "Health Record For" and "Microchip #". The dog's microchip number is 991001000000172. The form is being held over a blue folder with a white label that says "IDE".

Company Name: [Redacted]
 Address: [Redacted]
 City: Blue Jacket
 State: OK
 Zip Code: 74133

Health Record

Health Record For: [Redacted]

Microchip #: 991001000000172

Breeder: Tom Fitzpatrick USDA # 73-A-2639
 Date Of Birth: 4/8/2017
 Sex: Male
 Breed: Blue Jacket

Category: Medication
 Medication: [Redacted]
 Veterinarian: [Redacted]

The red merle toy Aussie in ISO is coughing excessively. I do not think she is getting any better at this point. The two Chihuahua's are also incredibly sick.

©The Humane Society of the United States, July 2017

guys sold me a sick dog.” I asked him what was wrong and he said that he’s currently being treated for two parasites and kennel cough. All of which he had when he was purchased. He told me that he isn’t allowed to board him anywhere because he has parasites and because he has kennel cough. So, A said that she’d board him until Monday when the customer returns from his business trip to Nashville, TN. What the client doesn’t know is that the cockapoo will be put in ISO, with the rest of the sick puppies at the store. Not only can he re-infect the puppies in ISO, he is also at risk of getting even worse over these next few days, regardless if he’s on medication or not.

6/8/17-(Day 32)

I entered the property at 11:45am and clocked in.

Dr. S came in today to examine the new puppies (2 schnauzers, 3 pomeranians, 3 mini Aussies, 1 Maltipoo, 2 pugs and 1 English

bulldog) and to give rabies vaccines to two Aussies. This took him a little over 11 minutes. So

far, the mini Aussies checked out to be “normal” as well as the schnauzers. The one pomeranian ID #70160 has a rash on her belly and Dr. S said to give her

Chelsea Kennel Club
214 7th Ave New York, NY 10011
212-875-1444

BREED: pomer
SEX: Female
WEIGHT: _____
NOTES: _____

DOB: 6/3/17
DAM: Chiquita

MCB: 70160
COLOR: White

<input checked="" type="checkbox"/>	<input type="checkbox"/>	General Appearance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Genito-urinary
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Integumentary	<input type="checkbox"/>	<input type="checkbox"/>	Eyes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Musculoskeletal	<input type="checkbox"/>	<input type="checkbox"/>	Ears
<input type="checkbox"/>	<input type="checkbox"/>	Circulatory	<input type="checkbox"/>	<input type="checkbox"/>	Neural Systems
<input type="checkbox"/>	<input type="checkbox"/>	Respiratory	<input type="checkbox"/>	<input type="checkbox"/>	Lymph Node
<input type="checkbox"/>	<input type="checkbox"/>	Abdomen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oral

THIS DOCUMENT CERTIFIES THAT ON THIS DATE, _____, I EXAMINED THE ANIMAL LISTED ABOVE AND TO THE BEST OF MY KNOWLEDGE, FIND THE ANIMAL FREE FROM ANY APPARENT MEDICAL CONDITIONS THAT MAY AFFECT THE HEALTH OF THE

Animax; she also has a grade 2 bilateral (I am assuming he is referencing her patellas). The other pomeranian ID # 70159 has a rash on her belly, and he recommended to have Animax given to her as well as diagnosing a Grade 2 MPL on her right knee.

The English bulldog already has an upper respiratory infection, even though she came in just two days ago. Dr. S said to put her on Doxycycline and Clavamox. However, the pill form of the Doxycycline has not come in yet so A decided to give her Baytril and Clavamox instead.

The male pug needs his umbilical hernia repaired and was marked down as being abnormal.

The female pug has a grade two MPL on her left knee and also needs her umbilical hernia repaired.

A. told me to give out the Panacur, Metro and Marquis to the new puppies since the vet has checked them. Dr. S said to give the pomeranians "Animax" to clear up their rash, nowhere on the medication sheet that was given to me by A did it say to give them "Animax." The vet makes recommendations and no one at this store follows them. For instance, the puppies who are coughing are supposed to get medication twice a day, they only get the medication in the morning so of course it is not going to help alleviate any of their URI symptoms.

Chelton Kennel Club
215 7th Ave New York, NY 10011
212-867-1444

BREED: Chow Chow SEX: Female AGE: 3/1/17 COLOR: Black

WEIGHT: _____ DATE: _____

NOTES: _____

<input checked="" type="checkbox"/> N <input type="checkbox"/> A General Appearance	<input checked="" type="checkbox"/> N <input type="checkbox"/> A Genito-urinary
<input type="checkbox"/> Integumentary	<input type="checkbox"/> Eyes
<input type="checkbox"/> Musculoskeletal	<input type="checkbox"/> Ears
<input type="checkbox"/> Circulatory	<input type="checkbox"/> Neural Systems
<input type="checkbox"/> Respiratory	<input type="checkbox"/> Lymph Node
<input checked="" type="checkbox"/> Abdomen <i>umbilical hernia repaired</i>	<input checked="" type="checkbox"/> Oral

THIS DOCUMENT CERTIFIES THAT ON THIS DATE, _____, I EXAMINED THE ANIMAL LISTED ABOVE AND TO THE BEST OF MY KNOWLEDGE, FIND THE ANIMAL FREE FROM ANY APPARENT MEDICAL CONDITIONS THAT ADVERSELY AFFECT THE HEALTH OF THE ANIMAL.

Marc Siebert, VMD
License #7159

VETERINARIAN SIGNATURE _____

I gave the sick pomeranian a bath because she had diarrhea all over her. A. said that she was going to take her home overnight because she "crashed" this morning. A told Dr. S that she "crashed" and Dr. S said he didn't know what that word meant so A told him that it means lethargic, not doing well, etc (clearly this word is not used in the veterinary field and it has been made up by CKC staff). The only advice he gave was to give her a bath because she smelled. When I was bathing her, I saw that her anal region was again, incredibly inflamed and red. Dr. S said absolutely nothing about that today when he examined her. That is probably due to the fact that his examinations are incredibly short and not thorough enough to actually call it an examination. This puppy is not eating and I had to use a syringe to give her water.

Photos: documentation of abnormal veterinary findings in puppies. The investigator noticed several instances in which such documentation was not provided to the puppies' buyers. - Editor

I left at 8:00pm.

6/11/17--(Day 33)

I noticed that the female pomeranian who was doing poorly on 6/8/17 was not in the store. I asked where she was and G said that A took her home over the past few nights to keep an eye on her. Moments later, A walked in, handed me the pomeranian and said that she eats Neutracal and Stella Chewy treats. A. didn't seem to care that she still wasn't doing well and we were told to keep her with the other two pomeranians, they are to be out on the sales floor because no one will see them in the back. The two larger pomeranians still have a rash and they are not on any medication to cure it.

Chelton Kennel Club
215 7th Ave New York, NY 10011
212-867-1444

BREED: Chow Chow SEX: Female AGE: 3/1/17 COLOR: Black

WEIGHT: _____ DATE: _____

NOTES: _____

<input checked="" type="checkbox"/> N <input type="checkbox"/> A General Appearance	<input checked="" type="checkbox"/> N <input type="checkbox"/> A Genito-urinary
<input type="checkbox"/> Integumentary	<input type="checkbox"/> Eyes
<input checked="" type="checkbox"/> Musculoskeletal <i>umbilical hernia repaired</i>	<input type="checkbox"/> Ears
<input type="checkbox"/> Circulatory	<input type="checkbox"/> Neural Systems
<input type="checkbox"/> Respiratory	<input type="checkbox"/> Lymph Node
<input checked="" type="checkbox"/> Abdomen <i>umbilical hernia repaired</i>	<input checked="" type="checkbox"/> Oral

THIS DOCUMENT CERTIFIES THAT ON THIS DATE, _____, I EXAMINED THE ANIMAL LISTED ABOVE AND TO THE BEST OF MY KNOWLEDGE, FIND THE ANIMAL FREE FROM ANY APPARENT MEDICAL CONDITIONS THAT ADVERSELY AFFECT THE HEALTH OF THE ANIMAL.

Marc Siebert, VMD
License #7159

VETERINARIAN SIGNATURE _____

LICENSE # _____

When C went to take Marcel (a Boston Terrier that is boarding with us, needs to be walked 5x a day), outside, the two puppies in the playpen (toy Aussie named Nugget and Papillon) were barking at him. G at the time was washing off the glass in the kennels and she got fed up with Nuggets barking so she whipped him with the rag. She made sure that no

customers were in the store first and then when she saw that it was just us, she used the opportunity to "teach him a lesson." He squealed and ran away.

The puppies that sold today were the male goldendoodle, female pug and the female goldendoodle. When G was taking out the paperwork in the folder of the female pug, she accidentally laid the Vet Check Health Sheet on the front table and the new owner saw that there were abnormalities listed. She asked G what the abnormality in the musculoskeletal section was (Grade II MPL). G called A for further clarification. A just said that it simply means that she needs to gain muscle in the hind end and it is common in pugs and bulldogs. A said that the way to resolve this is to give her more exercise.

Editor's note: MPL stands for medial patella luxation, a disorder of the knee which can require costly surgery if it worsens. MPL is graded on a scale of 1-4. It often progresses as the dog ages and may cause pain and lameness.

The puppies in ISO are as follows: French bulldog (showing signs of a URI, green discharge from nose, coughing), two Chihuahua puppies that are still coughing, red merle toy Aussie and the shiffon are both still coughing. Neither of these puppies are getting any better.

Editor's note: the photos on this page show that the collar tags on some of the puppies delivered to the store do not match their paperwork. One of the puppies (#7021) appears to have come from a "B" dealer, which is not permitted under NYC law.




6/13/17--(Day 34)

We got a shipment of 10 puppies in today from Deanna's Loving Companions. We received four shiba inus, two shih-tzus, one pomskey, two French bulldogs and one corgi. Each puppy came with a tag that shows the name of the breeder and the USDA number associated with it. Some of the tags do not match the paperwork. For instance, the female shih-tzu had an orange plastic collar that said she came from USDA breeder number 43-B-3517. However, on the paperwork, it claims that she came from David Horning USDA number 42-A-1429.

For the male shih-tzu, the tag that came on him says that he came from Hooves N Paws, however, the USDA paper says that he came from Melissa Klocke USDA # 43-A-5961.

The rest of the information on the tags matched the papers that they came with. It was just the two listed above that had conflicting information. The corgi came from Hooves N Paws, the pomskey came from K&E Kennel and the shibas came from Marilyn Joseph.

Breeders so far:

- C Zumbach
- Hooves N Paws-
Patrick Davis Jr. and
Lynn Davis
- Brenda Arnett
- Darlene Whitman
- Best Buddies Kennel-
Marilyn Joseph
- Dennis Miller
- Coldwater Kennel-
Larry Albrecht
- Connie Decker
- Barb Forst
- Joyce Spear
- Melissa Klocke
- David Horning
- Terri Fitzpatrick



The French bulldog who was still in ISO when I arrived this morning is not doing well. She does not want to eat and is very lethargic. Although she isn't feeling well, A took her out for a customer to see. This woman has stopped by numerous times to see the puppy and would like to purchase her, however, her landlord is not okay with it. After the woman left, D decided that the bulldog needed to be seen by a veterinarian. C took her to the Heart of Chelsea and they decided to keep her overnight. I am not sure what she has been diagnosed with at this moment.

The male shiba inu who has been unsettled in his kennel ever since he arrived this afternoon is continuously barking. G decided that she was fed up with it so she opened his kennel and put him on his back trying to make him submissive, instead, he was crying, trying to upright himself while she forced his body down. Then, she stood him up and muzzled his mouth with her fingers as he whimpered. G thought this was funny and she thought that she was teaching him a lesson.

There were two puppies sold during my shift as well as one shih-tzu and a corgi who have deposits put on them. The first puppy sold was the male maltipoo who came in on 6/6/17 and the morkie who came in on 5/17/17. The male corgi was special ordered so the man came in today to see him. The male shih-tzu was also a special order by a woman named AA.

The black male pug is now showing signs of a URI and he has only been at the store for a week. There is yellow/green discharge coming from his nose and I can hear that he is congested. A instructed me to give him 1/2 pill of Clavamox. About two hours later, someone asked to take him out so C did. They're still showing puppies that are sick and I was not instructed to put him in ISO.

The female French bulldog that came in today from Connie Decker must have had an umbilical hernia repair. The repair is now an open wound. I showed this to D and she was shocked, she tried to call Connie [breeder] to see what is wrong with her but she never responded to her phone call. D said that the vet would check her on Thursday. This should have been looked at today. This is an open wound and will start to become infected by the time the veterinarian checks on her.

The two Chihuahuas, the female red merle toy Aussie and the shiffon are still in ISO. They are continuing to cough and are not showing any signs of getting any better. The female toy Aussie has been in ISO for weeks and not once has the veterinarian come to check up on her to make sure that her Pneumonia was actually gone.

6/14/17-(Day 35)

I noticed that the English bulldog who was originally put in the grooming room for a URI is now on the sales floor. I told A that she still has nasal discharge and she told me that D wanted her out.

The male shiba inu that G muzzled with her fingers yesterday was now forced to display a submissive behavior by L. He was fed up with the puppy barking and whimpering all day so he snapped his fingers at him and shoved him down on to the kennel floor. For some reason, every employee that works here believes that this method actually works. Instead, it just scares the puppy.



I took the shiffon and the red merle toy Aussie out from ISO and put them in a playpen near the grooming room. They haven't been out of their kennel all week so I wanted them to have a few hours of playtime. The toy Aussie is still continuing to cough and the shiffon is continuing to sneeze. The Chihuahuas in ISO are also coughing; they are not getting any better either.

We received an update on the French bulldog that was taken to the veterinarian yesterday. She was diagnosed with Pneumonia. I also noticed that the male pug was not at the store today and A told me that he was taken to the veterinarian this morning because he was shaking and wasn't acting right. C thinks that it is because his incision from the umbilical repair was infected.

The female pomeranian that has "crashed" numerous times since she has arrived at the store is not doing any better. She isn't eating anything except Nutracal and her anal region is still incredibly irritated and swollen. She needs to be seen by a veterinarian; not only isn't she eating but she is also dehydrated and any stool that comes out of her is pure liquid. A is taking her home again tonight to keep an eye on her.

A told me that as soon as she figures out dosages for Clavamox, D is going to have us give it to the puppies, regardless if they are sick or not. I asked A if it was going to be given once or twice a day and she said only once. This is the problem; the medication is not given properly. On June 1, 2017, Dr. S wrote the Clavamox dosages and told A that it needs to be given twice a day. If it isn't given twice a day, the medication won't work to its full potential. A was also telling D that she couldn't trust C and G to give out the medications because she thinks that they're just signing off that they gave it when they really didn't.

6/15/17-(Day 36)

I entered the property at 11:45am and clocked in.

When I walked in, the male mini Aussie was in the playpen with the female English bulldog that is showing signs of a URI. Now, the male mini Aussie is starting to sneeze. A was talking to J. about G and C forgetting to give out the medication so she asked me to grab the medication book. I noticed that the medication was done for those that needed it on the 15th, however, A said that she told G all of the puppies in the store are to get another 5 days of Panacur and Metro as well as 7 days' worth of Clavamox. Most of these puppies just got off of their Panacur and Metro and now they want them to have another week of it. They are once again, giving too much medication and they're also giving Clavamox to puppies that aren't showing signs of a URI yet. When they have this kind of access to medications, the staff don't consult a veterinarian for advice, they just give them what they feel is necessary without professional guidance.

I had to add another set of Panacur, Metro and Clavamox to every single medication sheet and then I had to give the medication to every puppy. When C walked into the store for her shift, she told her that D is fed up with the puppies getting sick and from now on, she's going to check the cameras every morning to see if they're giving out medication or not. If they are not, it's going to be docked from their pay.

A customer came in to see the male Chihuahua that is in ISO. I was hesitant to go back and get him so I asked A what we should tell the customer. She told me to go to the back and get him. Then, a customer came in to see the smaller of the male schnauzers. D allowed the customer to hold him and, when D took the pup back from the customer, she said that she felt him cough. So, she told me to give him a dose of Azithromycin and put him in ISO (keep in mind, he is also on Panacur, Metro, just finished up with Marquis on 6/10, Clavamox and now Azithromycin). About 30 minutes later, a customer came in to see the male schnauzer. D told C to go and get him from ISO so the customer could see him. Once again, they're taking out sick puppies and showing them to customers.

A little later on in the shift, A looked at the shiffon and the red merle toy Aussie in ISO to see if they are doing any better. I told her that they're both coughing and sneezing still and she went against my advice and decided to bring them out on the sales floor. She bathed the shiffon and toy Aussie and told me that they aren't coughing or sneezing anymore. Moments later, you can see them on video coughing and sneezing.

I was told to go to the Heart of Chelsea for the pug who was taken to the vet on 6.14.17 because he was acting abnormal according to the staff. When I got to the vet, I asked what was wrong with him because I figured D and A wouldn't tell me the actual diagnosis. They told me that he has Pneumonia and the site where he had an umbilical hernia repair was infected so they cleaned it out and re-stapled it. They put a cone on him and I was instructed to tell D and A that it needed to stay on until his re-check in one week when they remove the staples. I was also given 3 weeks of Clavamox, 3 weeks of Orbax and 7 days' worth of Animax (topical for his incision) and once I got back, I was told that they forgot to give me the Metronidazole tablets for him so someone will have to go back tomorrow for those. D was shocked at how much medication he needed. She also removed the e-collar and told me that he doesn't need it and I told her that I was specifically told he needed to have it on so he doesn't lick the site. She told me that he'll be fine and he needs to run around, drink some water and eat. I fed him and then gave him his dose of Clavamox that we were supposed to start today. I also went over the medications with D, A and C so there was no confusion. The technician also told me that he needed to go back in 2 weeks for a Pneumonia re-check. A told me that sometimes D wouldn't send them back for the re-checks if she doesn't think they need it. The Frenchie is still at the vet for Pneumonia.

Normally on Thursdays, the vet comes in to do "health checks" on the new puppies. However, they were just spayed and neutered yesterday at his facility so I was told that he did the health checks during that point. I was curious to see if the health check papers were put in the folders and they were not.

The male mini Aussie is going to go home tomorrow. The customer who came just the other day asked me which mini Aussie would like to have a large yard at her house in CT and I told her I'd really like to see the larger one go home to a yard because of his size. I was worried that he wouldn't get the proper exercise in the city so this was the perfect opportunity to make sure he was able to get the care he needed. She purchased him and said that she'd be picking him up tomorrow as a surprise for her father. I informed A that the mini Aussie was starting to sneeze, thinking the customer

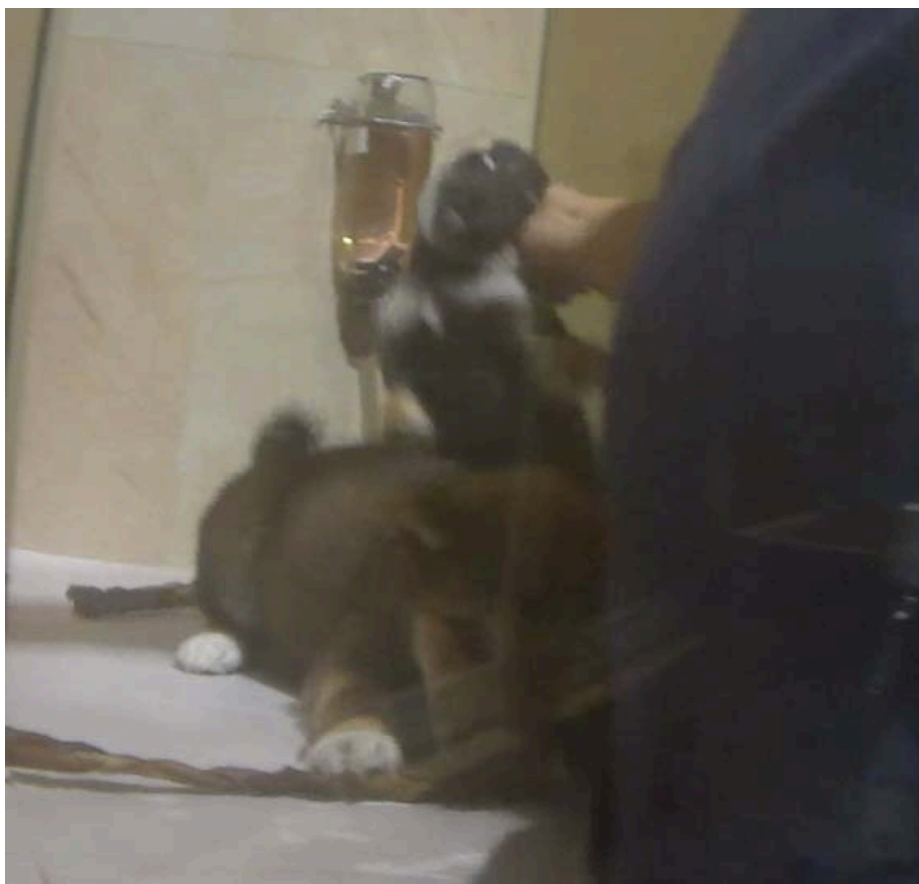
might want to pick up the puppy in a few days rather than tomorrow or that A would at least inform the customer that there is a chance he's starting with a URI. A just shrugged her shoulders.

At the end of the day, I asked A if she was a licensed veterinary technician and she said no, and then C said that she's certified in animal handling. This is ironic because her method of properly handling animals is to pin them to the ground, put them in a submissive stance and then hope that it makes them behave. The same goes for J and G, they're all certified in animal handling and yet they don't seem to follow a single thing they were taught during the course.

6/18/17--(Day 37)

As soon as I entered the building, I saw that the English bulldog was acting very lethargic. She didn't want to move when I opened her kennel, she had green nasal discharge, appeared to have a hard time breathing and she was coughing. I decided to take her temperature, it was normal, however, that does not mean she does not have Pneumonia. The majority of the puppies who are taken to the Heart of Chelsea never go there with a temperature. I told G to tell A that she needs to go to the vet even if it's a Sunday. A said that she'll look at her tomorrow and if she's still just as bad, they will take her there.

There are a lot of puppies on the sales floor that are either coughing, sneezing or showing the beginning signs of a URI: two male mini Aussies, shihpoo, male pug, red merle toy Aussie, shiffon, male Yorkies, and the female black tri toy Aussie. The puppies that are in ISO are not getting any better (male mini Schnauzer, two Chihuahuas, female pomeranian and the male pug who came back from the vet). Right now, there are so many puppies that are sick in the store, there isn't even close to enough room in ISO to put them all.



G and L were incredibly rough with several of the puppies today. For instance, the male toy Aussie and the male papillon were in the front window barking at other dogs that passed by. L was fed up with it. He asked me to grab them and take them to a kennel. As soon as I handed the papillon off to him, he immediately put him on his back, the puppy started to scream and then he clamped his fingers around his muzzle. L told me that this is how they show them dominance. I told him I had never heard of that method before. This is in no way a safe animal handling practice. While the papillon was "being put in his place," the male mini Aussie was so afraid, he had a hard time looking at L.

G was also easily annoyed today with the puppies barking. She scruffed and dragged the female shiba inu numerous times, yelled in their faces, hit one of them with a bone on their face and then pinned the female shiba down using the unacceptable dominance technique.

The puppies that sold today are as follows: the larger of the mini schnauzers (breeder is Terri Fitzpatrick) and the cavapoo (breeder is from Hooves N' Paws aka Patrick Davis).

The man who purchased the female Yorkalier on 5.30.17 came in the store today to buy a bag of dog food. I knew that she had Pneumonia but I asked how she was doing anyway. He told me that not only did she have Pneumonia; she also had Giardia and another issue that he couldn't remember. She is still on medication but is starting to feel a little bit better. I also found out that the female pug who went home on 6.11.17 also has Pneumonia and [the buyer] needs to have the money refunded to her.

The English bulldog, male red merle mini Aussie and the male mini schanuzer (smaller of the two), all of which are sick were taken out for customers to see today. This is a reoccurring issue. Puppies who are sick are still allowed to either come out of ISO to be held or if they are sick on the sales floor, they're still taken out of their kennels for customers to hold.



The male Pug who is in ISO (came back from the vet a few days ago with Pneumonia), needs to have medication twice a day. When I went to give him his dose of Orbax, I noticed that it was never opened. I told G and she said that they probably just used a different Orbax that was used for another dog at some point. I told her that I looked for another opened Orbax to see if that was the case and I didn't see anything. It was marked off on the medication sheet that he got it but this store has a reputation of falsifying medication sheets. If the medication is prescribed to a certain puppy, that medication needs to be used, not medication that might have been prescribed to another puppy, regardless if it is the same.

After feeding the puppies at 3:30pm, adding shred to their kennels and cleaning out the front show window, I left at 7:00pm.

6/19/17-(Day 38)

The female English bulldog is worse than she was yesterday. The amount of nasal discharge is increasing and she is continuing to cough excessively. She was put in ISO yesterday and D told me today to let her run around in the playpen on the sales floor so she can play for a while. They currently have no intentions on taking her to the vet and I was instructed today by D to give her Chloro (this was after she had already had her dose of Clavamox for the day).



The puppies sold today are as follows: male blue merle mini Aussie (breeder is Brenda Arnett, puppy started to show signs of a URI), female shih-tzu (breeder on the USDA paper is David Hornig but her collar she came in on has the USDA number 43-B-3517). Editor's note: it is against [the law](#) in NYC for pet stores to sell puppies from B dealers (brokers).

The female red merle toy Aussie (breeder is Brenda Arnett, this is the puppy who has been in ISO for several weeks) was also sold today to a couple that will pick her up on Sunday.

The French bulldog is still at the Heart of Chelsea but from what D and G told me today, she is starting to eat and perk up. The Heart of Chelsea staff told D that the Frenchie must have built up a resistance to Clavamox and Baytril because they tried giving that to her over the past few days and it didn't work. They had to switch the medication to Chloro and that's when they finally started to see some improvement.

The puppies in ISO are not getting any better. The Chihuahuas, pug, mini schnauzer and pomeranian are all coughing and sneezing. D was made aware today that the only one who isn't coughing excessively in that room is the pug and that is because he's on a variety of medications that were provided by the Heart of Chelsea.

When I went to feed the puppies their afternoon meal, I decided to mix in salmon wet food. I went to grab a second can of it and when I dumped it on the food, it was grey in color (normally pink). I looked at the date on the can and saw that the "best by" date was April 2012. I told J. and we decided it was best to throw it away so no one else tries to use it. J. told me that he bets no one else noticed the discoloration.

6/20/17-(Day 39)

The puppies in ISO are still coughing and sneezing. When I walked into the ISO room this morning, the English bulldog was still coughing and sneezing, the male red merle mini Aussie was moved to ISO (still coughing) and another female pomeranian was also moved to ISO. In total, we have 6 puppies in ISO. The male mini schnauzer was moved out of ISO and put on the sales floor.

A told C and I to start the first round of Chloro. I asked her what was going on because we were told a few days ago by D to start everyone on Clavamox. She said that Dr. S told D that the puppies are becoming immune to Baytril, Azithromycin and the deworming medication because we've used it too much so now, he just wants them on Chloro. I said that they'll just become resistant to Chloro too if we keep using it and A said that if they treat with Chloro here, when they go to the vet, it'll be a lot easier for them to be treated with the right medication.

The new owners of the lighter colored male English bulldog that purchased him on 6.2.17 came in today to buy food. I asked how he was doing (I already knew that he was diagnosed with Pneumonia) but wanted to ask anyway. They did bring up the URI but said that he's just now starting to get better.

The Heart of Chelsea called the store to let us know that the female French bulldog is ready to be picked up. They said that she is starting to eat on her own and is gaining her appetite back. When G brought her back to the store, I could tell that the puppy still wasn't feeling well. G put her in a cage in the grooming room for the night.

The female pomeranian that "crashes" constantly is having large amounts of diarrhea. The new owners of this puppy are picking her up on Friday so D wants to try to get her to gain weight but I that won't happen if she keeps having diarrhea.

We received 10 new puppies total today. Two mini goldendoodles were delivered to D's house and she brought them to the store around 6:00pm. The breeder for the mini goldendoodles is Lindsey Schwartz, USDA #: 42-A-1544. The other eight puppies were delivered by DLC around 7:50pm. We got in 3 morkies and 1 pomeranian all from Marilyn Joseph, 2 mini Australian shepherds and two toy Australian Shepherds from Brenda Arnett. Chris (the transporter for DLC) started

to talk about how Amish breeders are starting to have mass breeding operations and the other breeders are starting to get frustrated. He said that we'll soon start to see a lot of stores in NYC using these Amish breeders.

I asked Chris about the plastic collars on the puppies that have the breeder's information on it when they're brought to the store. I wanted to know if the breeders put them on before he picks the puppies up or if he has to do it himself. He told me that normally, the breeders put the collars on the puppies. This is a good indication that there is something very odd going on with the female Shih-tzu that was delivered to the store on 6.13.17. This puppy's USDA information is for David Horning (42-A-1429), however, the collar that came on her lists the USDA number 43-B-3517.

6/21/17-(Day 40)

I went to check on the English bulldog who is in ISO. She is very lethargic, coughing, sneezing, and vomiting (more than likely due to the amount of medications she's getting on an empty stomach). The male mini Aussie is still coughing along with the two pomeranians and two Chihuahuas.

We received two shorkie puppies today delivered by RDR. Their USDA paper claims that they are bred by Wilbur Schrock.

The shiba inu that we got in last Tuesday from Marilyn Joseph is already coughing. She is coughing so much that liquid foam comes out of her mouth. A told me to give her a dose of Chloro and when I gave it to her, she spit it right up. After knowing that she is coughing, A still had me keep her on the sales floor.

The man who purchased the corgi puppy on 6.13.17 called this morning to tell our staff that the puppy has diarrhea and bloody stools. G said that he has bloody stools because he picked the puppy up so fast and didn't allow the store to give him his full dose of deworming medication. He has a veterinary appointment at the Heart of Chelsea on Friday so G gave him three pills of Metronidazole and three syringes, each 1cc full of Panacur. He was told to give one pill and one syringe each day until Friday when he sees the vet.

The male shih-tzu that is going home on Friday is starting to sneeze. He is in the grooming room kennel with the red merle toy Aussie that has been diagnosed with kennel cough and Pneumonia several weeks ago. She is still coughing and sneezing as well. They are putting puppies that aren't initially showing signs of a URI with puppies who actually have a URI.

The male black pug who is on the show floor still has a URI. When he was sleeping this afternoon, yellow/green nasal discharge kept coming out of his nose every time he breathed. I told G about it and he was never removed from the show floor. In fact, he was taken out for a customer to see at night.

The two male mini Aussies (came in on 6.20.17) have blood in their stools and they have not started the deworming treatment yet. The pomeranian and the morkie that came in on 6.20.17 also have diarrhea.

Towards the end of my shift, the pomsy sold. I did hear him sneeze a few times today but he wasn't nearly as bad as the rest of the puppies in the store that have been here for a few weeks.

I fed the puppies around 4:00pm, cleaned the ISO room and gave the puppies some time to run around (they weren't out at all yesterday), added shred to the kennels upfront, cleaned the show window and then I left at 8:10pm.

6/22/17-(Day 41)

I entered the property at 11:45pm and clocked in. The first thing that I did was look to see how the female English bulldog was doing. I couldn't find her so I went to ask J where she was. He told me that she was taken to the vet this morning.

because she wasn't doing well. I told J, G and A several days ago that she wasn't doing well and needed to be taken to the vet. Everyone kept saying that they'll take a look at her, or she'll get better, they even said that D wouldn't want her to go to the vet right away if she wasn't really in poor condition. D and A blamed us for not telling them sooner. D said that we need to communicate better with each other, if one of us thinks that a puppy needs to go to the vet, then we just take them, no questions asked, just go. The timeline from when she arrived until today is listed below. This shows how many times staff was told about her not feeling well up until today when she was diagnosed with severe Pneumonia at the Heart of Chelsea. It also shows that D was well aware several days ago that she wasn't feeling well and was showing worsening signs and symptoms of a URI.

Female English bulldog Timeline:

- Delivered by DLC on 6/6/17
- Checked by Dr. S on 6/8/17, diagnosed with a URI, kept in the grooming room
- Can be seen [on video] giving medication on 6/11/17 to her while she is in her kennel in the grooming room. Green discharge coming from nose and is coughing
- On 6/14/17, she was moved from the grooming room to the sales floor. I asked A why she was out on the sales floor when she's sick and she said because D wanted her to be out
- On 6/15/17, I walked in for my shift and the male mini Aussie was playing with the English bulldog out on the sales floor while she was still showing signs of a URI
- On 6/18/17, she is increasingly getting worse. G was on the phone with A and I told her to tell A that she needs to go to the vet regardless of whether it's a Sunday or not. A told G that she'd check her out tomorrow and if she's just as bad, they'll take her to the vet. G told me that D doesn't like to spend money on emergency visits. Customers also saw her on this day regardless of her nasal discharge and lethargic behavior. Later on in the day, she was put back in ISO after being on the sales floor since 6/14/17.
- On 6/19/17, she is even worse. She has a large amount of nasal discharge, is coughing and appears to struggle with her breathing. I asked G and C how she was doing and if we should take her to the vet. C said that we don't always take them to the vet for colds. The puppy was taken down to the basement for a nebulizing treatment. D has me take her out of ISO, put her in the front sales room in a playpen so she can run around. D instructs G to give her Chloro and then D tells me that she has kennel cough.
- On 6/20/17, she is still coughing and showing signs of a URI
- On 6/21/17, I took an image of her medication sheet to show how much medication she has been on since she has been here.
- On 6/22/17, our staff is blamed by D and A for not informing anyone sooner that she wasn't doing well. The information above proves that numerous people were notified that she wasn't feeling well and even D saw several days ago that she was declining and yet nothing was done. The puppy was diagnosed with severe Pneumonia this morning by the Heart of Chelsea staff.



The female pomeranian that has "crashed" numerous times isn't doing any better either. I told D that she needed to go to the vet. D decided that she was going to try and force feed her to get her weight up. After D went to the store to buy the puppy a variety of different meats, she had me weigh her to see if she lost weight or gained any. She came in at 1.05# and now she is 1.02#. I reiterated to D that she needed to be seen by a vet, she is lethargic, not eating and is dehydrated. D finally said she'd take her to the vet. Then, as she's walking to the front of the store, she decides to have me put her on the floor to see if she walks. Then she said that she was planning on taking the puppy home tonight anyway and if she goes to the vet, she'll be put on IVs and she doesn't want that. I told her that IV medication is exactly what she needs. After that, D decided that the female pomeranian was lonely and needed to be by her sisters but both of the other pomeranians are in ISO. So, D took one of them out of ISO, put her with the sick female pomeranian and watched, as it had no effect on the puppy what so ever. After going back and forth several times with deciding to take her to the vet or not, I finally got the okay to go ahead and do so. I waited at the vet (Heart of Chelsea on 18th street) for the puppy for over a half hour. She was diagnosed with Giardia and kennel cough. The staff at the Heart of Chelsea gave me liquid Metronidazole, Azithromycin and Hydrocodone (as needed, for her cough). D criticizes staff for not informing her of sick puppies but when we do notify her, she doesn't take our concerns into consideration.

We sold several puppies today. Both male French bulldogs (both of which are showing signs of a URI, one will go home tomorrow and another will go home in a week), male shih-tzu (already purchased a week ago but is going home today), male mini Aussie (red merle, larger, will go home after he is neutered next week) and the male pomeranian that came in this week but cannot be neutered due to being less than two pounds.

Dr. S came in today to give the rabies vaccine to the red merle toy Aussie that is going home on Sunday and to "examine" the 12 new puppies that came in on Tuesday and Wednesday of this week. Each "exam" was less than a minute and he noted no abnormalities in any of them. The whole time Dr. S was in the ISO room, listening to the puppies cough and sneeze and he said absolutely nothing about it.

The black male pug is still sick. Today, I noticed that one of his eyes was completely closed shut. I told D about it and she told me to wipe it off and she said that we have medication to treat it. I told her it looks like conjunctivitis that is associated with a URI. A vet should look at him. Instead, D said that we have the medication here to treat it. The timeline for the male, black pug showing signs of a URI:

- Came in on 6/7/17 via RDR, breeder is Hooves N' Paws
- Showing signs of a URI on 6/13/17, A is made aware of this and told me to give him 1/2 Clavamox. Hours later, he is being held by a customer.
- On 6/14/17 he is in the show window with other dogs despite [me] telling A yesterday that he wasn't feeling well
- On 6/15/17, I was told to give another round of Panacur, Metro and Clavamox to every puppy in the store, including the black pug. This is given for a week.
- On 6/21/17, he is on the sales floor, green and yellow discharge is coming from his nose. G is informed of this. He was then taken out for a customer to see.
- On 6/22/17, his URI is becoming viral and is starting to affect one of his eyes, I was told to give him medication for it. He will now be on Baytril and Azithromycin for the next 7 days starting tomorrow.

The female French bulldog that was taken to the vet on 6.13.17 and returned to us from the Heart of Chelsea on 6.20.17 is not doing well. She has lost weight, looks very skinny, is lethargic (D doesn't think so), and doesn't have much of an appetite. I tried to hand feed her some wet food so she'd have something in her stomach but it wasn't enough. A, C and I are surprised that she was even returned to us from the Heart of Chelsea like this. We all agree that she should have stayed there longer and yet neither A nor D called them to have her taken back for more medical attention. When the Heart of Chelsea called to check up on her today, A told them that she's doing fine.

Today, D told me that every single puppy is now off of Chloro since they had it for 5 days. She said that they all need to be put on Baytril and Azithromycin for 7 days and if our staff doesn't see the puppies improving, we are to give them another 7 days of that medication. D had several conversations with me today regarding medication, the health of the puppies etc. In one conversation, she told me that she doesn't ever want to send a sick puppy home. She said that if they

have a cough, that's fine, they could go home with medication because it's better for the puppy to be out of the store. Then, she said that it doesn't pay for her to send sick puppies home. She told me that she's losing money because the new owners send them to the vet, she has to pay the vet bills and then she has to give the money back for the puppies.

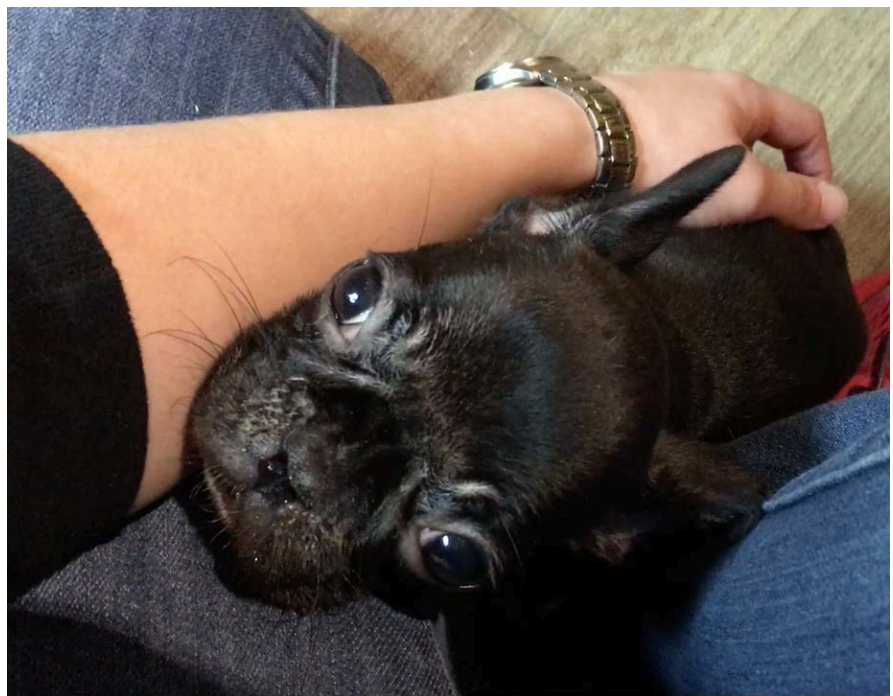
Breeders so far:

- Carla Zumbach
- Hooves N Paws- Patrick Davis Jr. and Lynn Davis
- Brenda Arnett
- Darlene Whitman
- Best Buddies Kennel-Marilyn Joseph
- Dennis Miller
- Coldwater Kennel-Larry Albrecht
- Connie Decker
- Barb Forst
- Joyce Spear
- Melissa Klocke
- David Horning
- Terri Fitzpatrick
- Lindsey Schwartz
- Wilbur Shrock
- K&E Kennels
- USDA # 43-B-3517
- R Family Kennel LLC.

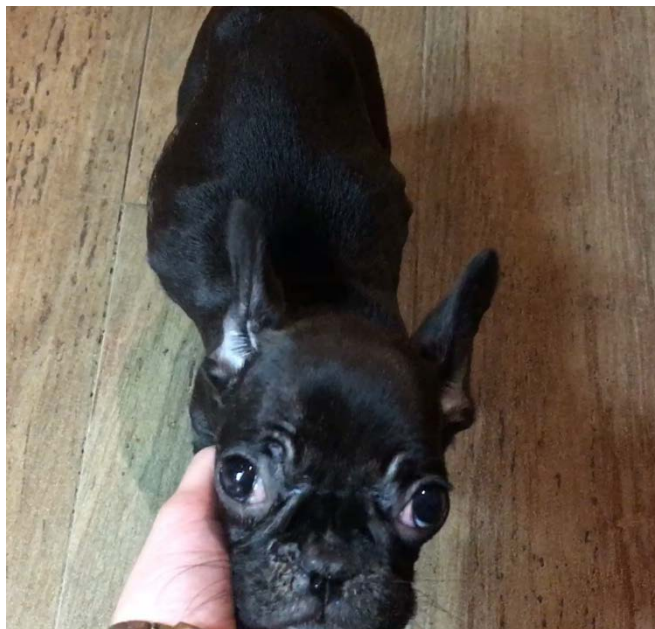
We fed the puppies around 4:30pm, put shredded paper in their kennels, filled up the water bottles, cleaned out the ISO and grooming room (none of the puppies were taken out for playtime today in ISO), and then we left around 8:10pm.

6/25/17-(Day 42)

The female black French bulldog that is in ISO is not doing well. I told G that she needs to be seen by a vet immediately and D needs to be made aware of this. G relayed the message to D and she said that if she is the same way tomorrow, she could go to the vet. D clearly didn't want to pay the emergency vet fee. This Frenchie came in weighing 4.12 pounds and that weight was taken on 5/30/17. On 6/21/17, I weighed her again and she weighed 4.06 pounds. Today, she weighs 3.08 pounds. She is decreasing in weight drastically. She is skin and bones; almost every bone is visible in her body. Also, she is putting minimal weight on her left hind leg. D and G believe that this is because that is where the Heart of Chelsea staff had an IV for her when she was hospitalized for Pneumonia. Either way, the staff on Friday and Saturday should have taken her to the vet, instead, once again, getting her the proper medical attention is delayed.



The screen shot of the Frenchie below was taken on 5/30/17. Her body weight was normal when she came in to the store and when you compare it from then to now, the change is shocking. Her current medication sheet can also be seen below.



The two female pomeranians in ISO are having issues with their eyes. It could possibly be due to a virus that is associated with the URI they have. They have a large amount of yellow discharge coming from both eyes as well as their noses. G gave them Benedryl in case it has to deal with an allergy and she also put eye medication in one of the puppies eyes because she could barely open them.

Editor's note: The two photos above show the female French bulldog who was ill and had lost a significant amount of weight. The photo below shows the same dog when she had recently arrived at the store at a healthier weight. The photo on the next page shows the store's notes regarding medications given by the staff, and documents the puppy's weight loss.

The woman who purchased the male cavapoo on 6/18/17 came in to purchase food for him. I asked her how he was doing and she said that he was diagnosed with Giardia when she took him home but he is starting to get a little better.

The female pomeranian that was diagnosed with Giardia on Thursday as well as kennel cough is going home today. She is a lot livelier and I can tell that the medications she



are given are starting to help. However, I told G that the new owners needed to be given the medication because she isn't finished with it. She didn't want to tell them what it was for so I put the medication right in front of them when they were signing the papers. The new owners assumed that the medication was for the puppy and didn't think anything of asking

The puppies in ISO are as follows: two red merle mini Aussies, one male shiba inu (red sesame), one black tri female shiba inu, two female pomeranians (still have rashes on their stomachs) and the female Frenchie. They are all coughing and sneezing. The two Chihuahuas that have been in ISO for quite some time are now on the sales floor. C told me that D moved them to the front over the past two days.

6/26/17-(Day 43)

[illegible]

The two Chihuahuas were sold today. The woman will be picking them up after the fourth of July and D said that was fine (primarily because she knows that they're still coughing and she thinks that she can heal them before they go home).

I picked up the English bulldog at the Heart of Chelsea this afternoon. She was looking so much better than when she left. She still has a little bit of a cough but her activity level improved drastically, she has an appetite and I do not see anymore-nasal discharge. The Heart of Chelsea staff did provide me with a Pneumonia paper that shows what they did for her while she was hospitalized and what medication she needs to receive for the next two weeks. The paper also states that she needs to be rechecked in a week. It is important to note that none of the puppies that were hospitalized during this investigation and were supposed to receive a re-check actually had one. They were never taken back to the vet for repeat x-rays to make sure that the Pneumonia has cleared up.

[illegible]

The female French bulldog that is in ISO is looking a little better today. Although she is still very thin, she enjoys being hand fed wet food and follows me around everywhere when I put her in the playpen. Despite the fact that she's eating, she should be re-checked by the Heart of Chelsea staff because her cough is still present.

G called all of the new owners for puppies that have recently been purchased to check in on them. I was told that the female shih-tzu that went home on 6/19/17 has a URI along with three different parasites, the male shih-tzu that went home on 6/22/17 is coughing, the pomskey that went home on 6/21/17 has a runny nose and the male French bulldog that went home either Friday or Saturday of this week is showing signs of a URI. The new owner of the Frenchie came in today and G gave her four days' worth of Azithromycin to give to him to hold him over for his vet visit this Friday. The woman asked G if he was sick before he was brought home and G lied and said that she didn't notice anything.

At the end of our shift, D instructed us to give the puppies who are coughing Chloro and G was confused because they're all on Azithromycin and Baytril. D acted very frustrated and explained to us all again that if they're coughing, they need to be taken off of the Baytril and put on Chloro instead. Again, D is making medication decisions that a licensed veterinary professional should be making.

6/27/17-(Day 44)- Last Day.

I entered the property at 1:45pm and clocked in.

C told me that D decided to have them take the one female pomeranian with the two bad eyes to the vet this morning. I asked her what had



changed D's mind and she said that D saw how bad the pomeranian's eyes were yesterday and since they weren't any better today, she said to take her. D should have taken both of them to the vet yesterday. I was told to go and get the one female pomeranian at the Heart of Chelsea about an hour into my shift and once I got to the vet, the technician told me that she has kennel cough along with Conjunctivitis. They gave her Vetropolycin HC for her eyes, and Orbax, Clavamox and Hydrocodone for her cough. The technician told me that we really needed to bring her sister if she is showing the same symptoms. I also asked the technician if the same medication could be used on her sister. I only asked this because I knew that as soon as I walked in CKC, they'd try to use the same medication to avoid another veterinary exam. The technician told me that we couldn't give the same medication to her sister without her having an exam, even if she is showing exactly the same symptoms. I also found out that when the Heart of Chelsea nebulizes our puppies, they base the medication they put in it based off of their weight. Chelsea Kennel Club does not do that at all. We just put a certain amount of the Baytril medication in one container, and that container is used for at least 3-5 puppies in 20-minute intervals. I informed A of this when I returned to work. I told her that this is probably a good indication as to why the nebulizer isn't working for our puppies. I got A to let me take the other pomeranian to the vet and it turns out that she has the exact same diagnosis as her sister so the vet told me to go ahead and use the same medication.

By the time I got back from the vet for the second time, we had 6 puppies delivered by Deanna's Loving Companions. Initially, we were supposed to get in 8 puppies, however, we had to return two shih-poops. I asked A why we had to return them and she said that we aren't allowed to deal with that breeder anymore. I asked A why D would even order the puppies from someone she knew we couldn't work with anymore and she just rolled her eyes. C and I had a conversation a while after in regards to the breeder because A didn't tell me who it was. She said that the breeder was featured in their Inside Edition piece; her name is Betty Ming.

Editor's note: In April 2017, the television news show *Inside Edition* aired [an expose](#) about dog DNA tests. One of the puppies in the story was purchased from Chelsea Kennel Club by a producer at *Inside Edition* with assistance from The HSUS. The puppy was sold as a purebred Coton deTulear, but two DNA tests showed he was a mix of two other breeds. The puppy's breeder was Betty Ming.

The puppies we got today are as follows: 1 French bulldog and 1 Boston terrier both from Connie Decker, 2 mini-Aussiepoos and 1 Yorkiepoo from Deborah Allen and 1 Maltese from Sherry Curtis, USDA #43-A-3792.

The female French bulldog is doing a little better today. She is still thin, has a little cough but is a little more active than yesterday. I informed A about her needing a recheck as well as the pug and English bulldog. Those puppies all had Pneumonia and whenever we picked them up from the Heart of Chelsea, they specifically wrote down that we needed to have them rechecked a week or two after their visit. If I hadn't mentioned it again to A, it would have never been done. A told me that when they take the puppies to get spayed and neutered tomorrow, she'd make sure that the Frenchie and the pug got their recheck x-rays. I weighed the French bulldog and she is now 3.10 pounds. I approached G and told her that she lost weight. She told me that she gained weight and I was incredibly confused. She said that she weighed her this morning and she weighed 3.2 pounds. I told her that there is no way she gained 8 ounces in a few hours. She told me that it's because she has a full stomach and I told her it's because their scale needs to be recalibrated. G also mentioned that it could be because she has worms. After mentioning worms, she told me that when she came in one morning to clean the kennels, the English bulldog that we have now had a large worm crawling around in her stools.

Today, A sold the sick red sesame male shiba inu (coughing, beginning a URI) that was in ISO to two men who came in. They didn't even touch the puppy; they looked at him and decided that he was cute enough to buy. A did tell me that she was going to send home Azithromycin and Baytril with the new owners to give him for a week. G also sold the fawn male pug today to a woman who came in just a few days ago with her friend. I told G that the pug is still sick (was diagnosed with Pneumonia a few weeks ago). G just shrugged her shoulders and then A told me that the pug will be rechecked tomorrow by the vet before he goes home.

We fed the puppies at 4:30pm, refilled their water, added shredded paper to their kennels, cleaned out the front show window and then I left my last day at the store around 8:00pm.

END