

## Magnifico, Rose

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**Subject:** Committee of the Whole Working Session for January 21, 2014  
**Attachments:** Ask the right questions PIJAC Canada.pdf

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**From:** Louis McCann [<mailto:executiveoffice@Pijaccanada.com>]  
**Sent:** Monday, January 20, 2014 12:09 PM  
**To:** [adelinabellisario@vaughan.ca](mailto:adelinabellisario@vaughan.ca); [Clerks@vaughan.ca](mailto:Clerks@vaughan.ca)  
**Subject:** Committee of the Whole Working Session for January 21, 2014

<b>C 1</b> <b>COMMUNICATION</b> GW (WORKING SESSION) <i>January 21/14</i> ITEM - <i>1</i>
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January 20, 2014

Committee of the Whole  
City of Vaughn  
c/o Adelina Bellisario

**RE: Item D - Restrictions on the sale of dogs and cats in pet stores and retail establishments unless sourced from a shelter, humane society or rescue organization.**

Dear Committee of the Whole Council Members

On behalf of the Pet Industry Joint Advisory Council of Canada, I would like to thank you for the opportunity to comment on the above-mentioned exercise. Please note that although it is indicated in the staff report that our association was consulted on this issue we were not. I would respectfully ask that you consider the following points during your meeting.

PIJAC Canada is a not for profit trade association that represents the different sectors of the Canadian pet industry. Over the last 25 years, our expertise has been recognized in many areas of interest to pet owners and their companion animals. This expertise is regularly sought by municipalities across this country, as well as by agencies from the provincial and federal governments.

For the record, PIJAC Canada has always been supportive of regulations that address areas of concerns, provided this is done in a fair and efficient manner. Responsible pet ownership, proper animal care and husbandry are just a few of the areas our organization promotes, by providing information and training to a variety of stakeholders.

PIJAC Canada respectfully submits that restricting the sale of cats and dogs in pet retail establishments will not be effective in alleviating concerns over the issue of unwanted animals that end up in shelters. In addition we will provide further comments on vaccination, rabies concerns and transmissible diseases.

With regard to unwanted animals in shelters, we have included a few attachments which offer statistical data and insights into these issues. Reference to these documents will be made within the text below. The attachments will appear as one pdf in this email.

By the nature of their operations, reputable area pet stores are established businesses in the community that have fixed addresses and remain accountable to the customers they serve. These legitimate businesses are self-sustaining and bring a steady tax revenue stream to the City. Because of their high visibility amongst residents and the general public, they see the importance of offering quality animals and quality information to their customers. Proper veterinary care and proper information on the care and husbandry of the animals they offer for sale, is tantamount to the success of their business.

There seems to be an underlying assumption that if stores are prohibited from selling puppies and kittens, customers will automatically go to the shelter and adopt cat or dog. (See attachment - Origin of Pets) People who purchase from pet stores, are looking for puppies and kittens. Most cats and dogs in shelters are adults. Stopping local sales will not prevent citizens of Vaughn from driving to another municipality if they want to purchase a puppy or kitten from a retail store or from looking to other sources to get what they want. This moves business elsewhere and does nothing to educate consumers on how to make good choices.

Retail stores are frequently a drop off centre for unwanted kittens. Many left at the doors in a box. The stores are able to find homes for those animals through their business connection with the community, delivering advice on proper care and appropriate products. Removing this from the community means those kittens will now be directed to the shelters effectively increasing their numbers.

Prohibiting dog and cat sales would also demonstrate a preference towards one type of business over another, even though both of them offer the same service (offering dogs and cats to Vaughn residents). In our opinion, such a decision, based on hearsay and misguided opinions, would create unfair business practices and eliminate legitimate sources where residents of Vaughn can obtain a healthy pet cat or dog.

As for health issues. Reputable pet stores work together with animal care professionals and carry out recommended animal care and husbandry protocols. These protocols address issues like minimum age at which an animal can be offered for sale, proper vaccination schedule and procedures to help minimize the risk of disease transmission. Because of their ongoing presence in the community and fixed address, these steps are easily verifiable by city officials. The same can't be said for many other sources like internet and newspaper ads. Reputable pet stores have a veterinarian on retainer and will provide medical records to the new family along with a health guarantee.

### **Who is responsible?**

Healthy animals are the responsibility of all organizations involved in the sale/adoption of cats and dogs; stores, shelters, municipalities, breeders, vets, even the media. To effectively reduce the numbers of unwanted and abandoned pets, consumers need to be educated about;

- the commitment involved in having a pet,
- how to identify a good source (See attachment - New Addition to the Family checklist attached)
- how to select a healthy well matched companion

### **Proposed Direction**

The citizens of Vaughn have a right to explore as many sources as they like. Teaching them what to look for will help them to make educated decisions. To achieve this we recommend an approach that includes the establishment of a uniform message to be promoted in partnership with the city, all Vaughn establishments that are involved in the sale/adoption of pets.

To move forward and effectively address the issue of unwanted and abandoned pets it is key to do two things:

1. Look at the data available and determine exactly why animals are being abandoned whether it is for reasons such as; health issues, change in family situation or lack of interest, etc. (see attachment - "Why pets end up in shelters")
2. Pool our resources, municipality, business, shelter, media, vets, breeders etc. to come up with solutions which address the specific issues and educate the public.

The following two examples outline how different sectors have work together.

1. The New Addition to the Family Checklist developed by the National Companion Animal Coalition (Canadian Federation of Humane Societies, Canadian Veterinary Medical Association, Canadian Kennel Club, and PIJAC Canada) addresses puppy mills, impulse buying and provides a checklist of questions consumers can and should ask when exploring any source they are considering purchasing a dog from. (New Addition to the Family checklist attached)
2. The 9th Annual National Summit on Urban Animal Strategies (tsuas.com), which focuses on, on issues affecting pets in Canada such as sheltering, sourcing, spay/neuter, health issues . Attended by all four national pet associations and animal industry professional from sectors across the country (sheltering, municipal, rescue, business, veterinary) attendees gather to collaborate on solutions to the issues surrounding pets. Much of what is worked on directly addresses the issue of abandoned and unwanted pets.

In reference to the Facebook petition listed in the committee notes, this petition was also brought up in the bylaw discussion in Richmond Hill and was discovered to have signatures from a minimum of 28 different countries and therefore has no bearing on how the residents of Vaughn feel about this issue.


City staff lists municipalities that have gone ahead with such a restriction on dog and cat sales in pet retail establishments. It is important to point out that the four municipalities listed as having such a restriction represent all of the cities in the country that have done so. There are several more municipalities that have chosen not to proceed with such a restriction than the four listed in the report. In Ontario alone, the cities of Ottawa, London, Oshawa, Orillia and Oakville have all decided not to go with such a restriction.

Restricting sales does not address the issue of unwanted pets, working together to educate consumers does. Regardless of where your citizens decide to source their animals from, empowering the residents of Vaughn to make good decisions will help cut down on unwanted and abandoned pets, weed out bad sources and save the city money in the long run with a decreased number of animals entering the shelter.

Finally our association recommends the City of Vaughn adopt the same approach used by the cities of Toronto and Oshawa when it comes to addressing the issue of prohibited animals. We feel such an approach to be more precise and more efficient at addressing the issue of dangerous pets.

We support an approach with a wider reaching, alternative solution that puts every business on the same level. For example, uniform licensing for any source who offers pets into the community and mandatory inspection by law enforcement guided by the Animal Protection Act of Ontario. In addition, using the collective strengths of each source to promote proper animal care and responsible pet ownership would be an effective way to engage the community, helping them to make informed choices. Our association is committed to working with the city of Vaughn to achieve this common objective. We look forward to your comments.

Sincerely,



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## Because Animal Welfare is Everybody's Business

### WHO IS PIJAC CANADA

The Pet Industry Joint Advisory Council of Canada (PIJAC Canada) is a not for profit, national organization dedicated to promoting the highest level of pet care attainable and equitable representation for all sectors of the Canadian pet industry. The association offers education and guidance to pet industry businesses, but does not have any law enforcement powers. If we become aware of a member who is not in accordance with our association's recommended code of practice we choose to first take a positive and pro-active approach by engaging the member, and offering guidance and assistance in helping them to correct the situation. It is through collaboration and supportive guidance that changes can be made.

### WHAT IS OUR ROLE

Our industry plays an important role in the wellbeing of Canada's pets. As the association representing the industry we believe the solution to substandard operations lies in the implementation of a Province-wide regulation that would result in the inspection and the licensing of all pet establishments (stores, shelters, breeders, kennels). This treats all pet establishments fairly by holding all of them to the same standards. As a result this will be a big step in helping to ensure Canada's pets are properly cared for. The provinces of Quebec, Manitoba and New Brunswick have implemented similar legislation in the last 3 years. This all encompassing approach treats all sources equally, fosters collaboration between them and helps to weed out disreputable ones who are unable to meet the agreed upon standards.

### WHAT YOU SHOULD EXPECT FROM A RELIABLE SOURCE

**Reliable sources are accountable.** They operate at a fixed address, provide medical records, offer expert advice, provide comprehensive written warranties and an after sale support.

- **Reliable sources are answerable to the public and the city for all the animals they sell.** They comply with all the requirements stipulated under existing provincial and federal animal protection legislation.

- **Reliable sources promote the benefits of responsible pet ownership.** Caring for a pet is a wonderful experience. In an age that is more and more digital and impersonal, promoting the human animal bond becomes even more important. Reliable sources play an important role in promoting responsible pet ownership and the human animal bond.

- **A reliable source's success depends on positive relationships with their customers.**

For a reliable source to stay in business today, they must develop strong client trust. They accomplish this by doing everything in their power to maximize their client's pet ownership experience. They achieve this by offering quality pets, pertinent advice on their care and husbandry and by providing good after-sale support. Offering poor quality animals is bad for business.

- **Reliable sources are part of the solution.** Communities and their municipal councils need strong partnerships to help them address pet related issues. Reliable pet sources working together can help support their municipalities in their efforts to address the wellbeing of pets in their communities by taking a leadership role in educating their clients and others in their area.

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# Are you ready to welcome a new dog into your home?

Before buying one, make sure you know the answers to these questions:

- ☐ How do I find out which type of dog suits my lifestyle?
- ☐ How can I tell if the dog comes from a reputable source?
- ☐ What terms should the guarantee include?
- ☐ How can I identify if the dog is in good health?

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# New Addition To The Family?



## Congratulations!

You are thinking of inviting a dog into your home as part of your family. A dog can bring much happiness and companionship for many years, and the choice of a dog is an important one. We urge you to consider the following before making this decision:

### What Type Of Dog Suits Your Lifestyle?

- Different breeds, sizes, and temperaments of dogs will influence the type of care and amount of exercise required. Be honest about your ability to provide an appropriate environment for the type of dog that you are considering.
- Where do you wish to obtain your dog, and is it a reputable source?
- Before deciding on a dog, have you obtained information regarding health, genetic, and behavioural problems that may impact its well-being?

### **Do not be tempted to purchase a dog impulsively.**

### **Take your time, and do your homework.**

The NCAC developed this document to address the issue of puppy mills. You may also want to consult the member organizations\* for additional information:

### Avoid Purchasing a Dog from a Puppy Mill

A puppy mill is defined by the NCAC as a high-volume, sub-standard dog breeding operation, which sells purebred or mixed breed dogs, to unsuspecting buyers. Some of the characteristics common to puppy mills are:

- a) Sub-standard health and/or environmental issues;
- b) Sub-standard animal care, treatment, and/or socialization;
- c) Sub-standard breeding practices which lead to genetic defects or hereditary disorders;
- d) Erroneous or falsified certificates of registration, pedigrees, and/or genetic background.

Note: These conditions may also exist in small volume or single-breed establishments.

### About the NCAC and this document

This document reflects expertise from the \*Canadian Federation of Humane Societies [www.cfhs.ca](http://www.cfhs.ca), the Canadian Veterinary Medical Association [www.canadianveterinarians.net](http://www.canadianveterinarians.net), the Canadian Kennel Club [www.ckc.ca](http://www.ckc.ca) and the Pet Industry Joint Advisory Council of Canada (PIJAC Canada) [www.pijaccanada.com](http://www.pijaccanada.com). Together they constitute the National Companion Animal Coalition (NCAC), which was created in 1996 to promote socially responsible pet ownership and enhance the health and well being of companion animals.

Additional input was provided by the following agencies on this particular project: Agriculture and Agri-Food Canada, the Royal Canadian Mounted Police, the Canadian Food Inspection Agency and Dogs in Canada magazine.



# When you are ready to welcome your dog into your home, use this check list to assist you in your decision.

**You should be able to check 'yes' to all boxes!**

## Assessment of the Facility/Environment:

*A clean and sanitary environment fosters healthy dogs.*

- ☐ Have you been allowed access to the facilities where the dogs are housed?
- ☐ Is the facility clean?
- ☐ Are food and water available in the dogs' environment?
- ☐ Are references supplied upon request?
- ☐ Have you been asked pertinent questions to ensure the compatibility of you (the buyer) and the dog?
- ☐ In the case of a breeding establishment, is the mother (dam) on the premises and available for you to see?

## Health Issues and Physical Appearance of the Dog:

*Healthy well-socialized puppies have an active, open and friendly disposition. Avoid puppies that are overly shy and fearful.*

- ☐ Do the dogs have good dispositions?
- ☐ Do the dogs appear to be in good health? Below are some of the symptoms that may be of concern:
  - Thin body condition
  - Pot-belly
  - Lethargy
  - Diarrhea or stained hair around the anus
  - Cough
  - Discharge from the eyes or nose
- ☐ Are copies of health, vaccination certificates and documentation of the dog's last visit to the veterinarian available for you to see?
- ☐ In addition to the above, when dealing with a breeder, is documentation available confirming formal health clearances for both parents? (Such information is required to reduce the likelihood of transmissible diseases and genetic disorders)

## Issues at the Time of Sale:

*Buyer beware! Proper documentation protects you and your dog.*

Will you be provided with a bill of sale, listing:

- ☐ Date of purchase?
- ☐ Names of the buyer and seller?
- ☐ Description of the dog?
- ☐ Purchase price?

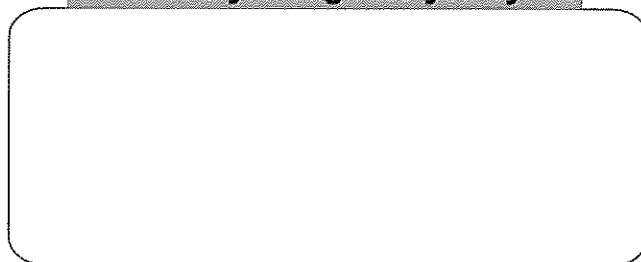
In the case of a purebred dog, will you receive:

- ☐ A bill of sale stating that the dog is a pure bred and naming the breed?
- ☐ Confirmation the dog has been uniquely identified by microchip or tattoo?
- ☐ Confirmation of a valid certificate of registration\* of the parents, litter (when applicable) and dog that you are acquiring?
- ☐ The total purchase price of the dog?

Will you be provided with a written guarantee that lists:

- ☐ Specific details of pet return or compensation arrangements in the event of a health problem/illness and any time frames that apply?
- ☐ What is expected of the buyer (i.e. exam by a veterinarian within a certain time frames)?

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\*In Canada, a valid registration certificate may be issued by a breed association recognized under the Animal Pedigree Act, including the Canadian Kennel Club, Canadian Border Collie Association, Canine Federation of Canada, Working Canine Association of Canada and the Canadian Livestock Records Corporation.



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## Pet Care

Healthy Pet > Pet Care > Article

### Why Do Pets End Up in Shelters?

SHARE



Every day in communities across the US a bond is broken. It's the bond between people and their pets, resulting in millions of pets being surrendered to shelters each year. And little has been known about the reasons why until now.

In a study conducted by the National Council on Pet Population Study and Policy (NCPSP) and published in the *Journal of Applied Animal Welfare Science (JAAWS)*, researchers went into 12 selected animal shelters in the United States for one year to find out why.

The results of the study show that the top seven reasons for relinquishment for both dogs and cats are the same. "These commonalities suggest that there may be similar ways to address relinquishment in dogs and cats," says Pam Burney, NCPSP president. "For people who work in a shelter all day, there isn't always time to look at these issues. We have impressions of what's happening, but now we have objective data that will help us develop specific programs to address the issues that have been identified."

#### Top 10 Reasons for Relinquishment

##### Dogs

- Moving
- Landlord not allowing pet
- Too many animals in household
- Cost of pet maintenance
- Owner having personal problems
- Inadequate facilities
- No homes available for litter mates
- Having no time for pet
- Pet illness(es)
- Biting

##### Cats

- Moving
- Landlord not allowing pet
- Too many animals in household
- Cost of pet maintenance
- Owner having personal problems
- Inadequate facilities
- No homes available for litter mates
- Allergies in family
- House soiling
- Incompatibility with other pets

Specially trained researchers completed confidential individual interviews with pet owners who were relinquishing their dogs or cats to animal shelters. Pet owners were allowed to give up to five reasons for relinquishment. Interviewers did not, however, prioritize the responses. They simply recorded them in the order stated.

#### Characteristics of Pets Being Relinquished

In addition to the reasons for relinquishment, the study collected data on pets being relinquished.

According to the study:

- The majority of the surrendered dogs (47.7%) and cats (40.3%) were between 5 months and 3 years of age.
- The majority of dogs (37.1%) and cats (30.2) had been owned from 7 months to 1 year.
- Approximately half of the pets (42.8% of dogs; 50.8% of cats) surrendered were not neutered.
- Many of the pets relinquished (33% of dogs; 46.9% of cats) had not been to a veterinarian.
- Animals acquired from friends were relinquished in higher numbers (31.4% of dogs; 33.2% of cats) than from any other source.

- Close to equal numbers of male and female dogs and cats were surrendered.
- Most dogs (96%) had not received any obedience training.

### Characteristics of Pet Owners Surrendering Pets

During the confidential interviews, researchers also gathered data on the people surrendering the pets. "Owners represented a broad range of age, ethnicity, education, and income level, indicating continued efforts will need to reach wide and far into communities across the country," say Dr. Mo Salman, the article's senior author.

The NCPPSP Regional Shelter Survey was designed, implemented, and analyzed by six members of the NCPPSP Scientific Advisory Committee. Regional investigators were encouraged to select shelters that were likely to be representative of those in their locations. The selection was also based on a shelter's ability to dedicate time and resources to the project.

The publication of this article represents the first such scientific and public release of relinquishment data from the NCPPSP's ongoing research into pet population issues. "The council has undertaken several important studies to better understand the issue of unwanted companion animals. This problem cannot be solved unless we truly understand it," says Burney. "Without this new data, individuals and organizations can have a clear idea of how to approach these issues most effectively."

As with all research, there are limitations. According to the authors, "the study was designed to describe the animals submitted to shelters. Thus, this set of data has no comparison data from the general pet-owning population. Many factors undoubtedly influence pet relinquishment, and some critical factors may have been omitted. This study represents a beginning of systematic data collection to examine this complex problem. The study is not designed to deal with animals other than those entering shelters, and influences cannot be drawn beyond this population."

The National Council on Pet Population Study and Policy (NCPSP) is a coalition of 11 of America's foremost animal organizations concerned with the issue of unwanted pets in the United States. It was established to gather and analyze reliable data that further characterize the number, origin and disposition of companion animals (dogs and cats) in the United States; to promote responsible stewardship of these companion animals; and to then recommend programs to reduce the number of surplus/unwanted pets in the United States.

The NCPPSP is composed of the following organizations: American Animal Hospital Association; American Humane Association; American Kennel Club; American Society for the Prevention of Cruelty to Animals; American Veterinary Medical Association; Association of Teachers of Veterinary Public Health and Preventive Medicine; Cat Fanciers' Association; The Humane Society of the United States; Massachusetts Society for the Prevention of Cruelty to Animals; National Animal Control Association; Society of Animal Welfare Administrators.

*Note: All content provided on HealthyPet.com, is meant for educational purposes only on health care and medical issues that may affect pets and should never be used to replace professional veterinary care from a licensed veterinarian. This site and its services do not constitute the practice of any veterinary medical health care advice, diagnosis or treatment.*



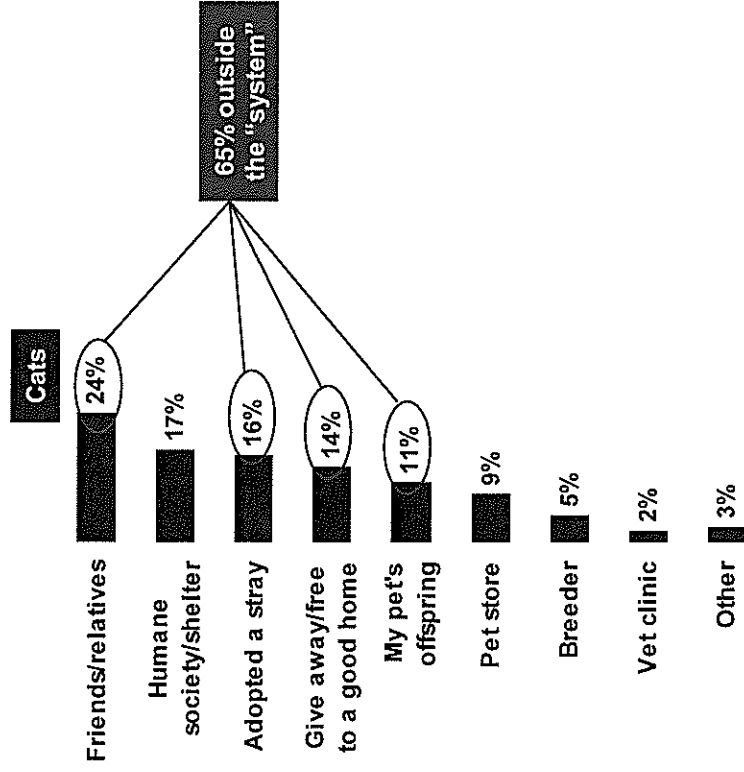
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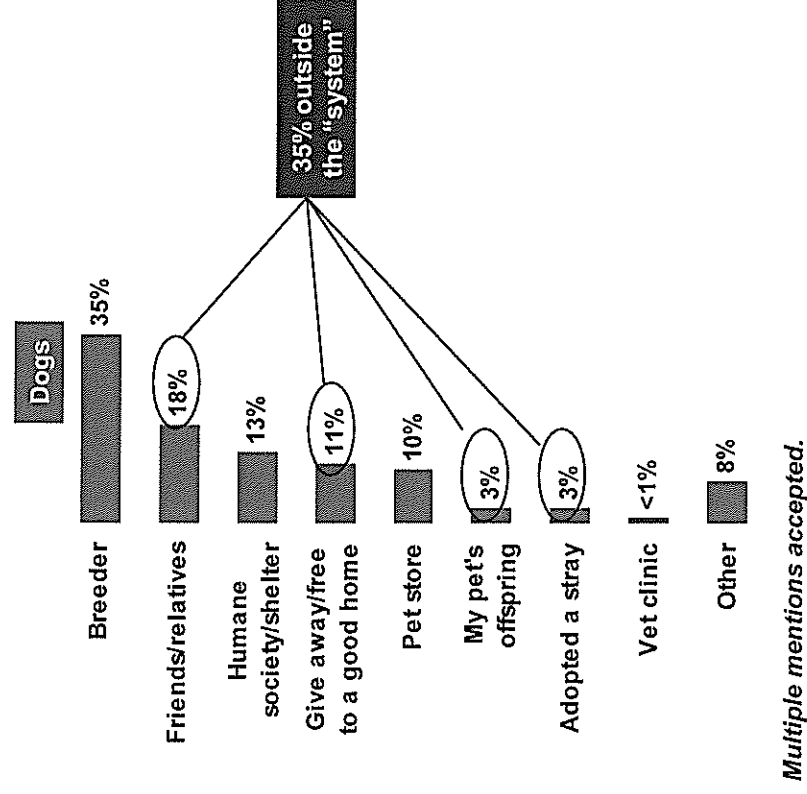


## Origin of Pet

- ◆ Cats originate from a variety of places but most often come from friends/relatives, humane societies, adopted strays or giveaways.
- ◆ Dogs come from these same places but most often come from a breeder.



Q7a. For each pet listed below, please indicate where it came from.  
Q7a/ii. You indicated that your [cat(s)/dog(s)] came from a source not mentioned, please specify.





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## **PIJAC Canada's statement on the responsible sale of pets**

The Pet Industry Joint Advisory Council of Canada recognizes the important role pets play in our lives. Acquiring a pet must be done responsibly. The decision to acquire a pet should be an informed one.

The sale of pets must also be done responsibly. PIJAC Canada views the following elements as essential to contributing to and ensuring the responsible sale of a pet:

- Seller ensures, to the best of their knowledge, that the pet he offered for sale is healthy;
- Seller provides prospective pet owners with the information pertinent to the pet's proper care and husbandry;
- Seller makes all reasonable efforts to ensure the right pet is matched to the right owner;
- Seller provides appropriate pre and post sale support to the new pet owner;
- Seller is able to supply the proper food and advise the purchaser on the products and accessories essential to the pet's welfare.
- Seller maintains proper records as required by law

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## **Arguments Against Banning the Sale of Pets in Pet Stores**

**PIJAC Canada is strongly opposed to banning the sale of pets as it is completely unwarranted and clearly demonstrates a bias against one specific source from which residents can obtain a pet.**

- **Pet stores are accountable.** They operate at a fixed address, provide medical records, offer expert advice and provide after sale support.
  - **Pet stores are answerable to the public and the city for all the animals they sell.** They comply with all the requirements stipulated under existing provincial and federal animal protection legislation.
  - **Pet stores account for a small number of pets sold.** A 2008 Urban Animal Study delivered by Ipsos Reid indicated that 10 % of dogs and 9% cats owned by Canadians came from pet stores. Why create legislation that does not cover the 91% cats and 90% dogs entering communities from outside retail sources.
  - **Pet stores are viewed as a trusted source of pet care information.** A 2009 study on Responsible Cat and Dog owner segmentation in Canada, published by market research firm Kynetec, found that for both cats and dogs, pet stores ranked third behind veterinary clinics as a source of pet care information. Shelters and Humane Societies ranked seventh.
- Pet stores have access to training programs through their pet industry trade association: PIJAC Canada. This organization is recognized as a trusted source of information and expertise when it comes to pet care and husbandry. PIJAC Canada has published numerous information handouts geared towards pet store operators and their clientele, on a variety of issues. Education and information helps create responsible owners and responsible citizens. Pet stores play an important role in the dissemination of information.
- **Pet stores promote the benefits of responsible pet ownership.** Caring for a pet is a wonderful experience. In an age that is more and more digital and impersonal, promoting the human animal bond becomes even more important. Pet stores play an important role in promoting responsible pet ownership and the human animal bond.
  - **A pet store's success depends on positive relationships with their customers.** For pet stores to stay in business today, they must develop strong customer loyalty. They accomplish this by doing everything in their power to maximize their customer's pet ownership experience. They achieve this by offering quality pets, pertinent advice on their care and husbandry and by providing good after-sale support. Offering poor quality animals is bad for business.

• **This issue is really about competition.** Proponents of this ban expect all pet owners to obtain their pets from Humane Societies and rescue groups. There is no factual evidence or statistical data to suggest that animals from pet stores are more susceptible to disease than those from other traditional sources (local Humane Society, rescue groups, classifieds, Internet). However, a December 2008 study published in the United States\* found that overall 51.9 % of cats and dogs from shelters had health problems 1 week after adoption. \* JAVMA, Dec. 2008 Vol. 233 No. 11

• **Pet stores are part of the solution, not part of the problem.** Municipalities need strong partnerships to help them address pet related issues with their constituents. Pet stores can help support the municipality in their efforts to target and deliver their message and also develop legislation that is fair and efficient for everyone.