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EXHIBIT C



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF AGRICULTURE
AND RURAL DEVELOPMENT

JAMIE CLOVER ADAMS
DIRECTOR

REPLACES ALL PRIOR VERSIONS

**An Overview of Regulation 151 and Relative Acts Governing Pet Shops, Animal Shelters
and Dog Pounds**

Revised: July 22, 2011 (Original date of creation: May 16, 2000)

The following is a brief summary of some of the key points in Regulation 151 and other acts that are important when operating a pet shop, animal control shelter, or animal protection shelter. Remember that the following are just general guidelines. Some of the recommendations given here, while commonly used and accepted, are not specific to the regulation. Please read the regulation for a full and complete understanding of the basic requirements.

Licensing, Registration, Animal Tags, and Records

Rule 1

Euthanasia, if done, must be done humanely. The American Veterinary Medical Association's *Guidelines for Euthanasia* are held as the national standard for humane euthanasia of animals. The Michigan Department of Agriculture and Rural Development (MDARD) expects pet shops and shelters to follow these guidelines when conducting euthanasia.

Rule 11 & Rule 12

A license is required to operate a pet shop* or a shelter. To apply for a license, an applicant must complete and submit the application to the MDARD. Please note, the application for an animal control shelter must be signed by the chairman of the board, city manager, or mayor of the municipality where the shelter will be located. The application for an animal protection shelter must be signed by the president of the organization.

An applicant must read the associated rules and regulations governing pet shops and animal shelters, and sign the statement on the application that they have read the requirements and agree to comply with them. This must be done before submitting the application. The application form, along with a copy of the applicable standards, may be obtained at www.michigan.gov/mdard or by contacting the Michigan Department of Agriculture and Rural Development, Animal Industry Division at 1-800-292-3939.

The prospective shelter or pet shop will need to pass a pre-licensing inspection in order to obtain a license. If standards are not met at the pre-licensing inspection, the applicant will be given written notification of the correction(s) that need to be made prior to the license being issued.

The license cannot be transferred to another person or location. MDARD must be notified promptly when any of the following occur: if there is a change in management, location, or business name; if there are any building or structural changes; if new additions to the pet shop or animal shelter at the present location are made. Structural changes, changes in location, and new additions must pass an inspection before animals may be housed in them. In addition, a new license may be needed.

*Currently, as of August 2009, the licensing of pet shops by MDARD is suspended.

Rule 13

Records for each animal passing through a pet shop or animal shelter must be maintained and kept for two years from the date of disposition and must be made available to MDARD representatives. Records must include:

Intake records

- Name and address of the person surrendering the animal to the shelter (transfer facility, finder, or owner) or selling the animal to the pet shop. A phone number and other contact information (email) is also advised.
- Date the animal is acquired by the shelter/pet shop.
- Description of the animal including breed, sex, color, weight, and age.
- For strays taken to shelters, it also is advised to obtain the address/location where the animal was found.

Disposition records

- Description of how the animal left the shelter or pet shop (e.g. died, adopted, transferred, returned to owner, sold).
- Date the animal left shelter or pet shop.
- Name, address, and phone number of the receiver (transfer facility, owner, adopter, purchaser).

Facilities and Operations**Rule 21**

A structurally sound building is required. Both hot and cold running potable water are necessary.

Rule 22

1. Food should be stored off the floor in a dedicated room, building, cabinet, or other approved area that will keep out mice and other vermin. Open food, including treats, must be in covered, washable containers. Refrigeration shall be available if you have partially consumed cans of food, or other such perishable items.
2. A way to dispose of animal wastes, and a freezer or refrigerator to store dead animals, are required, or other arrangements must be made. Dead animals must be disposed of per the Bodies of Dead Animal Law (1982, PA 239, as amended).
3. A washroom facility with soap, for personnel and visitors, is required.
4. All floors, walls, and ceilings in the building must have a waterproof rigid surface (e.g. metal, fiberglass, tile, glass, or a surface sealed with an acceptable sealant [e.g. polyurethane, tri-polymer, epoxy]). Sealed cement and concrete block with epoxy paint are used by many facilities. Wood or cement may be used only if properly sealed.

5. Drains shall be in place to allow rapid elimination of water when cleaning or in case of flooding. There should be no pooling of water.

Rule 23

Heating and/or cooling systems are necessary to keep the temperature comfortable for the animals. Ventilation must be such that there are no drafts, odors, or moisture condensation. Humidity should stay between 30 percent and 70 percent. The general ventilation guideline for animal rooms is 10-15 fresh air changes per hour. Ample light so that all areas of the building and animal enclosures can be easily examined is necessary. Any lights in animal areas shall have covers, such as protective sleeves for fluorescent bulbs.

Rule 24

Outside facilities must provide shade from the sun and shelter from rain or snow, either via a dog house or direct access into the pet shop or animal shelter. If a dog house is used, dry bedding must be supplied when the temperatures reach below freezing. The outside facility must also have suitable drainage; there can be no standing water. Facilities with only outdoor housing will not be approved for a shelter license.

Rule 25

Primary enclosures for animals must be waterproof, structurally sound, and have no protrusions that could injure animals. Animals must be kept clean and dry and have access to food and water. Enclosures must be large enough for the animals to stand up, turn around, lie down, and stretch out comfortably. The general recommendations are:

- Cats less than or equal to nine pounds (4kg) need at least three square feet of floor spacer per cat and must be at least 24" in height, floor to ceiling.
- Cats more than nine pounds (4kg) need at least four square feet of floor space and must be at least 24" in height floor to ceiling.
- Dogs less than 30 pounds (15kg) need eight square feet of floor space per dog.
- Dogs 30-65 pounds (15-30kg) need 12 square feet of floor space.
- Dogs greater than 65 pounds (30+kg) need a minimum 24 square feet of floor space.

These guidelines should be considered minimum standards.

Cats need litter in a litter box. When figuring minimum floor space, the space taken up by the litter box is subtracted from the floor space and enclosure. When there is more than one cat in an enclosure, resting perches are required.

Intact males and females should not be housed together in the same enclosure.

Rule 26

If dog houses with chains are used as part of the housing, the chain must be attached to a well fitted harness or non-choke collar designed for tethering, cannot become entangled, and must be

at least three times the length of the dog from the tip its nose to the base of its tail, to allow for exercise and access to the dog house.

Perimeter fencing must also be in place for any areas where animals are left unattended outdoors. The areas may include play areas, outdoor portions of indoor kennels (e.g. guillotine style), etc. The fencing must prevent people, wandering stray animals, and wild animals from being able to gain access to the animals housed within. In most cases, this will require a double fence.

Animal Health and Husbandry

Rule 31

Cats and dogs need to be fed at least once a day, or as is appropriate for the age of the animal, with adequate amounts of palatable, nutritious food. Water needs to be provided at least twice a day for at least an hour each time. All food and water dishes must be washed and sanitized as needed to keep them free of organic material and prevent disease. There should be an area to wash these dishes.

Rule 32

Feces and urine need to be removed from the cages as necessary to prevent the animals from becoming soiled and to prevent odors. Animals must be removed during cleaning when the cages are sprayed out with hoses. The animals must not be allowed to come in contact with the dirty water.

Rule 33

All areas of the building must be kept clean and sanitized and in good repair. A protocol must be in place to control and prevent pests.

Rule 34

All animals placed in the same enclosure must be of the same species and age group. Puppies and kittens cannot be placed with adult animals other than their mothers. Sick animals must be kept in a separate room from healthy animals to avoid disease transmission. Aggressive animals should be placed in their own enclosures.

Rule 35

Enough employees to maintain compliance with these regulations are required and expected.

Rule 36

The services of a veterinarian must be retained and his or her name must be listed on the application for license or registration. The MDARD'S, Animal Industry Division must be notified if a change in veterinary services occurs. A veterinarian shall be consulted promptly whenever there is an ill or injured animal. Protocols may be developed with the aid of a veterinarian, to treat specific symptoms.

Rule 41

Vehicles used to transport animals must protect the animals from the elements, provide adequate ventilation, and be structurally sound to prevent injury to animals. Animals must be transported in compatible groups of the same species. In addition, the transport enclosure must be kept clean and must be of sufficient space to allow the animals to move freely (turn around, lie down, and stand up).

Please be aware that 1969, PA 287, as amended (Pet Shops, Dog Pounds, and Animal Shelters), states that a pet shop owner cannot import or offer for sale puppies or kittens under eight weeks of age and they must have teeth visually present. Also, cats and dogs that have not been properly vaccinated and treated for internal and external parasites may not be imported. Furthermore, a health certificate issued within the last 30 days and signed by a licensed veterinarian certifying the animal to be free of communicable disease must be provided to the purchaser. This certificate needs to include the date and type of vaccinations and treatments given.

1994, PA 358 (Ferrets) legalized the sale and ownership of ferrets in Michigan. This act states that a ferret cannot be imported before six weeks of age and must be vaccinated against distemper. All ferrets in Michigan over 12 weeks of age must also be vaccinated against rabies by a licensed veterinarian. The person selling the ferret must also provide a Ferret Health Advisory Sheet to the purchaser. Ferrets must be fed at least once per day and have water AVAILABLE AT ALL TIMES. Additionally, the cage needs to provide adequate ventilation and must be cleaned as necessary to minimize odors.

Again, this is just a brief overview of the regulations concerning the operation of pet shops and animal shelters in Michigan. Please review Regulation 151 and the associated laws and for more information. If you have any questions concerning the regulations and how they affect you or your business, please contact the Michigan Department of Agriculture and Rural Development, Animal Industry Division, at 1-800-292-3939.

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EXHIBIT D



Complaints

COMPLAINTS

Consumer Services

One of the goals of the Corporations, Securities, & Commercial Licensing Bureau is to protect consumers through the licensing and regulation of certain professions, occupations, businesses and services.

While the Bureau does not have the authority to enforce the ethical standards of a profession, or to handle fee disputes, it does have the authority to investigate and to pursue disciplinary action against a license, registration or permit issued by the Bureau.

Verify a License, Registration or Permit

Verify a Commercial License, Registration or Permit for those professions regulated by the Corporations, Securities, & Commercial Licensing

CSCS COMPLAINT PROCESS

FORMS & PUBLICATIONS

DISCIPLINARY ACTION REPORTS



QUICK LINKS

[Customer Satisfaction Survey](#)

[Freedom of Information Act Request](#)

[How to Contact Us](#)

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EXHIBIT E



CUSTOMER DRIVEN
BUSINESS MINDED

Corporations, Securities and Commercial Licensing Bureau
2501 Woodlake Circle, Okemos, MI 48864 • www.michigan.gov/cscl

Filing a Complaint with the Corporations, Securities, and Commercial Licensing Bureau (Bureau)

Before filling out a statement of complaint form, please take the time to read the following information; this will help you understand the Bureau's functions, roles, and responsibilities.

WHAT WE CAN DO:

- We investigate allegations against persons and business entities accused of violating laws and regulations administered by the Bureau. When appropriate, we are empowered to bring administrative actions against the person or business entity to enforce compliance with the applicable laws and regulations.
- The Bureau administers laws and regulations that affect the following :
 - Cemeteries (Private)
 - Continuing Care Communities
 - Forensic Polygraph Examiners
 - Mortuary Science
 - Investments & Securities
 - Pre-Paid Funeral Contract Seller/Provider
 - Professional Employer Organizations
 - Professional Investigator
 - Regulation D Filings
 - Security Alarm Contractors
 - Security Alarm Systems Registration
 - Security Guard Agency
 - Transportation Company (Taxi, Limousine and Transportation Network Company)
 - Unarmed Combat (Professional Boxing and Mixed Martial Arts)
 - Vehicle Protection Product Warrantors

WHAT WE CANNOT DO:

- We cannot act as a court of law, so we cannot order that monies be refunded, contracts be canceled, damages be awarded, etc. If you have this type of problem you should consult an attorney.
- We cannot act as your attorney.
- We cannot take action in matters involving the internal affairs of a business entity. We only have jurisdiction over regulated activities, not over the way business is being conducted as it relates to non-regulated activities.
- We cannot conduct criminal prosecutions.

HOW YOU CAN HELP US:

- Summarize your allegations using these guidelines.
 - Tell us WHAT happened. Start from the beginning. Be specific as to what was said and who said it.
 - Tell us WHO was present during these conversations or acts.
 - Tell us WHEN and WHERE these conversations/acts took place.
 - Tell us WHEN and WHERE the money and agreements changed hands.
 - Tell us HOW you know the representations were false or HOW you know your money was misused.
- Attach photocopies of all documents such as contracts, agreements, certificates, notes, correspondence, legible copies of the front and back of checks involved, prospectus, advertising, plans or specifications, etc. Documentary evidence is especially important. **Please do not send originals; we cannot be responsible for their safekeeping and they will not be returned.**
- The Bureau may ask you to provide other documents at a later date to support your allegations

SEND COMPLETED STATEMENT OF COMPLAINT FORM AND ATTACHMENTS TO:

State Of Michigan
Department of Licensing and Regulatory Affairs
Corporations, Securities, and Commercial Licensing Bureau
Complaints
P.O. Box 30018
Lansing, MI 48909

WHAT HAPPENS NEXT:

- The Bureau will send you a written confirmation of receipt of the statement of complaint within 5 days after it has been received.
- If the statement of complaint alleges violations of the laws and regulations administered by the Bureau, the Bureau will investigate.
- If the Bureau does not have jurisdiction over the matter, you will be notified in writing.
- If the Bureau issues a Formal Complaint you may be needed as a witness on behalf of the Bureau, as determined by the Bureau's hearing representative.
- The respondent may request a compliance/settlement conference, between them and the Bureau, prior to the contested case hearing to discuss compliance with the laws and regulations, and to possibly settle the Formal Complaint.
- If you are needed as a witness at a contested case hearing, the Bureau's hearing representative will generally contact you to discuss what is expected and the documents you should bring to the contested case hearing.
- The administrative law examiner residing over the contested case hearing will determine whether a violation of the law or regulation has occurred and issue a proposal for decision, or a hearing report will be issued for complaints under the Unarmed Combat Regulatory Act, 2004 PA 403. The hearing report is sent to the Unarmed Combat Commission.
- The Unarmed Combat Commission must accept the administrative law examiner's findings of fact and conclusions of law. The Unarmed Combat Commission will make a decision and the Bureau will issue a "Final Order" about the decision, including any penalties, which may include: license limitation, suspension, revocation, fine, or probation. For all other cases, the respondent is given 21 days from the date the proposal for final decision was issued to file exceptions, and the Bureau can choose to respond to those exceptions. After the exceptions, responses, or 21 day period lapses, a "Final Order" is issued by the Bureau.



STATEMENT OF COMPLAINT

COMPLAINANT: The Department has jurisdiction in only certain matters involving consumers and licensees in the areas listed below. If the Department has jurisdiction over your allegations, an investigation will be conducted for possible licensing action by the Department. Your individual remedies should be pursued in the civil courts.

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THE COMPLAINT IS AGAINST			INFORMATION ABOUT YOU		
Name of Licensee (Company/Individual)			Name		
Address (Number and Street)			Address (Number and Street)		
City	State	Zip Code	City	State	Zip Code
Telephone Number			Telephone Number		
Name of Person You Dealt With			E-mail address		
License Number (if known)			Are you willing to testify in a hearing? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Indicate which of the following the complaint is against:

- | | |
|--|---|
| <input type="checkbox"/> Cemetery (Private) | <input type="checkbox"/> Security Alarm Contractors |
| <input type="checkbox"/> Forensic Polygraph Examiner | <input type="checkbox"/> Security Alarms Systems Registration |
| <input type="checkbox"/> Investment & Securities | <input type="checkbox"/> Security Guard Agency |
| <input type="checkbox"/> Mortuary Science | <input type="checkbox"/> Transportation Company |
| <input type="checkbox"/> Pre-Paid Funeral Contract Seller/Provider | <input type="checkbox"/> Unarmed Combat |
| <input type="checkbox"/> Professional Employer Organization | <input type="checkbox"/> Vehicle Protection Product Warrantor |
| <input type="checkbox"/> Professional Investigator | |

Attach a brief detail of the allegations.

Attach copies of all documents such as contracts, agreements, certificates, notes, correspondence, legible copies of the front and back of checks involved, prospectus, advertising, plans or specifications, etc. Please do not send originals; we cannot be responsible for their safekeeping and they will not be returned.

The Department may ask you to provide other documents at a later date to support the allegations.

- I wish to file this complaint anonymously. It is my understanding that by doing this, I will not receive any correspondence or communication regarding the complaint. Any documents and personal information submitted with this complaint may be provided to the respondent as part of the investigative process.

I understand the information provided will not be returned, will be used for investigative purposes, and may be subject to release under the Freedom of Information Act. Any documents and personal information submitted with this complaint may be provided to the respondent as part of the investigative process.

SIGNATURE **DATE**