

SCHEDULE NO. 29
Relating to Pet Shops
(Added By-law 2011-241)

LICENSES REQUIRED

1. (1) Every owner or operator of a pet shop shall obtain a pet shop license.
- (2) A separate license shall be obtained for each premises operating as a pet shop.

EXEMPTIONS

2. This schedule does not apply to:
 - (a) an accredited veterinary facility under the supervision of a veterinarian licensed pursuant to the Veterinarians Act, R.S.O. 1990, Chapter V.3, as amended; and,
 - (b) the local animal shelter operated by the Ottawa Humane Society.

CONDITIONS FOR ISSUANCE

3. (1) The applicant shall be the owner or operator of the pet shop.
 - (2) No person other than the owner or operator of a pet shop shall apply for a pet shop license.
 - (3) No applicant for a pet shop license shall be issued a license unless:
 - (a) the applicant is at least eighteen (18) years of age;
 - (b) the premises comply with the zoning, building and property standards requirements of the City;
 - (c) the Fire Chief has reported in writing that the premises complies with all applicable fire regulations;
 - (d) an animal welfare inspector appointed under the Provincial Animal Welfare Services Act, 2019, or any successor thereto, has reported in writing that the premises, and the animals housed or displayed on the premises, have been inspected and meet the requirements of the Act;
- (repealed and replaced by By-law 2023-318)**
- (e) the applicant has agreed to indemnify and save harmless the City of Ottawa as required by Section 7 of this Schedule;

- (f) the applicant has filed proof of insurance as required by Section 8 of this Schedule; and,
- (g) the applicant has paid the applicable fee set out in Schedule “A”.

4. The Chief License Inspector may impose such additional conditions with respect to the issuance of a pet shop license, as he or she deems necessary to ensure the health, safety and well being of the public.

CONDITIONS FOR RENEWAL

5. No pet shop license shall be renewed unless:

- (a) if deemed necessary by the Chief License Inspector, the Fire Chief has reported in writing that the premises are suitable for the purpose of the license application and comply with all applicable fire regulations;
- (b) if deemed necessary by the Chief License Inspector, an animal welfare inspector appointed under the Provincial Animal Welfare Services Act, 2019, or any successor thereto, has reported in writing that the premises, and the animals housed or displayed on the premises, have been inspected and meet the requirements of the Act;

(repealed and replaced by By-law 2023-318)

- (c) the applicant has agreed to indemnify and save harmless the City of Ottawa as required by Section 7 of this Schedule;
- (d) the applicant has provided proof of insurance as required by Section 8 of this Schedule; and,
- (e) the applicant has paid the applicable fee outlined in Schedule “A” of this by-law.

6. The Chief License Inspector may impose such additional conditions with respect to the renewal of a pet shop license, as he or she deems necessary to ensure the health, safety and well being of the public.

INDEMNIFICATION

7. The licensee shall indemnify and save harmless the City of Ottawa from and against any and all claims, causes of action, loss, costs or damages that the City of Ottawa may suffer, incur or be liable for, resulting from the performance or non-performance of the licensee of his or her obligations under the license whether with or

without negligence on the part of licensee, the licensee's employees, directors, contractors and agents.

INSURANCE

8. (1) The licensee shall provide and maintain Commercial General Liability Insurance coverage subject to limits of not less than Two Million Dollars (\$2,000,000.00) inclusive per occurrence for bodily injury, death and damage to property, including loss of use thereof.
- (2) Such insurance policy shall contain an endorsement to provide the Chief License Inspector with thirty (30) days prior written notice of any cancellation or of a material change that would diminish coverage.
- (3) A Certificate of Insurance evidencing the above insurance coverage(s) shall be provided to the Chief License Inspector prior to the issuance of a pet shop license.

TRANSFERS OF LICENSE

9. The pet shop licenses issued pursuant to this Schedule are not transferable.

POSTING OF LICENSE

10. No licensee shall fail to post the pet shop license in a prominent location on the licensed premises so as to be clearly visible to the public.

RECORDS

11. (1) No licensee shall fail to ensure that a record is made in a clear and legible manner of each shipment of animals purchased or otherwise obtained.
- (2) No licensee shall fail to ensure that each entry for the record is made at the time each animal or batch of animals, as appropriate, that comes into the licensee's possession, including:
 - (a) the date of purchase;
 - (b) the name, address and contact information for the individual or business from which it was purchased or otherwise obtained; and,
 - (c) a full description of the animal, as appropriate, including:
 - (i) sex, colouring and identifying marking; and,
 - (ii) any tattoo or microchip number.

- (3) No licensee shall fail to ensure that the records are available for inspection by the Chief License Inspector during business hours.
- (4) No licensee shall fail to retain the records for a period of not less than twelve (12) months.
- (5) Subsections (1) and (2) does not apply to an animal owned by and sold for a municipal animal shelter, registered humane society, registered society for the prevention of cruelty to animals, or rescue organization).

(By-law 2016-200)

- 12. (1) In the case of cats and dogs, no licensee shall fail to provide the purchaser with a written record of sale including:
 - (a) a description of any tattoo;
 - (b) a record of all vaccinations;
 - (c) a record of de-worming;
 - (d) a record of all veterinary or other health related treatments, if any;
 - (e) a current certificate indicating proof and date of inoculation and de-worming and;.
 - (f) a current certificate indicating the cat's or dog's:
 - (i) breed, date of birth, gender, markings;
 - (ii) the name, address, phone and facsimile numbers, and website, as applicable, of the veterinary hospital of clinic which vaccinated and de-wormed the cat or dog;
 - (iii) the date and type of vaccinations;
 - (iv) the date and type of de-worming medication;
 - (v) information about each of the male parent and the female parent of the cat or dog, including breed, approximate height (in case of dogs), approximate weight;
 - (vi) litter size; and,
 - (vii) a statement certifying that the cat of dog originates from a duly inspected source, pursuant to Section 22.
- (2) Paragraph (e) of subsection (1) shall not apply to a cat or dog owned by and sold for municipal animal shelter, registered humane society,

registered society for the prevention of cruelty to animals, or rescue organization).

(By-law 2016-200)

GENERAL REGULATIONS

13. No licensee shall fail to:
- (a) ensure that knowledgeable and experienced staff are in charge of and responsible for the care and safekeeping of the animals;
 - (b) ensure that all persons responsible for the care, feeding or cleaning of the animals are adequately instructed and supervised in the handling and care of all such animals; and,
 - (c) maintain and make readily available to personnel at all times written animal care procedures including methods of handling the animals, sickness, injury or death of an animal and contact information for a veterinarian of record.
14. No licensee shall fail to ensure that:
- (a) any animal indicating symptoms or signs of sickness, disease or injury is isolated, examined and appropriately treated within twenty-four (24) hours of the onset of the symptoms or signs of illness or disease by a qualified veterinarian or, where one is not available, by a qualified, trained staff person under the supervision of a qualified veterinarian; and,
 - (b) the animal referred to in clause (a) is kept in a quarantine area, separate from all other animals until such illness or disease is diagnosed, treated, and cured or, if not treatable, until the animal is euthanized by a qualified veterinarian or under the supervision of a qualified veterinarian.
15. No licensee shall fail to ensure that every animal is kept in a condition appropriate to the particular species which is hygienic and conducive to the maintenance of its well-being and to the prevention of disease and injury in accordance with *Ontario Regulation 444/19, Standards of Care and Administrative Requirements* made under the Provincial Animal Welfare Services Act, 2019.

(repealed and replaced by By-law 2023-318)

16. No licensee shall fail to ensure that all animal waste materials and dead animals are disposed of in a manner that will not create a public nuisance or health hazard and in accordance with all applicable laws.
17. No licensee shall fail to ensure that the pet shop is:
- (a) maintained in a clean and sanitary condition;
 - (b) well-ventilated and lighted; and,
 - (c) free of offensive odours.
18. No licensee shall fail to ensure that:
- (a) the stock of animals is kept in cages that are:
 - (i) sanitary;
 - (ii) well-bedded;
 - (iii) well-ventilated; and,
 - (iv) well-lighted;
 - (b) every animal is maintained in a location that is of a temperature suitable for the health requirements of the type of species of animals housed therein;
 - (c) every cage, tank, container or other enclosure is of adequate size to permit the animal confined therein to stand normally to its full height, to extend its legs and body to their full natural extent, to turn around, and to lie down in a fully extended position;
 - (d) every cage, tank, container or other enclosure has a floor of either solid or wire mesh construction, where the wire mesh is easily cleaned and is comfortable for the animals, provided that:
 - (i) the spaces between the wire mesh are smaller than the pads of the feet of the animals confined therein;
 - (ii) the wire is of sufficient thickness and design to prevent injury to the animals confined therein; and,
 - (iii) such floor shall be of sufficient strength to support the weight of the animal;
 - (e) every cage, tank, container or other enclosure is equipped with receptacles made of non-porous, easily cleaned material for food

and water, mounted or situated so that they cannot be easily overturned or contaminated;

- (f) every cage, tank, container or other enclosure in which an animal is housed on the premises is:
 - (i) located in such a way as to provide maximum comfort to satisfy the known and established needs for the particular species so housed;
 - (ii) provided with safeguards to prevent extreme environmental changes and to prevent direct physical contact with such animals by the general public;
 - (iii) in good working condition; and,
 - (iv) not dangerous to the animal's health or well-being; and,
- (g) each cage containing birds shall:
 - (i) be of sufficient size and dimension to, at a minimum, enable all birds to have sufficient perch space to permit full extension of their wings in every direction and perching material of different sizes and textures to prevent foot damage;
 - (ii) contain at least two (2) perches;
 - (iii) have a removable and impermeable bottom; and,
 - (iv) house such birds in accordance with "Recommended stocking densities for birds kept in a pet retail environment" (May 2007), or any successor document thereto, as provided

19. No licensee shall fail to ensure that every animal is supplied with:

- (a) food of a type and in amounts nutritionally adequate and appropriate for the requirements of each type or species of animal; and,
- (b) adequate amounts of fresh water in the appropriate quantity and frequency to maintain a potable supply available to such animal.

20. No licensee shall:

- (a) confine or display animals of different species which are incompatible in the same cage;

- (b) knowingly sell any diseased animal without making satisfactory provision for veterinary treatment of the animal;
 - (c) sell or give away any dog, cat or rabbit under the age of eight (8) weeks or, in the case of an animal of another species, before it is weaned;
 - (d) display any animal unless:
 - (i) such animal is adequately protected from drafts, direct rays of the sun, excessive heat or cold, and the general public; and,
 - (ii) ample space is provided; and,
 - (e) keep the stock of animals in crowded quarters or cages.
21. No licensee shall sell or keep any animal prohibited under By-law No. 2003-77 entitled "A by-law of the City of Ottawa respecting animal care and control", as amended.
22. (1) No licensee shall sell or keep or offer for sale any cat or any dog from a source that is not:
- (a) a municipal animal shelter;
 - (b) a registered humane society;
 - (c) a registered society for the prevention of cruelty to animals; or,
 - (d) a rescue organization.
- (2) Despite subsection (1), no licensee operating a pet shop identified in Appendix A shall sell or keep or offer for sale any cat or any dog from a source that is not:
- (a) one of those identified in subsection (1) or,
 - (b) an establishment that has been inspected no less than once every twelve (12) months by an animal welfare inspector appointed under the Provincial Animal Welfare Services Act, 2019, or under any successor thereto, or the Animal Welfare and Safety Act, chapter B-3.1 of the Province of Quebec, as amended or under any successor thereto, where the inspector has reported in writing that the premises, and the animals therein, meet the requirements of the relevant Act, and that there are no convictions or outstanding

Orders against the owner or operator of the establishment under the relevant Act.

(By-law 2016-200; (b) repealed and replaced by By-law 2023-318)

23. No licensee shall fail to provide to the purchaser of a cat or dog, a period of two (2) business days during which the live cat or live dog may be returned to the pet shop for a refund.

(By-law 2016-200)

Appendix A**(By-law 2016-200)**

Little Critters, Billings Bridge Plaza, 2277 Riverside Dr East, Unit 148, Ottawa

Pet World, St. Laurent Shopping Centre, 1200 St.Laurent Boulevard, Unit 539, Ottawa

Pet World, Bayshore Shopping Centre, 100 Bayshore Drive, Ottawa