

WUFSPA PET RESORT AND SPA:

A mop bucket containing dirty/septic water and chemicals that is accessible to animals in an establishment that cares for them is unjustifiable, even if the risk is small. Taking a risk of that nature is unacceptable. Any kind of caustic or corrosive material has the potential to be dangerous.

The Poison Control report from the ASPCA states the following of the chemical you use, Buckeye Blue All Purpose Cleaner:

RISKS:

This is an alkaline substance that has ***the potential to cause significant corrosive injury to tissues***. Common clinical side effects include vomiting, anorexia, depression, salivation, oral ulceration, dysphagia, abdominal pain, and melena. Hyperthermia may be pronounced from inflammation and esophageal ulceration/stricture is possible. The caustic injury may not be evident for 12-24 hours.

Risk Assessment: Without treatment, this amount is unquantifiable and has potential to cause signs. There is moderate risk of clinical signs developing. ***If signs develop, there is a medium risk that the signs will be serious or life-threatening.***

The ASPCA report says the following of Cleon's case:

Clinical Situation: Increased lung sounds, increased respiratory effort, retching, depression, vomiting. No fever, but has increased lung sounds in all fields. It was assumed that he would have improved with the time frame, but ***if he aspirated the caustic material, that could cause a lot of pulmonary irritation.***

He has been on aggressive treatments and supportive care.

The radiographs show widespread pneumonia, but he has no fever or raised white blood cell count as a bacterial pneumonia would have. That amount of wide-spread inflammation in the lungs without fever or raised white cell count suggests chemical exposure.

“Liquids can be ingested and can also be aspirated causing airway injury and aspiration pneumonia. Many toxic substances are rapidly absorbed by the gastrointestinal tract. Inhalation of a household cleaner can produce visible signs such as difficulty breathing, but may also cause hidden signs like extensive buildup in the lungs that may not become evident until serious damage is done.

Aspiration pneumonia is a condition in which a dog's lungs become inflamed due to the inhalation of foreign matter. Chemical pneumonia is an unusual type of lung irritation. Pneumonia usually is caused by bacteria or virus. In chemical pneumonia, inflammation of lung tissue is from poisons or toxins. Some chemicals only harm the lungs; however, some toxic materials affect other organs in addition to the lungs and can result in serious organ damage or death.

Household cleaners can present a danger to animals when inhaled or consumed **in any amount**. These products typically contain bleaches and corrosive ingredients which can cause serious complications within the digestive and respiratory systems.”

Upon his onset of increased signs on Monday, September 3, 2018, I called your establishment to ask if he had come into contact with *anything* that could potentially cause him harm. The response from one of your employees was: *“Cleon has a habit of drinking out of the mop bucket hahaha. He is so goofy, he is the only one who ever does it hahaha.”*

If Cleon drank out of the mop bucket, he may have thought it was water, got shooed away, and aspirated fluid in the process. The veterinarian disclosed that you have in your notes that Cleon drank out of the bucket a month and a half ago, but I was never informed. The information was not disclosed to me then, nor was the repeat incident until I called and asked directly. Receiving that information should not be something I’m privy to only when something goes wrong. If you saw him drink out of it even once, the bucket should have been removed. The play area should be safe and free of any corrosives that put any amount of risks to dogs’ health and lives.

It is your responsibility to be informed of what the ASPCA Poison Control says about the chemicals you use and make accessible to the pets under your care. Easy fixes include a cover for the bucket or simply creating an area to store the bucket where dogs cannot come in contact with potentially harmful chemicals.

It is Wufspa’s responsibility to create the safest environment possible and you failed to do so. Wufspa also failed to disclose pertinent information, which is a breach of contract of care. The contract states that Wufspa would inform me of any incidences that occurred under your care:

- Wufspa did not inform me of either incident in which Cleon drank out of the mop bucket
- I realize that there are inherent risks to boarding your dog, which are outlined in the contract. However, having exposure to corrosive and/or caustic chemicals would not be considered an inherent risk.

Due to the above, it is clear that Wufspa’s negligence resulted in a potentially fatal situation for my dog, and may result in long term damages. Therefore, fees incurred during treatment and care are Wufspa’s responsibility.

As Cleon has just reached stable condition and his treatments are ongoing, I will wait to send the veterinarian invoices. In addition, due to the multiple breaches of contract, I expect that Wufspa will reimburse me for the last few months.

It is my intention to resolve this reasonably and give you the opportunity to rectify the situation.

Regards,
Kimberly Daniels